WELCOME TO THE VOLUSIA SHERIFF'S OFFICE

GENERAL ORDERS MANUAL

SHERIFF MICHAEL J. CHITWOOD

For ease in navigating through the manual, the general orders are individually bookmarked.

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Updates or suggested revisions to content will be made in accordance with general order *GO-012-02 Written Direction and Official Correspondence*.

~ Thank you ~

MISSION STATEMENT

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

VISION STATEMENT

TECHNOLOGY: Expand our toolbox in order to leverage technology and keep up with the latest crime fighting innovations. Recognizing that the sanctity of human life is at the heart of everything we do. Utilize technology to increase community safety by training deputies to deescalate life threatening incidents.

ACCOUNTABILITY BASED POLICING: Streamline the organization to respond more quickly to the needs of the community. Utilize COMPSTAT to measure and combat crime.

SERVANT LEADERSHIP: Top to bottom shift to servant leadership. The Volusia County Sheriff's Office will employ leadership by example. Supervisors will not ask anything of their employees that they would not do or expect of themselves.

COMMUNITY ENGAGEMENT: Commit to engaging all of the diverse facets of our county. Build trust within each community. Evaluate and meet the various needs of our growing communities within the county.

DIVERSITY: Recast the process of recruiting and retaining employees in order to reflect the diversity of our community. Recognize the unique diversity of Volusia County, with the many different languages spoken and countless religions.

VALUE STATEMENT

BOUNDLESS: Our success, creativity, work ethic, and commitment to the community will be boundless.

UNITY: Where there is unity, there is strength. The Volusia County Sheriff's Office is a united agency.

INTEGRITY: Integrity is the cornerstone of every mission at the Volusia County Sheriff's Office.

LEADERSHIP: Servant leadership is infectious and employed at every level of the organization.

DEDICATION: Always dedicated to implementing better ways of doing business and being responsive to the needs of our community.

VOLUSIA SHERIFF'S OFFICE

Sheriff Michael J. Chitwood

General Orders Manual

Introduction

This general orders manual contains the Volusia Sheriff's Office (VSO) general orders, which are the policy, procedures, rules, and regulations of the VSO. These general orders are intended to provide guidelines for the normal day-to-day operations of the VSO. The VSO recognizes that unusual situations and circumstances may arise while in the performance of law enforcement duties that require the application of common sense, prudence and independent judgment. Such situations shall be documented and reviewed on a case-by-case basis.

It is essential that all members of the VSO understand that for uniformity and simplicity of the general orders, use of words "he", "him", "his" are non-gender specific in all agency written directives and will be construed to also read "she", "her", and "hers", unless specifically identified otherwise. E.g. male vs. female hairstyles.

GENERAL ORDERS MANUALS AVAILABLE TO ALL AGENCY MEMBERS

All members of the VSO have electronic access to the general orders manual through the agency's I Drive and the intranet homepage under Manuals and Department References. Access may be gained through any workstation including mobile data computers.

Supervisors are responsible for ensuring that new members to the agency complete their roll call training assignment in the training management software system regarding the general orders manual as part of their initial orientation to the agency.

Each member shall read all general orders in the manual within thirty days of receipt of the manual. Each member of the VSO and their immediate supervisor shall be held responsible for the member's knowledge of the manual's contents.

New or revised general orders are issued electronically as needed by roll call training assignments in the training management and provide highlighted changes to the general order and an effective date. Occasionally, massive changes to any one particular general order may be issued as a clean version for full review. Each member is responsible for completing all roll call training assignments; each member's immediate supervisor is accountable for ensuring their subordinates act in accordance with all general orders and issued revisions.

Acknowledgement indicates MORE than just receipt of a general order change; it indicates both receipt AND REVIEW/UNDERSTANDING of the general order change.

GENERAL ORDERS REVISIONS AND PROPOSALS FOR CHANGE

Only the Sheriff or their designee, the Chief Deputy, have the authority to issue, amend, or rescind policy, procedure, rules, or regulations promulgated by the VSO general orders. However, proposals for the adoption of new general orders or the amendment or rescinding of an existing general order are encouraged and are considered an effective means to ensure that general orders remain timely, current, and effective.

Such proposals may be initiated by any employee and will follow procedures established in general order *GO-012-02 Written Direction and Official Correspondence*.

Maintenance of the general orders manual including tracking revisions, purging, review for conflicts with CALEA standards, codifying, indexing, and posting shall be the responsibility of the Professional Compliance Unit.

VOLUSIA SHERIFF'S OFFICE

Sheriff Michael J. Chitwood

GENERAL ORDERS MANUAL

TABLE OF CONTENTS

PREFACE

Mission, Vision, and Value Statements
Introduction
Table of Contents

CHAPTER 001 LAW ENFORCEMENT ROLE AND AUTHORITY

GO-001-01 Use of Force Guidelines
GO-001-02 Firearms
GO-001-02-A Approved Ammunition
GO-001-02-B Approved Firearms
GO-001-03 Use of Less-Lethal Weapons and Devices
GO-001-04 Oath and Code of Ethics
GO-001-05 Limits of Authority
GO-001-06 Pretrial Release and Diversion Programs
GO-001-07 Search and Seizure
GO-001-08 Body Searches
GO-001-10 Biased-Based Policing
GO-001-13 Consular Notifications and Diplomatic Immunities
GO-001-14 Rapid-ID Device (RIDD)
GO-001-15 Limited English Proficiency and Language Access Plan
GO-001-15-A Public Access Lobby Translation Services and Forms Procedure
GO-001-16 Providing Services to Persons with Disabilities
GO-001-16-A Communicating with People Who Are Deaf or Hard of Hearing
GO-001-17 Automated License Plate Recognition (LPR) System
GO-001-18 Public Recording of Police Activities
GO-001-19 Risk Protection Orders
GO-001-21 Suspected Unauthorized Illegal Aliens
GO-001-21-A Civil Immigration Arrest Workflow-Arrest With Existing Administrative Warrant
GO-001-21-B Civil Immigration Arrest Workflow-Arrest Without Existing Administrative Warrant
GO-001-21-C Sample Responses for Immigration Violator File Query Responses from NCIC

CHAPTER 002 AGENCY JURISDICTION AND MUTUAL AID

GO-002-01 Jurisdictional Responsibilities
GO-002-02 Departmental Liaison

CHAPTER 003 CONTRACTS

GO-003-01 Written Agreements

CHAPTER 011 ORGANIZATION

GO-011-01 Volusia Sheriff's Office Organizational Description
GO-011-02 Principles of Organization
GO-011-03 Planning and Research
GO-011-04 Administrative Reports
GO-011-05 Forms Control
GO-011-06 Strategic Planning, Goals, and Objectives

CHAPTER 012 DIRECTION

GO-012-01 Command and Control
GO-012-02 Written Direction and Official Correspondence
GO-012-02-A Correspondence Identification Codes
GO-012-02-B Sample General Order
GO-012-02-C Sample Letter
GO-012-02-D Sample Memorandum
GO-012-03 Watch Commander

CHAPTER 016 ALLOCATION AND DISTRIBUTION OF PERSONNEL

GO-016-01 Auxiliary Programs
GO-016-02 Reserve Deputy Program
GO-016-03 Personnel Allocation and Distribution
GO-016-04 Specialized Assignments
GO-016-05 Succession Plan

CHAPTER 017 FISCAL MANAGEMENT AND AGENCY OWNED PROPERTY

GO-017-01 Financial Management
GO-017-02 Travel
GO-017-03 Inventory Control
GO-017-03-A Approved Enterprise Resource Planning (ERP) Systems
GO-017-03-B List of Tracked Assets
GO-017-05 Purchasing Procedures

CHAPTER 021 CLASSIFICATION AND DELINEATION OF DUTIES AND RESPONSIBILITIES

GO-021-01 Classification and Delineation of Duties

CHAPTER 022 COMPENSATION, BENEFITS, AND CONDITIONS OF WORK

GO-022-01 Compensation
GO-022-02 Benefits and Leave
GO-022-04 Salary Incentive Program
GO-022-05 Fitness Program
GO-022-06 Appearance, Uniforms, and Equipment
GO-022-06-A Duty Belt Without Load Bearing Vest
GO-022-06-B Duty Belt With Load Bearing Vest
GO-022-06-C Shoulder Patches and Chevrons

GO-022-06-D Accessories
GO-022-06-E Length of Service
GO-022-07 Awards
GO-022-09 Outside Employment
GO-022-09-A Extra-Duty Employment Pay Rates
GO-022-10 Workplace Harassment and Discrimination
GO-022-12 Drug Testing
GO-022-13 Critical Incident Stress Management (CISM) Program
GO-022-14 Post-Traumatic Stress Disorder: Workers' Compensation Guidelines
GO-022-15 Line of Duty Deaths (LODD)
GO-022-16 Public Emergency and Disaster Response
GO-022-17 Employee Assistance Program

CHAPTER 024 COLLECTIVE BARGAINING

GO-024-01 Collective Bargaining

CHAPTER 025 GRIEVANCE PROCEDURES

GO-025-01 Grievances and Appeals

CHAPTER 026 DISCIPLINARY PROCEDURES

GO-026-01 Disciplinary Procedures
GO-026-02 Standards of Conduct

CHAPTER 030 HUMAN RESOURCES

GO-030-01 Demotions and Transfers
GO-030-02 Personnel Files

CHAPTER 031 RECRUITMENT

GO-031-01 Recruitment and Selection
GO-031-01-A Deputy and Academy Recruit Applicant Selection Procedure and Information Packet
GO-031-01-B Non-Sworn Applicant Selection Procedure and Information Packet

CHAPTER 032 SELECTION

GO-032-02 Appointments
GO-032-03 Probationary Period

CHAPTER 033 TRAINING AND CAREER DEVELOPMENT

GO-033-01 Training Academy
GO-033-01-A Administrative Reporting Table
GO-033-01-B FDLE CJSTC Filing/Notification Requirements
GO-033-01-C Required Training Guide
GO-033-02 Students
GO-033-02-A Student Code of Conduct
GO-033-02-B National Weather Service Heat Index Chart and Excessive Heat Advisory
GO-033-03 Instructors
GO-033-04 Instructional System
GO-033-05 Training Programs
GO-033-06 Career Development Program

GO-033-06-A VSO Leadership Development Program
GO-033-07 Firearms Range
GO-033-07-A Range Safety Rules

CHAPTER 034 PROMOTION

GO-034-01 Promotional Process

CHAPTER 035 PERFORMANCE EVALUATION

GO-035-01 Employee Performance Evaluations
GO-035-02 Personnel Early Warning System

CHAPTER 041 PATROL

GO-041-01 Law Enforcement Operations Organization and Administration
GO-041-02 Motor Vehicle Apprehension
GO-041-02-A Vehicle Apprehension Decision-Making Matrix
GO-041-03 Patrol Operations
GO-041-03-A Out of County Arrests
GO-041-04 Patrol Zone Boundaries
GO-041-05 Vehicle Assignment and Replacement Program
GO-041-06 Individual Vehicle Assignment Program
GO-041-07 Fuel Consumption
GO-041-08 Special Services Section
GO-041-09 K-9 Units
GO-041-10 Gunshot Detection System
GO-041-11 Crime Suppression Teams
GO-041-12 Restitution
GO-041-13 Observer Ride-Along Program
GO-041-14 Bloodborne and Airborne Pathogens
GO-041-15 Special Purpose Vehicles
GO-041-17 Airport Unit
GO-041-18 Respiratory Protection Plan
GO-041-19 Domestic Violence
GO-041-20 Body Worn Cameras
GO-041-20-A Mounting Positions for the Body Worn Camera
GO-041-21 Naloxone HCL, Emergency Opioid Antagonist Program
GO-041-22 Medication Return Program
GO-041-23 Automated External Defibrillator (AED)
GO-041-25 In-Vehicle Cameras

CHAPTER 042 CRIMINAL INVESTIGATION

GO-042-01 Criminal Investigation Administration
GO-042-02 Criminal Investigation Operations
GO-042-02-A 7th Circuit Court Limits on Interviews
GO-042-02-B Volusia County Sexual Assault Protocol
GO-042-03 Habitual/Serious Offenders
GO-042-04 Truth Verification Examinations
GO-042-05 Death Investigations
GO-042-06 Confidential Informants
GO-042-07 Sexual Predators/Offenders

GO-042-08 Stalking
GO-042-09 Hate Crime Investigations
GO-042-10 Task Forces
GO-042-11 Crime Stoppers
GO-042-12 Identity Theft
GO-042-13 Cold Case Investigations
GO-042-14 Clandestine Laboratory Response
GO-042-15 Eyewitness Identification: Lineups and Showups
GO-042-16 Event Deconfliction and Case Management Deconfliction
GO-042-17 Interview Rooms
GO-042-17-A Interview Room Recording System Case Types
GO-042-18 Volusia County Crime Center (VC3)
GO-042-19 Alias Identification
GO-042-21 Unmanned Aircraft Systems
GO-042-22 Face Recognition Program

CHAPTER 043 VICE, DRUGS, AND ORGANIZED CRIME

GO-043-01 Narcotic, Vice, and Organized Crime Investigations
GO-043-02 Flash Roll Procedures
GO-043-03 Confidential Funds
GO-043-04 Vice, Narcotics, and Organized Crime Operations
GO-043-06 Intra-Agency Communication and Cooperation
GO-043-07 Contraband Forfeiture
GO-043-08 Intelligence Equipment

CHAPTER 044 JUVENILE OPERATIONS

GO-044-01 Juvenile Operations
GO-044-02 Juvenile Arrest and Investigation Procedures
GO-044-02-A Florida JJDPA Compliance Monitoring Reporting Form Instructions
GO-044-03 Missing Persons
GO-044-04 School Resource Program
GO-044-05 Juvenile Prearrest Delinquency Citation Program
GO-044-06 Volusia Family Resource Center

CHAPTER 045 CRIME PREVENTION AND COMMUNITY RELATIONS

GO-045-01 Community Relations and Education

CHAPTER 046 UNUSUAL OCCURRENCES AND SPECIAL OPERATIONS

GO-046-01 All-Hazards Plan
GO-046-01-A Hurricane Operations Plan
GO-046-01-B Unified Command Structure Large-Scale Event
GO-046-02 Protective Services Plan
GO-046-03 Active Shooter/Killer: Immediate Action Rapid Deployment
GO-046-04 Responding to Individuals with Mental Illness/CIT
GO-046-05 Special Weapons and Tactics
GO-046-06 Underwater Search and Rescue/Recovery (Dive Team)
GO-046-07 Emergency Response Team (ERT)

CHAPTER 051 CRIMINAL INTELLIGENCE

GO-051-01 Intelligence
GO-051-02 Homeland Security

CHAPTER 052 INTERNAL AFFAIRS

GO-052-01 Complaint Procedures

CHAPTER 053 INSPECTIONAL SERVICES

GO-053-01 Line Inspections
GO-053-02 Staff Inspections
GO-053-03 Accreditation Management

CHAPTER 054 PUBLIC INFORMATION

GO-054-01 Public Affairs and Media Relations

CHAPTER 055 VICTIM/WITNESS ASSISTANCE

GO-055-01 Victim Assistance

CHAPTER 061 TRAFFIC

GO-061-01 Traffic Administration
GO-061-02 Selective Traffic Enforcement
GO-061-03 Traffic Law Enforcement
GO-061-04 Speed Detection Devices
GO-061-06 DUI Enforcement Program
GO-061-07 Traffic Discretion
GO-061-08 Traffic Crashes
GO-061-09 School Crossing Guards
GO-061-10 Traffic Direction and Control
GO-061-11 Planned Checkpoints and Traffic Diversions
GO-061-12 Traffic Engineering
GO-061-13 Vehicle Towing and Impound
GO-061-14 Motorist Assistance
GO-061-15 Escorts

CHAPTER 070 PRISONER TRANSPORTATION

GO-070-01 Prisoner Transport

CHAPTER 072 TEMPORARY DETENTION/COURT HOLDING FACILITIES

GO-072-01 Courtroom Holding Facilities
GO-072-02 Temporary Detention

CHAPTER 073 COURT SECURITY

GO-073-01 Court Security

CHAPTER 074 LEGAL PROCESS

GO-074-01 Legal Civil Process/Financial Management
GO-074-02 Legal Process
GO-074-03 Injunctions for Protection
GO-074-04 Arrest Warrant Priorities
GO-074-05 Writs of Bodily Attachment for Non-Payment of Child Support

GO-074-06 Special Process Server

CHAPTER 081 COMMUNICATIONS

GO-081-01 Communication Services
GO-081-02 General Communications Procedures
GO-081-03 Cellular Phones
GO-081-04 Vehicle Information
GO-081-05 Communications Facilities and Equipment
GO-081-06 Emergency Information and Alert Systems
GO-081-07 Schedules and Telephone Numbers
GO-081-08 Status Indicators and Identification Designations
GO-081-09 Environmental Management
GO-081-10 Miscellaneous Communications Procedures
GO-081-11 Telephone and Radio System
GO-081-12 800 MHz Radio Procedures
GO-081-13 Radio Procedures
GO-081-14 Burglar Alarm Ordinance
GO-081-15 Fire/EMS Run Card

CHAPTER 082 RECORDS

GO-082-01 Records
GO-082-01-A Handling Public Records Requests
GO-082-02 Wanted Records-FCIC/NCIC
GO-082-03 Warrant Confirmations
GO-082-04 Warrant Validation
GO-082-05 RMS Juvenile Records
GO-082-06 Computer Security and Utilization
GO-082-07 Mobile Data Computer (MDC) Use and Administration

CHAPTER 083 COLLECTION AND PRESERVATION OF EVIDENCE

GO-083-01 Collection of Property and Evidence
GO-083-02 DNA Evidence and Reference Samples
GO-083-03 Exculpatory Evidence

CHAPTER 084 PROPERTY AND EVIDENCE MANAGEMENT

GO-084-01 Property and Evidence Management
GO-084-02 Digital Evidence Management System (DEMS)

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-001-01**	**Distribution** All Personnel	**Reissue/Effective Date** 10/24/2025
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Title **USE OF FORCE GUIDELINES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

This general order applies to all Volusia Sheriff's Office (VSO) sworn law enforcement to include all Deputies and Reserve Deputies while acting within the scope of their lawful authority, both while on-duty and off-duty. This general order establishes Use of Force policy, definitions, procedures, and guidelines pertaining to the various types of authorized force by VSO Deputies, both Less-lethal and Deadly force.

II. DISCUSSION

>>>>>The sanctity of human life is paramount to all else. It is this solemn and primary duty of law enforcement - to preserve and protect the sanctity of human life, dignity, and liberty of all persons - that ensures the ideals and very essence of a civil society. The Volusia Sheriff's Office commitment to this principle and its duty to protect human life is taken very seriously and is reflected in its core mission, "To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships."<<<<<

Deputies should begin considering what might be appropriate and proportional as they approach an incident, and they should keep this consideration in their minds as they are assessing the situation and deciding how to respond. Proportionality depends on the nature and severity of the underlying events. Even though Deputies do not have a duty to retreat or desist from making an arrest, Deputies should nonetheless assess the situation utilizing the Critical Decision-Making Model (CDM) taught and re-enforced in training. [CALEA LE 4.1.1]

Deputies should consider the seriousness of the underlying offense, if any; consider options for de-escalation; develop back-up plans; and bring in additional resources, if necessary. In minor, low-stakes encounters, a more appropriate and proportional response may be to step back and work toward de-escalation, disengagement, or tactical repositioning. [CALEA LE 4.1.1]

Deadly Force – The use of deadly force is a measure to be employed only in the most extreme circumstances and when lesser means of force have failed or could not be reasonably employed given the circumstances at the time. While it is preferred not to have to use force at all, the Sheriff recognizes, as do the courts, the legislature, and community, that Deputies - by the very nature of their duty and oath - will be confronted with situations that require them to use deadly force in order to defend themselves or others. It is also recognized that Deputies are often forced to make split second "use of force" judgments in circumstances that are tense, uncertain, and rapidly evolving and that they must do so based on an objectively reasonable perception at the time of the threat or danger. It is from this court-recognized position established in *Graham v. Connor* that the actions of Deputies within *the totality of the circumstances* will be judged for properness. [CALEA LE 4.1.2]

Less-lethal Force – The VSO provides force options that are less-lethal and can be applied to various resistance levels in which deadly force is not authorized. These options include impact weapons designed to deliver less-lethal striking or leverage control techniques and less-lethal weapons to include specialty impact munitions/projectiles designed to stun, temporarily incapacitate, or cause temporary discomfort to a person for the purpose of gaining compliance and control. [CALEA LE 4.1.4]

III. POLICY

It is the policy of the VSO that Deputies use only the minimal degree of force that is necessary to overcome the immediate threat and/or to effectuate an arrest. **Excessive force will not be tolerated.** Deputies shall exercise all safe and reasonable means of control and containment; the application of force shall be guided by Florida State Statutes, VSO general orders, and agency approved training. [CALEA LE 4.1.2]

The Sheriff authorizes Deputies to use that amount of force that is proportional, reasonable, and necessary under the circumstances to protect themselves and/or others while performing their lawful duties. When feasible and practical, Deputies shall attempt to resolve potential use of force situations with non-physical force alternatives, such as direction, persuasion, verbal warning, or time/distance tactics prior to resorting to the use of force. [CALEA LE 4.1.2]

Deputies have a duty to intervene if they anticipate or observe the unreasonable, unnecessary, or disproportionate use of force by a VSO employee or public safety associate. [CALEA LE 4.3.2]

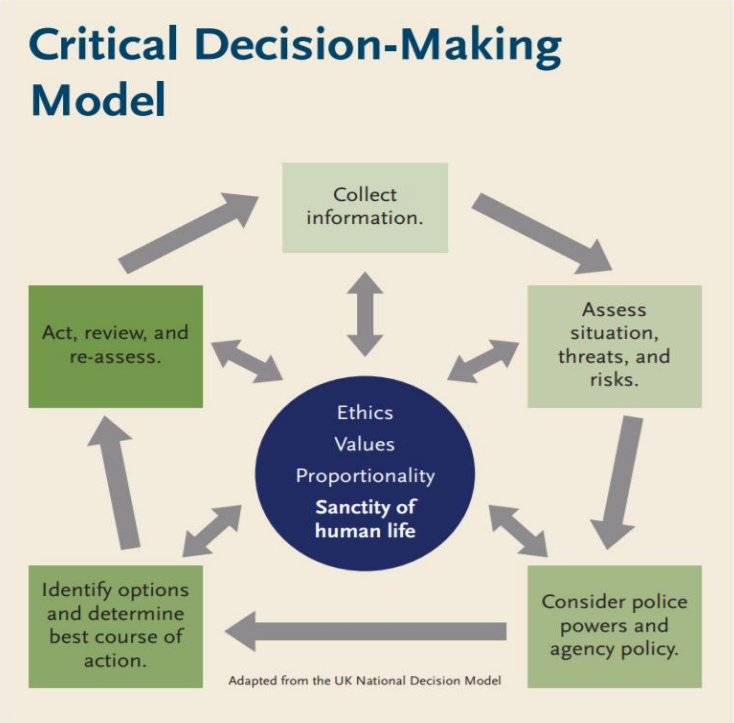
Prior to being authorized to carry any approved less-lethal weapon or firearm, it is the policy of VSO that all sworn Deputies shall first receive copies of and documented training on the VSO policies and procedures covered in general order *GO-001-01 Use of Force Guidelines*, and general order *GO-001-03 Use of Less-lethal Weapons and Devices*. In addition, each Deputy shall receive documented training and demonstrate proficiency in all authorized use of force as defined in VSO policy and procedures. [CALEA LE 4.2.4]

The use of force by Deputies shall be in compliance with the guidelines set forth in Florida Statutes and VSO general orders and shall be documented in a use of force report as defined herein. [CALEA LE 82.2.1 (a)]

POLICY NOTE: ***Due to the complexities involved in certain force encounters and the inherent potential for rapidly evolving/changing circumstances, the Sheriff recognizes that unique and unforeseen situations arise while in the performance of law enforcement duties requiring the immediate application of common sense, discernment, and independent judgment. In these circumstances, deviation from established protocol may be required in order to affect the best possible outcome. In this case, it shall be incumbent upon the Deputy to justifiably articulate and document within the incident report the events, circumstances and required actions taken. The administrative review of all such reports shall include review by the Training Captain.***

IV. DEFINITIONS

Critical Decision-Making Model (CDM) – The CDM is a five-step critical thinking process. The five steps are built around the core values of the VSO and the policing profession. The CDM guides deputies through a process of collecting information; assessing the situation, threats, and risks; considering police powers and



agency policy; identify options and determining the best course of action; and acting, reviewing, and reassessing the situation.

Deadly Force – Any force which is likely to cause immediate death or serious bodily/physical harm including, but not limited to:

1. Use of any weapon or other force in a manner which is likely to cause death or serious bodily/physical harm.
2. Discharge of a firearm in the direction of the person to be arrested, even though no intent exists to kill or inflict great bodily harm.
3. The firing of a firearm at a vehicle in which the person to be arrested is riding.

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 force necessary. De-escalation may include the use of such techniques as command presence, advisements, warnings, verbal persuasion, and tactical repositioning.

Defensive Weapon – Any readily available object or instrument used by a Deputy in a reasonable manner to defend against a violent attack in order to avoid being seriously injured or killed, and when other conventional weapons or use of force alternatives are not readily available under the exigent circumstances.

Great/Serious Bodily Harm – A bodily injury that creates a substantial risk of death, causes serious, permanent disfigurement, or results in long-term loss or the impairment of the functioning of any bodily member or organ.

Imminent – Threatening, likely, and unavoidable; impending; immediate potential threat to the life and/or safety of the Deputy or another human being(s).

In-custody Death – The death of any individual while in the custody and care of the VSO that occurs for any reason.

Less-Lethal Force – Force options applied at a level to gain/regain control of a subject including the use of less-lethal weapons not fundamentally designed to cause death or great bodily harm.

Neck Hold – One of the following types of holds: (1) bar-arm control or choke hold, a hold that inhibits breathing by compression of the airway in the neck; (2) carotid restraint hold, a hold that inhibits blood flow by compression of the blood vessels in the neck; (3) lateral vascular neck constraint; or (4) a hold with a knee or other object to the back of a prone subject's neck. **A neck hold is considered deadly force; VSO does not train in this technique and does not authorize its use.** [CALEA LE 4.1.6, 4.1.7]

Objectively Reasonable Belief – A fourth amendment standard whereby a Deputy's belief that they must protect themselves or others from imminent death or serious bodily injury is compared and weighed against what a reasonable or rational Deputy would have believed under similar circumstances. This determination is made by reviewing all relevant facts and circumstances of each particular case, including but not limited to 1) the severity of the crime at issue, 2) whether the suspect poses an immediate threat to the safety of the Deputy or others, and 3) whether the suspect is actively resisting arrest or attempting to evade arrest by flight.

Probable Cause – Facts and circumstances which would support an objectively reasonable belief that the Deputy must protect themselves and/or others from imminent death or serious bodily injury.

Proportionality – Involves directing deputies to do the following: 1) use only the level of force necessary to mitigate a threat and safely achieve lawful objectives, 2) consider, if appropriate, alternate force options that are less likely to result in injury but will allow deputies to achieve lawful objectives, and 3) consider the appropriateness of deputies' actions. Deputies should begin considering what might be appropriate and proportional as they approach an incident and should keep this consideration in their minds as they are assessing the situation and deciding how to respond. Whether a use of force is proportional also depends on the nature and severity of the underlying events.

Subject Resistance – An act of defiance by an individual opposing a Deputy's lawful commands.

Totality of the Circumstances – The totality of circumstances are the facts and information known to the Deputy at the time, or reasonably perceived by the Deputy and serve as the basis for the Deputy's decision to use force.

V. PROCEDURE

A. FLORIDA STATUTES

1. VSO Use of Force Guidelines are based on the authority of Florida Statutes § 776.05 and § 776.06:

776.05 Law enforcement officers; use of force in making an arrest. – A law enforcement officer, or any person whom the officer has summoned or directed to assist him or her, need not retreat or desist from efforts to make a lawful arrest because of resistance or threatened resistance to the arrest. The officer is justified in the use of any force:

(1) Which he or she reasonably believes to be necessary to defend himself or herself or another from bodily harm while making the arrest;

(2) When necessarily committed in retaking felons who have escaped; or

(3) When necessarily committed in arresting felons fleeing from justice. However, this subsection shall not constitute a defense in any civil action for damages brought for the wrongful use of deadly force unless the use of deadly force was necessary to prevent the arrest from being defeated by such flight and, when feasible, some warning had been given, and:

(a) The officer reasonably believes that the fleeing felon poses a threat of death or serious physical harm to the officer or others; or

(b) The officer reasonably believes that the fleeing felon has committed a crime involving the infliction or threatened infliction of serious physical harm to another person.

776.06 Deadly force by a law enforcement or correctional officer. –

(1) As applied to a law enforcement officer or correctional officer acting in the performance of his or her official duties, the term "deadly force" means force that is likely to cause death or great bodily harm and includes, but is not limited to:

(a) The firing of a firearm in the direction of the person to be arrested, even though no intent exists to kill or inflict great bodily harm; and

(b) The firing of a firearm at a vehicle in which the person to be arrested is riding.

(2)(a) The term "deadly force" does not include the discharge of a firearm by a law enforcement officer or correctional officer during and within the scope of his or her official duties which is loaded with a less-lethal munition. As used in this subsection, the term "less-lethal munition" means a projectile that is designed to stun, temporarily incapacitate, or cause temporary discomfort to a person without penetrating the person's body.

(b) A law enforcement officer or a correctional officer is not liable in any civil or criminal action arising out of the use of any less-lethal munition in good faith during and within the scope of his or her official duties.

NOTE: It is extremely important that all personnel know and understand the provisions of these statutes as well as Sections 241 and 242 of Title 18, U.S. Code, and Sections 1983 and 1985 of Title 42, U.S. Code.

B. FORCE GUIDELINES – GENERAL [CALEA LE 41.2.7 (c)]

1. When applying VSO force guidelines to actual situations, Deputies shall not unnecessarily or unreasonably endanger themselves or others. Deputies shall be mindful of subjects who may be physically or mentally incapable of responding to law enforcement commands due to a variety of circumstances including, but not limited to alcohol or drugs, mental impairment, medical conditions, deaf/hard of hearing, or language/cultural barriers. [CALEA LE 41.2.7 (c)]

2. The amount of force, the continued use of any force, and the type of equipment utilized all depend upon the situation being faced by the Deputy at the time. However, once the threat has been overcome or a subject is securely in custody, the Deputy shall de-escalate and immediately address any injuries the suspect or others may have sustained. [CALEA LE 41.2.7 (c)]

3. **Subject Resistance**: An act by an individual that opposes a Deputy's lawful commands is resistance. There are four levels of resistance:

   a. *Passive Resistance*: A subject's verbal and/or physical refusal to comply with a Deputy's lawful direction causing the Deputy to use physical techniques to establish control. Example: Subject refuses to move at the Deputy's direction.

b. *Active Resistance*: A subject's use of physically evasive movements directed toward the Deputy such as bracing, tensing, pushing, or pulling to prevent the Deputy from establishing control over the subject. Examples include:
   - The subject physically anchors himself to a person or object to prevent being removed;
   - The subject braces or pulls away from the Deputy when the Deputy grips the subject's arm;
   - The subject attempts to run when the Deputy touches or attempts to grab the subject's arm or shoulder.

c. *Aggressive Resistance*: Subject's active defiance through attacking movements toward a Deputy that may cause injury but are not likely to cause death or great bodily harm to the Deputy or others. Examples include:
   - The subject balls up their fist and approaches the Deputy;
   - The subject pushes the Deputy back as the Deputy tries to take the subject into custody;
   - The subject grabs any part of the Deputy's body;
   - The subject attempts to strike the Deputy.

d. *Deadly Force Resistance*: A subject's hostile, attacking movements, with or without a weapon, that cause a reasonable perception by the Deputy that the subject intends to cause, and had the capability of causing, death or great bodily harm to the Deputy or others.

4. **Deputy Response to Subject Resistance**: The level of force required by the Deputy to meet the subject's resistance to the point of gaining/regaining control of the subject. Response to subject resistance through physical force occurs when the subject refuses to comply with the Deputy's lawful order and verbal dialogue. There are three levels of force response: NOTE: The mere handcuffing of compliant individuals is not considered force. [CALEA LE 4.2.1 (d)]

   a. *Physical Control*: Use of restraining and/or physical force to achieve compliance or custody through the use of empty-hand or leverage-enhanced techniques, such as pain compliance, transporters, restraint devices (including Emergency Restraint Chair-E.R.C.), takedowns, and striking techniques. [CALEA LE 4.2.1 (d)]

   b. *Less-Lethal Weapons*: Use of weapons that are not fundamentally designed to cause death or great bodily harm. Some examples include chemical agents (e.g., aerosol irritant projector and the pepper ball system), Dart-Firing Stun Gun (e.g. TASER), less-lethal impact weapons such as expandable batons (e.g., ASP) and 12-GA. Less-Lethal impact munitions.

   c. *Deadly Force*: Force that is likely to cause death or great bodily harm. Some examples include use of a firearm, eye gouges, empty hand strikes to the throat, impact weapon strikes to the head or side of the neck.

5. **Situational Factors/Totality of the Circumstances**: In addition to assessing a subject's resistance level, the process of determining the threat potential a Deputy is facing also includes considering the following examples:

   a. Subject Factors:
      - Seriousness of the crime committed.
      - Size, age, and weight of the subject.
      - Apparent physical ability/skill level of the subject.
      - Number of people present who are involved or who may become involved.
      - Weapons possessed by or readily available to the person.
      - Known history of violence by the subject.
      - Presence of innocent persons or potential victims in the area.
      - Whether the subject can be captured at a later time.
      - Whether evidence is likely to be destroyed.

   b. Deputy Factors:
      - Size, physical ability and defensive tactics expertise of the Deputies.
      - Number of Deputies present.
      - Immediate reaction in the case of sudden attack.

- Weapon options or restraint devices available to the Deputy.
- Legal Justification.
- Agency Policies and Procedures.

c. Environmental Factors:

- Physical location.
- General surroundings and the dynamics and dangers associated.
- Lighting conditions.
- Presence of other people who may become involved as participants or victims.
- Weather
- Avenues of escape for the subject as well as for the Deputy.

6. **Applying Force**: It is recognized that Deputies are required to make use of force decisions based on the totality of the circumstances known or perceived by the Deputy at the time of the incident. Since most situations are fluid and dynamic, formulating a reasonable and valid response requires constant threat assessment as the situation unfolds and changes. Force guidelines do not require matching a subject's level of resistance with an exact level of response but rather gives Deputies the latitude to pick a use of force response that they reasonably believe is appropriate based on an assessment of the totality of the circumstances the Deputy is facing in that moment.

   a. The most serious act in which a Deputy can engage during the course of their official duties is the use of deadly force. The authority to carry and use firearms in the course of public service is an immense power, and one which comes with great responsibility.

   b. A Deputy is not justified in using deadly force at any point in time when there is no longer probable cause to believe the suspect is dangerous, even if deadly force would have been justified at an earlier point in time.

   c. Should use of deadly force be required, Deputies shall immediately render the appropriate medical aid and request further medical assistance for the suspect and any other injured individuals, including the Deputy, when necessary and safe to do so.

7. **Passive Resistance Demonstrations**: Deputies shall not use force to overcome passively resisting demonstrators, except that physically moving a subject is permitted when it is necessary and objectively reasonable. The decision to deploy use of force on passive resistance crowd control/demonstrations shall be determined solely by the Sheriff or Chief Deputy.

8. **Totality of the Circumstances**: While the U.S. Supreme Court identified three (3) factors that should be evaluated in determining whether a Deputy's use of force was objectively reasonable, this list was not intended to be all inclusive. The totality of the circumstances at the time that led a Deputy to believe force was needed is critical. Other factors such as whether an individual is violent, the possibility that the individual is armed, and the number of people with whom the Deputy must contend with at the time are all relevant factors to consider. Individual factors alone would not give a reasonable officer the belief that deadly force is necessary. E.g., resisting arrest or flight alone would not justify the use of deadly force.

9. **Required Training**: All Deputies shall receive documented training and demonstrated proficiency on all VSO authorized use of force and shall receive and be instructed on the VSO general order *GO-001-01 Use of Force Guidelines*, general order *GO-001-03 Use of Less-Lethal Weapons and Devices*, and any pertinent Legal Bulletins prior to authorized carry and use of force. At least annually, all sworn personnel authorized to carry weapons are required to receive in-service training on VSO use of force policies, including legal updates/bulletins, and shall demonstrate proficiency with all approved lethal weapons and electronic controlled weapon/dart firing stun gun that the Deputy is authorized to use. In-service training for other authorized less-lethal weapons and weaponless control techniques shall occur at least biennially. [CALEA LE 4.3.4]

   a. All weapons qualification and proficiency training must be monitored by a certified weapons or tactics instructor. [CALEA LE 4.3.3 (a)]

   b. Training and proficiency must be documented. [CALEA LE 4.3.3 (b)]

   c. It is incumbent upon every Deputy to maintain proficiency in the use of authorized firearms/weapons; Deputies unable to qualify with an authorized weapon shall receive remedial training prior to resuming official duties. [CALEA LE 4.3.3 (c)]

10. **Required Reporting**: In addition to documenting incidents with the VSO *Incident Report*, a supervisor shall be informed immediately of each incident involving the use of force by a Deputy: [CALEA LE 4.2.1 (c), 41.1.5 (i), 82.2.1 (a)]

    a. When restraining force is simply used to gain control of a subject without injury, charging the defendant and initiating a *Response to Resistance* report shall be left to the discretion of the arresting Deputy and the supervisor based on the circumstances; however, any restraining force or physical force resulting in injury, or a complaint of injury (whether or not visible), shall require a *Response to Resistance* report and *Administrative Review* through the chain of command. [CALEA LE 41.1.5 (i)]

    b. Each use of aerosol irritant projector, the pepper ball system, electronic restraint device, Taser, ASP, or less-lethal munitions shall be documented in an *Incident Report* and shall require a supervisory *Response to Resistance* report and *Administrative Review* through the chain of command.

    c. **Threat of Force**: The pointing of a firearm or Taser at an individual as a threat of force will be documented in the incident report but does not require the completion of a response to resistance report.

11. **Required Supervisory Response to Critical Incidents**: Supervisors shall immediately respond to any scene where: [CALEA LE 41.2.7 (a, c)]

    a. A weapon (firearms, edged weapon, or other improvised weapons) is reported.

    b. Persons experiencing a mental health crisis are reported.

    c. A Telecommunicator or other member of the VSO believes there is potential for significant force.

C. DUTY TO INTERVENE [CALEA LE 1.2.10]

1. VSO employees are required to intervene and notify appropriate supervisory authority if they observe another VSO employee or public safety associate engage in any unreasonable use of force.

    a. Civilian employees are not expected to risk injury through physical intervention but are required to make immediate notification to a sworn supervisor not involved in the unreasonable use of force.

D. LESS-LETHAL FORCE [CALEA LE 4.1.4]

1. GENERAL USE GUIDELINES

a. **Establish Control** – Establishing control assists in preventing and/or mitigating the potential for escalation of force. The primary purpose for the use of force by law enforcement is to overcome resistance and/or establish control over the subject(s) who is resisting or creating the threat of physical harm to the Deputy, themselves, or another person.

b. **Escalation** – In the process of responding with an appropriate level or type of force to overcome a resisting subject, or detain a subject when force is justified, it is not a requirement to go step-by-step through the levels of response. Deputies are justified in responding with whatever level or type of force is deemed reasonable and necessary at the time to overcome the resistance presented by the individual and defend against assault and/or achieve control based on proportionality and the totality of the circumstances.

c. **De-escalation of Force** – *Once control has been gained* in a situation, Deputies shall *de-escalate* their use of force as soon as practical to a point no greater than what can be reasonably expected to maintain control over the subject to accomplish lawful objectives.

d. **Decisive and Effective** – Deputies shall attempt where feasible and practical, to resolve all potential use of force incidents with non-physical measures. However, once it is apparent to a Deputy that force is going to be required for the Deputy to safely perform their duties, then the force that is reasonable and necessary shall be delivered in a decisive and effective manner, followed up by appropriate controlling techniques in order to:

    (1) End the confrontation as quickly as possible, thereby reducing the risk of injury to all parties, and

    (2) Prevent the situation from escalating to higher levels of resistance and response.

2. **LESS-LETHAL FORCE AUTHORIZATION**

a. Deputies are authorized to use any law enforcement less-lethal option listed in AUTHORIZED LESS-LETHAL FORCE OPTIONS below which they reasonably believe is necessary to accomplish a lawful objective such as, but not limited to, the following:

(1) Overcome resistance or threatened resistance to arrest, detainment or lawful commands.

(2) Defend themselves or someone else against physical assault or endangerment.

(3) Take a person into protective custody, such as for a Baker Act or Marchman Act.

(4) Prevent the escape of an arrested person or prisoner.

(5) Perform official duties requiring the controlling presence of a Deputy such as during a civil unrest incident or crowd control.

(6) Defend themselves during the service of Court Ordered Civil Process.

(7) Prevent criminal damage to property or loss/destruction of evidence.

(8) Restrain an individual to allow medical treatment at the direction of a physician or by Court Order.

(9) Protect an arrestee/detainee from self-inflicted injury or death.

(10) Defend against animal attacks.

b. **AUTHORIZED LESS-LETHAL FORCE OPTIONS**

(1) In response to subjects who are actively resisting or threatening to actively resist, or who are otherwise a serious, credible threat to the Deputy or another person while refusing to obey lawful commands, Deputies are authorized to use the following less-lethal force options in accordance with general order *GO-001-03 Use of Less-lethal Weapons and Devices*:

(a) Physical Control force (empty-hand controls/techniques, restraints including emergency restraint chair)

(b) Any agency-approved less-lethal weapon for which the employee is currently trained, certified and has demonstrated proficiency in its use is authorized for carry and use to accomplish one or more lawful objectives as noted above in LESS-LETHAL FORCE AUTHORIZATION. Agency-approved less lethal weapons are found in general order *GO-001-03 Use of Less Lethal Weapons*.

3. **SPECIFIC PROHIBITIONS**

a. Deputies shall not use force or any objects to clear or inspect the mouth of a detained or arrested subject. This is not applicable to subjects in medical distress who are choking or pursuant to a court order.

4. **PROCEDURES IF A SUBJECT/ARRESTEE RECEIVES NON-LIFE-THREATENING INJURIES** [CALEA LE 4.1.5]

a. Deputies shall ensure prompt appropriate medical attention is provided to and/or summoned for any injured subject/arrestee who at any time:

(1) Has a visible or reasonably suspected injury.

(2) Complains of an injury even when none is visible.

(3) Was subdued by either:

- Aerosol irritant projector;
- Pepper ball system;
- Electronic restraint device;
- Taser;
- Struck with an impact or defensive weapon;
- Struck with any less-lethal or specialty impact munitions;
- Apprehended by a K-9 bite.

(4) Was rendered unconscious for any length of time.

(5) Displays any signs of a medical stress condition, i.e., a heart condition, diabetes, respiratory difficulty, etc.

(6) Appears to be under the extreme influence of drugs or alcohol.

(7) Any other time good judgment indicates the subject should be medically checked out before proceeding with the arrest process.

(8) **LIFE-THREATENING INJURY**, the Deputy shall immediately summon Emergency Medical Services to the scene and provide supportive medical attention to the best of their ability.

E. DEADLY FORCE [CALEA LE 4.1.2]

1. DEADLY FORCE AUTHORIZATION

a. Deputies are authorized to use **Deadly Force** only when they reasonably believe it is necessary to perform one or more of the following:

(1) To *prevent imminent death* or *great bodily/physical harm* to a Deputy or other person(s).

(2) To prevent the escape of a person arrested for a violent felony involving the use or threatened use of deadly force and an imminent danger exists to the Deputy or other person(s).

(3) To prevent the escape of an inmate from a detention facility or during transport to or from a detention facility when the escapee poses an imminent danger to the Deputy or other person(s).

(4) To apprehend a fleeing felon who the Deputy has probable cause to believe had committed a felony which involved the use or threatened use of deadly force, and an imminent danger exists to the Deputy or other person(s); and when feasible a verbal warning is given to the fleeing subject prior to the use of deadly force.

b. Unless impractical under the circumstances, deputies shall attempt to give a verbal warning prior to the use of deadly force.

c. Employees should take reasonable measures available under the circumstances to ensure the safety of bystanders when engaging in deadly force.

d. Deadly Force is also authorized to put down a dangerous animal(s) that poses an immediate threat of serious bodily/physical harm to a Deputy, another person, or to neutralize the vicious attack on another animal, but only when other reasonable alternatives are unavailable and only when deadly force can be used without jeopardizing bystanders.

e. **NOTE**: The dispatch of an injured or sick animal by the use of a firearm does not constitute a use of force, nor require a use of force report; the incident will be documented in an incident report and have supervisory review as with any other non-force incident.

F. DEADLY FORCE:

1. As a general rule, Deputies shall not draw their weapons unless there is sufficient justification. In effecting the arrest of potentially dangerous suspects or in high hazard situations, Deputies may display a firearm for the purpose of obtaining and maintaining control of the situation and discourage escalation of subject resistance. The display of a firearm is not a use of force. The pointing of a firearm at an individual as a threat of force will be documented in the incident report but does not require the completion of a response to resistance report.

2. SPECIFIC PROHIBITIONS

a. Deputies shall not discharge their firearms in defense of property.

b. Deputies should not use a firearm as an impact weapon.

c. Deputies shall not fire warning shots under any circumstances. [CALEA LE 4.1.3]

d. Deputies shall ensure their actions do not precipitate the use of deadly force by placing themselves or others in jeopardy by taking unnecessary, overly aggressive, or improper actions. It is often a tactically superior Deputy procedure to withdraw, take cover or reposition, rather than the immediate use of force.

e. Deputies shall not discharge their firearms to subdue a fleeing individual who presents no immediate threat of death or serious physical injury to themselves or another person.

f. Deputies shall not discharge their firearms **FROM** a moving vehicle unless deadly force is authorized in accordance with this general order. Shooting accurately from a moving vehicle is extremely difficult and therefore, unlikely to successfully stop a threat of another person.

g. Deputies shall not discharge their firearms **AT** a vehicle unless a person in the vehicle is immediately threatening the Deputy or another person with deadly force:

(1) A moving vehicle alone shall not presumptively constitute a threat that justifies a Deputy's use of deadly force.

(2) Deputies shall not move into or remain in the path of a moving vehicle. Moving into or remaining in the path of a moving vehicle, whether deliberate or inadvertent, may not be sufficient justification for discharging a firearm at the vehicle or any of its occupants. A Deputy in the path of an approaching vehicle shall attempt to move to a position of safety, when at all possible, rather than discharging a firearm at the vehicle or any of the occupants of the vehicle.

(3) These prohibitions regarding the discharge of a firearm at or from a moving vehicle exist for the following reasons:

(a) Moving to cover in order to gain and maintain a superior tactical advantage maximizes Deputy and public safety while minimizing the need for deadly or potentially deadly force.

(b) To avoid unnecessarily endangering innocent persons, both when inside the vehicle and in the vicinity.

(c) Bullets fired at a moving vehicle are extremely unlikely to disable or stop the vehicle.

(d) Disabling the driver of a moving vehicle creates unpredictable circumstances that may cause the vehicle to crash and injure other Deputies or innocent bystanders.

(4) **NOTE**: Barring exigent circumstances (e.g., the driver is unconscious, and the motor is still running), a Deputy shall never reach into an occupied vehicle in an attempt to shut off the engine or to recover evidence, since this has been known to result in serious injury to Deputies

G. REPORTING THE DISCHARGE OF A FIREARM [CALEA LE 4.2.1 (a), 82.2.1 (a)]

1. Whenever a Deputy discharges a firearm, while on duty or off-duty, for any reason other than training or recreation, they shall immediately report the incident to a supervisor.
2. The supervisor will notify the appropriate authority and the Internal Affairs Unit.
3. An incident report will be prepared containing the pertinent facts.

H. USE OF FORCE/FIREARM AGAINST VICIOUS ANIMALS

1. The killing of a vicious animal is justified:
   a. For self defense
   b. To prevent substantial harm to another
   c. To prevent substantial harm or death to other animals
2. Deadly use of force reporting and administrative review guidelines will be followed in accordance with this general order.

VI. DEPUTY INVOLVED SHOOTING – PROCEDURE

A. GENERAL [CALEA LE 11.3.3]

1. The Sheriff directs all investigations of incidents involving the use of deadly force. The Sheriff has entered into a Memorandum of Understanding with the Florida Department of Law Enforcement (FDLE) for the purpose of facilitating all investigations of the use of deadly force resulting in

great/serious bodily harm or death to a person, and/or any other in-custody death. [CALEA LE 11.3.4 (a)]

2. In all deputy involved shootings which do not result in great/serious bodily harm or death, the Sheriff directs that the Investigative Services Section Detectives shall conduct the investigation.

3. Upon notification of a deputy involved shooting where:

   a. Use of Deadly Force resulting in great/serious bodily harm or death to a person – The Investigative Services Section Commander or designee will contact the Internal Affairs Unit Supervisor or designee and the FDLE Critical Incident Team and facilitate their contact with the on-scene ranking Deputy in charge for incident assessments prior to FDLE's arrival.

   b. Use of Deadly Force NOT resulting in great/serious bodily harm or death to a person – The on-scene supervisor will contact the Investigative Services Commander or designee and facilitate their contact with the on-scene ranking Deputy in charge for incident assessments. The Investigative Services Section Commander or designee will contact the Internal Affairs Unit Supervisor or designee.

4. All deputies involved (primary, backup and/or witness) shall remain in possession of their body worn camera (BWC) as worn at the time of the incident as uncompromised evidence. All deputies involved (primary, backup and/or witness) shall not view any recording on any device or computer. The Investigative Services Section Commander or designee will make the BWC video available to primary, backup and/or witness deputies upon their request. Viewing of the primary, backup and/or witness Deputy's BWC will be facilitated at Investigative Services. (Per Fla. Stat. § 943.1718(2)d), this provision to review before writing a report does not apply to an officer's inherent duty to immediately disclose information necessary to secure an active crime scene or to identify suspects or witnesses.)

   EXCEPTION: In a deadly force incident that, due to exigent circumstances (such as the Deputy is incapacitated, the suspect is at large), access to the BWC video may aid in capture of the suspect, the on-scene supervisor, with approval from the watch commander, may view the footage. Required access shall be documented in the supervisor's report.

5. Supervisors will preserve BWC chain-of-custody in accordance with SUPERVISORS RESPONSIBILITIES VI, B, 8, Secondary Supervisor VI, B, 9 and general order *GO-041-20 Body Worn Cameras*.

6. Internal Affairs will respond to Investigative Services and facilitate administrative responsibilities to include but not limited to; urinalysis, administrative relief of duty notification, etc.

B. RESPONSIBILITIES OF PERSONNEL:

1. INVOLVED DEPUTY

a. Whenever a Deputy is directly involved in or the target of deadly force, unless incapacitated, they shall immediately:

   (1) Notify the dispatcher of the incident and location.

   (2) Determine the physical condition of any injured person and render first aid when appropriate.

   (3) Request necessary emergency medical aid.

   (4) Remain at the scene (unless injured) until the arrival of the appropriate detectives. However, if the circumstances are such that the continued presence of the Deputy at the scene might cause a more hazardous situation to develop, the ranking commanding officer at the scene shall have the discretion to instruct the Deputy to move to another, more appropriate location.

   (5) Remain in possession of their holstered firearm and duty belt until the FDLE and/or Investigative Services Section Detectives secure the weapon and ammunition. If exigent circumstances exist, the involved Deputy, (or the respective supervisor if necessary), may remove their duty belt intact, place in large paper evidence bag and secure/lock the intact duty belt in their vehicle. Should this be required, gloves shall be worn to help preserve evidence. The Involved Deputy will be photographed prior to their holstered firearm and duty belt being removed.

(6) Remain in possession of their body worn camera (BWC) as worn at the time of the incident until arrival of and custody transfer to the on-scene supervisor, FDLE and/or Investigative Services Section Detectives. The Involved Deputy will be photographed prior to their BWC being removed.

(7) Cooperate with the first supervisor arriving at the scene by relating as much basic information as possible.

b. The Crime Scene Unit Detective will provide the involved Deputy with a loaner replacement weapon, as deemed appropriate.

c. In accordance with Fla. Stat. § 943.1718(d), and in order to ensure the safety of Law Enforcement personnel, first responders and the public, employee(s) shall answer the following specific questions as asked by the on-scene supervisor utilizing the *Supervisor's Firearm Discharge Checklist*, VSO Form# 033017.001:

(1) Are you injured?

(2) If you know of anyone who was injured, what is their location?

(3) In what direction did you fire your weapon(s)?

(4) If any suspects are at large, what are their descriptions?

(5) What was their direction of travel?

(6) How long ago did they flee?

(7) For what crimes are they wanted?

(8) With what weapons are they armed?

(9) Does any evidence need to be preserved?

(10) Where is it located?

(11) Were you wearing a body-worn camera?

(12) Was the camera activated during the incident?

2. Only questions pertaining to public safety and crime scene preservation will be asked. Due to the immediate need to take action, VSO will require employee(s) to answer these public safety questions without waiting for legal representation. This is not a formal interview and employee(s) should understand their importance and necessary limitations. Once the inquiries are answered, the employee(s) shall be cautioned not to discuss the incident further, except with legal counsel before giving a formal statement.

3. The *involved Deputy shall not discuss the case with anyone except*:

a. **Supervisory and investigative personnel; limit discussion to "public safety only" questions as noted in Sections VI, B, 1, C and VI, B, 2.

b. *The Deputy's privately retained or Bargaining Unit attorney;

4. *A member of the *Critical Incident Stress Debriefing (CISD) Team* will be made available to the involved Deputies to address the involved Deputy's psychological and emotional needs (general order *GO-022-13 Critical Incident Stress Management (CISM) Program*).

NOTE:

**Usually privileged/protected communication under Florida Law.*

***Usually **NOT** privileged/protected communication under Florida Law.*

5. The involved Deputy shall not complete any incident report, or use of force report/forms at the time of the incident, they are a subject of the incident. The involved Deputy shall not be continually questioned at the scene. All pertinent information shall be ascertained from the initial supervisor, or in later interviews as governed by law, department policy, and in accordance with the Florida Law Enforcement Officer's Bill of Rights.

6. **If advised of Miranda warnings**, they will have the right to have an attorney present before any statements or interviews are taken.

7. **BACKUP AND/OR WITNESS DEPUTY**

a. Backup and/or witness deputies involved in a Deputy involved shooting incident shall:

(1) Assist the primary Deputy as needed;

(2) Take steps to apprehend suspects still in the area;

(3) Help establish perimeters and secure the incident scene;

(4) Help preserve all physical, photographic, video/digital or any other available evidence related to the incident, to include their respective BWC video;

(5) Remain in possession of their body worn camera (BWC) as worn at the time of the incident until arrival of and custody transfer to the on-scene supervisor, FDLE and/or Investigative Services Section Detectives. The backup and/or witness Deputy will be photographed prior to their BWC being removed;

(6) Separate and detain all witnesses, including the involved Deputies and backup and/or witness Deputies for the FDLE and/or Investigative Services Section Detectives;

(7) Assist the FDLE and/or Investigative Services Section Detectives as directed;

(8) Document their individual actions taken and/or observations on a supplement report.

b. Backup and/or witness deputies shall refrain from discussing anything related to the incident or providing any type of advice or opinion related to the incident. **Upon arrival and assignment of the Critical Incident Stress Debriefing (CISD) Team member(s), the CISD Team member may proceed within the scope of the CISD mission to assist affected agency personnel in coping with stress related to traumatic events. [CALEA LE 11.3.4 (f)]

c. Any witness Deputies shall remain separated from other witnesses, including other witness deputies, until individually interviewed by FDLE and/or Investigative Services Section Detectives.

8. **FIRST ON-SCENE PRIMARY SUPERVISOR** [CALEA LE 11.3.4 (e)]

a. The immediate supervisor will:

(1) Respond to the scene without delay and assume command, until relieved by a superior, or member of Investigative Services Section or the FDLE Critical Incident Team;

(2) Request a second supervisor respond to the scene to assist with the transfer and chain of custody of all BWC.

(3) Question the involved Deputies pertaining to public safety and crime scene preservation; utilize *VSO Form# 033017.001*, *Supervisor's Firearm Discharge Checklist* to document questions-answers.

(4) Contact the Investigative Services Commander or designee for immediate notification of the FDLE Critical Incident Team;

(5) Once contacted by FDLE and/or Investigative Services Section Commander or designee, provide incident assessment prior to their arrival;

(6) Notify the Medical Examiner of the incident. The FDLE Critical Incident Team and/or Investigative Services Commander or designee will request the Medical Examiner to respond when appropriate;

(7) Secure incident location as a crime scene and establish a check-in post outside of the crime scene perimeter; Initiate the crime scene security log and minimize scene access to mission-essential personnel only. No personnel other than members of the Investigative Services Section and/or FDLE are permitted within the crime scene. Any personnel allowed into the crime scene other than Investigative Services Section personnel and/or FDLE personnel will be documented in a supplement report to include reason for entry. Establish the following four zones, clearly identified, to accommodate responding personnel and media:

(a) **Primary Crime Scene Zone** – Actual Crime Scene (Incident Location) Mission Essential Personnel Only- Investigative Services Section and/or FDLE personnel.

(b) **Secondary Law Enforcement Personnel Zone** – Area Adjacent to Primary Scene (CSU Truck), Investigative Services Section and/or FDLE personnel, Applicable Staff.

(c) **Support Personnel Zone** – Critical Incident Stress Debriefing (CISD), Support Deputies (Command Post if applicable), refreshments and Bargaining Unit Personnel Area.

(d) **Public/Media Zone** – Safe Area for Public/Media.

(8) Stabilize the crime scene, but do not start processing prior to FDLE/Investigative Services Section Detectives arrival; minimize photographs;

(9) Ensure the BWC affixed to the Deputy in the manner it was found, and that the BWC data remains uncompromised until custody transfer of the BWC to Evidence.com in accordance with general order *GO-041-20 Body Worn Cameras*;

(10) Ensure that all witnesses, including involved deputies, are separated and detained;

(11) Ensure that a CISD Team member is called out and assigned to assist the involved Deputy, or other members as needed.

(12) Check on the well-being of the Deputies) involved. The immediate supervisor or designee shall also ensure:

- The *Deputy Involved Shooting/Use of Deadly Force Guidelines* (ATTACHMENT A) are followed; and
- The *Deputy Involved Shooting/Use of Deadly Force Information Handout* (ATTACHMENT B) is given to the affected employee(s).

(13) Ensure Bargaining Unit members who respond to a scene in a Bargaining Unit capacity are identified as Bargaining Unit representatives and remain outside the crime scene area.

9. **SECONDARY SUPERVISOR** [CALEA LE 11.3.4 (e)]

a. The secondary supervisor on-scene will:

(1) Arrange for the transport of the involved Deputies and witness Deputies to Investigative Services. The involved Deputies and witness Deputies will be separated and will not discuss the incident.

(2) Separate all involved Deputies and witness Deputies.

(3) Photograph all involved Deputies and witness Deputies at the scene to depict the location of the BWC.

(4) Respond to Investigative Services and place all involved Deputies' and witness Deputies' BWC into the docking station and monitor the docking station to secure the chain of custody.

(5) Notify the VSO IT Director or designee that BWC evidence related to a deputy involved shooting is being uploaded to Evidence.com and is required to be placed into the OIS restricted group. Involved Deputies and witness Deputies names DID and BWC serial numbers will be provided to the VSO IT Director or designee immediately by email for documentation purposes.

(6) If Air One recorded any video evidence, the secondary supervisor will arrange for an Investigative Services Section Detective to respond to aviation and ensure all data remains uncompromised until chain of custody transfer is completed. The Detective will obtain the original video evidence and transfer to VSO IT Director or designee for transfer to OIS restricted viewing group.

(7) Complete a supplement report documenting their actions to include:

- Photographing involved Deputies and witness Deputies;
- Preserving the chain of custody of BWC(s); and Air One video evidence.
- Separation of involved Deputies and witness Deputies
- Contact with VSO IT Director and/or designee; and
- Any other pertinent information.

10. **IT DIRECTOR**

a. During an incident of Use of Deadly Force resulting in great/serious bodily harm or death to a person or Use of Deadly Force NOT resulting in great/serious bodily harm or death to a person, the IT Director and/or designee will:

(1) Coordinate and monitor the upload of involved Deputies and witness Deputies BWC(s) and placement into the Deputy Involved Shooting restricted group.

(2) Transfer any applicable Air One video evidence to the Deputy Involved Shooting restricted group.

11. **DISTRICT CAPTAIN (OR EQUIVALENT)/WATCH COMMANDER** [CALEA LE 11.3.3, 11.3.4 (e)]

a. Based on incident time-of-day/day-of-the-week, the respective District Captain (or equivalent), or the on-duty Watch Commander shall:

(1) Assign personnel to assist the involved Deputies and witness Deputies;

(2) Confirm a second supervisor has been requested to the scene;

(3) Proceed immediately to the scene;

(4) Ensure the scene is secured;

(5) Ensure that the Sheriff, Chief Deputy, District Captain, General Counsel, Investigative Services Captain, and all other appropriate persons have been notified;

(6) Ensure CISD Team member has been called out and assigned to assist involved personnel;

(7) Render assistance to the assigned detective(s) until Command Staff arrives;

12. **COMMUNICATIONS** [CALEA LE 11.3.3, 11.3.4 (d)]

a. The notified dispatcher shall dispatch requested medical aid and initiate notification to:

- The involved Deputy's immediate supervisor
- The Communications Section Shift Supervisor

b. The dispatcher shall dispatch additional resources or make any additional notifications as requested by field supervisors.

c. The Communications Section Shift Supervisor will initiate notification to the Communications Director via chain of command and the on-duty Watch Commander. The Watch Commander can request the Communications Shift Supervisor to make the following additional notifications:

- The Public Information Officer
- Investigative Services Section Captain
- Internal Affairs
- Division Chiefs
- Chief Deputy
- Sheriff
- The on-call Critical Incident Stress Debriefing (CISD) Team Member

d. The dispatcher shall dispatch additional resources and/or make any additional notifications, as requested by field supervisors.

13. **BARGAINING UNIT REPRESENTATIVE**

a. VSO personnel who respond in the role of Bargaining Unit Representative (Representative) shall respond accordingly:

(1) On-Duty Representatives are permitted to respond in their assigned vehicle in routine-response mode and shall wear a shirt/vest pre-approved by the Sheriff that clearly identifies them as a Representative.

(2) Off-Duty Representatives are permitted to respond in their assigned vehicle in routine-response mode; Representatives shall not be in VSO uniform.

(3) Representatives shall not display their VSO badge and/or credentials and upon arrival, shall immediately notify the on-scene supervisor of their presence and their Bargaining

Unit role. The Representative shall be authorized access specifically limited to the designated Support Personnel Zone.

(4) Bargaining Unit Representatives shall not enter any crime scenes, shall not be present for any de-briefings, interviews, BWC viewing, firearm and/or crime scene processing.

14. **INTERNAL AFFAIRS UNIT** [CALEA LE 11.3.4 (b)]

a. The Internal Affairs Unit Supervisor and/or designee will respond to Investigative Services and is responsible for coordinating administrative responsibilities to include but not limited to; urinalysis, administrative relief of duty notification, etc.

C. REPORTING THE USE OF DEADLY FORCE OR IN CUSTODY DEATH [CALEA LE 4.2.1 (b), 82.2.1 (a)]

1. Any in-custody death or use of deadly force resulting in great/serious bodily harm or death to a person shall be immediately reported to the Communications Center for notification of proper authority.

2. All incidents involving an in-custody death, or the use of deadly force in which a Deputy takes an action that results in, or is alleged to have resulted in, great/serious bodily harm, or death of a person, will be documented by a written report. The report will provide the preliminary information necessary to capture the basic elements of the encounter but will not require specific details until such time that assigned detectives can properly determine such details during the ensuing investigation.

3. Due to the complexities involved in scenarios that lead to the use of deadly force, the action/reaction of the Deputy, and the physiological responses resulting from life and death scenarios, specific details are more accurately captured during follow-up investigation by the assigned detective(s).

D. NON-DISCIPLINARY RELIEF FROM DUTY [CALEA LE 4.2.3, 26.3.7]

1. All incidents involving an in-custody death or the use of deadly force, in which a Deputy takes an action that results in, or is alleged to have resulted in, great/serious bodily harm, or death of a person, the Deputy shall be relieved of normal operational duty and placed on administrative leave with pay. This shall follow the initial on-scene investigation.

2. The intended purpose of this relief from duty serves two purposes:

a. To address the emotional and personal needs of the Deputy involved in the use of deadly force; and

b. To assure the community that verification of all the facts surrounding such incidents is fully and professionally explored.

3. Prior to returning to duty, the involved Deputy shall be required to see a VSO furnished Psychologist.

4. Deputies returned to duty following *Administrative Leave with pay* may be placed in a temporary assignment until completion of the FDLE Investigation, State's Attorney's Office review, Grand Jury findings, Administrative Investigation and/or completion of policy review.

E. INTERNAL AFFAIRS UNIT ADMINISTRATIVE INVESTIGATION [CALEA LE 4.2.3, 11.3.4 (b)]

1. The Internal Affairs Unit shall administratively investigate and/or review every incident involving in-custody death, the use of deadly force and/or discharge of a firearm and shall present investigative findings to the Command Staff for review.

2. The Deputies involved shall be the subject of an *Administrative Investigation* and shall be served in a timely manner. The *Administrative Investigation* will be tolled during the course of the criminal investigation by FDLE and review by the State Attorney's Office and/or Grand Jury findings. [CALEA LE 11.3.4 (a)]

3. The *Administrative Investigation* will begin upon completion of the FDLE criminal investigation and review/finding by the State Attorney's Office. **Exception**: When an administrative investigation clearly would show the incident involves a policy violation so evident and egregious that it requires immediate dismissal, an administrative investigation may be conducted concurrently with the criminal investigation. The concurrent investigation permits the VSO to complete the administrative

process and to act on the recommendation promptly rather than waiting on the criminal investigation and court process, including appeals, which can continue long after the administrative outcome is final. [CALEA LE 11.3.4 (c)]

4. Reports involving the accidental discharge of a firearm where there is no injury or property damage require supervisory review only with documented oversight by the Internal Affairs Unit. Unless determined necessary by the Internal Affairs Commander, such reports do not require full Command Staff review.

F. CRITICAL INCIDENT REVIEW PANEL [CIRP]

1. The Critical Incident Review Panel (CIRP) is a forum where attendees can analyze and discuss matters related to tactical decision-making, proportionality and de-escalation techniques, adherence to agency policy and procedures, training issues, quality of supervision during the incident and the quality of investigations related to the incident.
2. CIRP shall consist of senior command staff, the involved Deputy's Captain, representation from the VSO training staff, and members of the Internal Affairs Unit.
3. CIRP will convene at the conclusion of any investigated incident involving the use of deadly force and/or the intended use of deadly force.
4. Prior to CIRP assembling, attendees will be supplied copies of all reports associated with the upcoming review. The Internal Affairs Unit case agent will brief the CIRP members at the beginning of each review.
5. The review will be non-punitive and used as a guideline to improve the agency's performance and safety during future use of deadly force events through training, education, enhanced policies, and/or equipment.
6. The review shall be documented in a memo to the Sheriff for review and potential implementation. In addition, the review shall be documented in IAPro as part of the agency's Early Warning System (EWS).

G. RETURN OF AGENCY-ISSUED FIREARM

1. Upon the return of the Deputy's firearm from FDLE to Evidence, the Evidence Section shall notify the Investigative Services Commander or designee that the weapon has been returned. The firearm will remain in the custody of Evidence Section until a Release of Evidence is provided to Evidence from the Investigative Services Section Commander or designee after a release is received from FDLE and/or the Office of the State Attorney.
2. When a Release of Evidence is received, a certified armorer shall disassemble, clean, inspect, reassemble, and test fire the weapon prior to returning to the Deputy to ensure that the weapon is returned in good working order. In addition, any ammo in the magazines will be replaced with new ammo.
3. The certified armorer shall then make arrangements for the Deputy to return the loaner weapon to Training and pick up their inspected firearm at that time. The certified armorer shall disassemble, clean, inspect, reassemble, and test fire the weapon and then return to the Crime Scene Unit by notifying the Major Case Unit Supervisor.

H. ADMINISTRATIVE REVIEW: RESPONSE TO RESISTANCE REPORTS **[CALEA LE 4.2.2]**

1. Any restraining force or physical force resulting in injury, or a complaint of injury (whether or not visible), shall require a *Response to Resistance* report and *Administrative Review* through the chain of command.
2. Each use of a less-lethal weapon or device shall be documented in an *Incident Report* and shall require a supervisory *Response to Resistance* report and *Administrative Review* through the chain of command to the Sheriff.
3. The Sheriff may call their Command Staff for a final review. All completed reviews will be forwarded to the Internal Affairs Section for inclusion in the administrative information management database as part of the agency's administrative review tracking and analysis process and Personnel Early Warning System.

4. Command Staff Review shall include the Sheriff and the following members of their Command Staff:
    a. Chief Deputy
    b. Law Enforcement Operations Division Chief
    c. Support Operations Division Chief
    d. District Captains
    e. Investigative Services Captain
    f. Narcotics Investigations Captain
    g. Training Captain
    h. Internal Affairs Commander
    i. VSO General Counsel
5. The Command Staff may call detectives, specialists or technicians required to present evidence and facts concerning any shooting incident.
6. The Command Staff shall review any facts and pertinent testimony, and forward findings and recommendations to the Sheriff for final disposition. The report shall include the relevant facts and circumstances surrounding the incident and a conclusion as to whether the use of force violates department general orders.
7. In those incidents resulting from the exercise of poor judgment, where no violations of law or policy or procedures are involved, Command Staff may note the exercise of poor judgment and make recommendations for remedial training or corrective action.
8. In those instances where exceptional judgment and exemplary action is involved, Command Staff may recommend a commendation be issued.
9. The Professional Compliance Unit shall complete an annual analysis of all use of force to include use of deadly force and less-lethal force policies and practices; this analysis shall also include any in-custody deaths. The analysis will be used to address any training or policy deficiencies, use of force trends among Deputies, and for protection of the Deputy, the VSO, and the community. [CALEA LE 4.2.4]

VII. REFERENCES

- Deputy Involved Shooting/Use of Deadly Force Incident Guidelines
- Deputy Involved Shooting/Use of Deadly Force Information Handout

VIII. FORMS (Click here to access forms)

- Supervisor’s Firearm Discharge Checklist, VSO Form # 033017.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-001-02**	**Distribution** All Personnel	**Reissue/Effective Date** 10/24/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/10/2025
Title **FIREARMS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines governing the possession of authorized firearms carried by Volusia Sheriff's Office (VSO) Deputies and to ensure they are properly trained in the use and carrying of firearms.

II. POLICY [CALEA LE 4.3.2]

It shall be the policy of the VSO that all sworn personnel will be properly trained and will demonstrate documented proficiency at least annually in the use of firearms. [CALEA LE 4.3.3, 4.3.3 (b)]

Only firearms and ammunition authorized by the VSO shall be used in the performance of duty.

It shall be the policy of the VSO that failure to qualify after two successive Practical Pistol Course (PPC) attempts following remedial training shall result in disciplinary action in accordance with this general order.

III. PROCEDURE

A. POSSESSION OF FIREARMS

1. Only weapons reviewed, inspected, and approved by the VSO may be carried. Defective, unsafe, or unauthorized weapons shall not be used. [CALEA LE 4.3.1 (c)]
2. Deputies are prohibited from carrying a firearm or Issued weapon prior to receiving and being instructed on VSO general orders *GO-001-01 Use of Force Guidelines* and *GO-001-03 Use of Less-Lethal Weapons and Devices*.
3. **VSO FIREARMS** [CALEA LE 4.3.1 (c)]
   a. A VSO Range Staff Armorer shall review, inspect and approve each VSO firearm before it is issued to a Deputy.
      (1) The review shall ensure the firearm is the correct model and serial number to be issued to the Deputy.
      (2) The inspection shall consist of a visual inspection and test firing to ensure the firearm is functional and accurate.
      (3) After passing inspection the firearm shall be approved for issuance. The approval is documented in the weapon maintenance software program. The Training Academy shall retain the weapon's tag turned in at the time of inspection.
      (4) Only those approved firearms registered at the Training Academy and for which a minimum qualification score is achieved may be authorized for carry and use by a Deputy.

(5) Only certified Training Academy armorers may make any repairs or modifications to agency issued firearms. Any modifications to Special Weapons and Tactics (SWAT) weapons shall be approved by the SWAT Commander and be completed by a certified armorer.

(6) VSO issued firearms shall be utilized with only the accessories installed by Training Academy armorers. This includes but is not limited to optical sights, iron sights, weapon mounted flashlights and control switches, triggers, slings, pistol grips, and stocks.

(7) No modifications, including the addition of accessories which increase the capacity of the magazine, may be made to VSO magazines.

4. **ISSUED HANDGUNS**

a. While on-duty, Deputies shall carry their issued handgun, with the exception of Deputies working special assignments as outlined below.

B. OFF-DUTY/BACK-UP HANDGUNS [CALEA LE 4.3.1 (a, c)]

1. Pursuant to Florida Law, Deputies authorized to carry concealed weapons may carry concealed firearms while off-duty. Specifications for off-duty/backup handguns are found in appendix *GO-001-02-B Approved Firearms*.
2. Before carrying and annually thereafter, Deputies utilizing a personally owned off-duty/backup handgun are required to:
   - Have the handgun reviewed inspected, and approved by a Training Academy firearms instructor;
   - Complete the Off-Duty/Backup Handgun Qualification Course with a passing score.
3. Any Deputy requesting to qualify with more than two (2) off-duty/backup handguns shall make an appointment with the Training Academy to qualify with the additional handguns.
4. Off-duty/backup handgun qualification records will be maintained by the Training Academy.
5. Deputies are responsible for ensuring their personally owned off-duty/backup handguns are in good working condition.
6. While in a VSO vehicle off-duty, Deputies must carry an off-duty/backup or issued handgun, and the weapon shall be readily available for responding to emergency situations in a law enforcement capacity. This does not prohibit the carrying of off-duty handguns for non-duty activities.
7. When traveling outside Volusia County, within the state of Florida, Deputies are authorized to carry their off-duty/backup or issued handgun while off-duty.
8. While on-duty, Deputies carrying a backup handgun must carry the weapon on their person or in their vehicle concealed from public view.

C. SPECIAL ASSIGNMENTS [CALEA LE 4.3.1 (a)]

1. The VSO recognizes that certain circumstances may require deep concealment of a firearm, and it may be impractical to carry a firearm when on duty, while partaking in a specialized assignment. With the respective Captain's approval, Deputies may carry an approved off-duty/backup handgun in lieu of the VSO issued handgun.

D. RIFLES

1. The carry of a VSO issued rifle shall be in accordance with the following guidelines:

a. Rifle carry is mandatory for all Sergeants and Deputies whose primary assignment is Patrol, K-9, Crime Suppression Team (CST), Civil, or Agricultural Crimes Units.

b. Only a VSO issued rifle which has been inspected by a Training Academy Staff armorer may be carried.

c. Specialized weapons assigned to the SWAT Team.

d. Special assignments approved on a case-by-case basis by the Sheriff, after qualification.

e. Qualification shall include the VSO two (2) day Patrol Rifle Course.

E. AUTHORIZED HANDGUN WEAPON MOUNTED LIGHT

1. **STANDARD FLASHLIGHT**

   a. A standard flashlight is a utility device used for performing functions in low light conditions where it is not practical, safe, or prudent to use the weapon mounted light, e.g., vehicle searches, issuing traffic citations at night, or reading maps.

2. **WEAPON MOUNTED LIGHT**

   a. Only VSO issued weapon mounted lights shall be utilized on VSO issued handguns.

   b. A weapon mounted light is a tactical light designed to be attached to a handgun via a rail system or similar mounting method.

   c. A weapon mounted light is ***not to be used as a standard flashlight***.

   d. The purpose of having a weapon mounted light is to provide Deputies with rapid target identification and threat assessment under low light conditions.

F. UNAUTHORIZED USES OF FIREARMS

1. Firearms are not to be drawn in a public place except for official use.
2. Firearms shall not be displayed in any manner that would be unsafe or handled in an undisciplined manner that may cause public concern.
3. At no time will a firearm, of any kind, be in plain sight when left in an unattended patrol vehicle.
4. Deputies shall not participate in horseplay or other unsafe practices with firearms.
5. Deputies will not fast draw, dry fire, or display their firearms in briefing rooms or other facilities, except during instruction, for inspection, or training, and then only with an unloaded and properly inspected firearm.
6. **Unloading or charging the weapons in the parking lot, or while on the way to the Training Academy is prohibited.**
7. Firearms shall not be carried while under the influence of alcoholic beverages.
8. Defective, unsafe, or unauthorized firearms shall not be used.

G. AMMUNITION

1. **ISSUED HANDGUN**

   a. A list of approved ammunition for VSO issued firearms is found in appendix *GO-001-02-A VSO Approved Ammunition* that follows this general order. For additional tactical preparedness, Deputies are authorized to carry extra personally owned magazines for their handgun or rifle in a “go bag” for high hazard situations (active shooter/killer, terror attack). During these situations, the personally owned magazines loaded with ammunition listed on the approved ammunition attachment can be employed. Glock 9mm OEM factory magazines must be utilized in VSO issued handguns. Magpul PMAG 5.56x45mm/.223 Remington magazines must be utilized in VSO issued rifles. Armor piercing, tracer, steel core, green tip, or other special purpose ammunition is prohibited.

   b. Uniformed Deputies when wearing the issued duty belt shall carry a minimum of 52 rounds, including the fully loaded Issued handgun.

   c. On-duty plainclothes Deputies shall carry at least one magazine in addition to the fully loaded handgun, with the exception of undercover assignments.

2. **OFF-DUTY/BACKUP HANDGUN**

   a. Deputies shall be required to supply their own expanding defensive ammunition if the off-duty/backup firearm caliber is other than that of the issued firearm. Armor piercing, tracer, and explosive rounds are prohibited.

   b. Extra ammunition is not mandatory but is recommended.

3. **RIFLES**

   a. Deputies shall use only current VSO approved and issued ammunition shown in appendix *GO-001-02-A VSO Approved Ammunition*.

4. **SPECIAL WEAPONS**

a. SWAT Team members shall carry the amount and type of ammunition approved by the SWAT Team Commander for authorized special weapons in accordance with *GO-046-05 Special Weapons and Tactics*.

H. METHOD OF CARRY AND STORAGE [CALEA LE 4.3.1 (f)]

1. **HANDGUN**

   a. Uniformed Deputies shall wear the authorized handgun in compliance with *GO-022-06 Appearance, Uniforms, and Equipment*.

   b. Detectives assigned to vice, narcotics, or other specialized units shall carry authorized firearms or qualified backup/off-duty handguns according to the standards set by their respective supervisors.

   c. Exposed firearms may be carried by non-uniformed Deputies while in an official capacity. Firearms shall be securely holstered or carried in a secure covering with a prominently displayed badge or when wearing a shirt with the VSO insignia.

   d. Backup handguns carried by Deputies shall be carried concealed in a safe manner.

2. **RIFLES**

   a. Deputies shall carry their issued AR-15 rifle in the agency-installed locking rifle mount or vehicle lockbox. The weapon will be locked in the following "Patrol Carry" condition:

      (1) Bolt forward; no round in the chamber;

      (2) Inserted magazine of 28 rounds;

      (3) Safety in the "on" position;

      (4) Ejection port cover closed;

      (5) Tactical sling attached as issued;

      (6) Tactical light in working order;

      (7) Optical Sight in working order.

   b. During tactical operations, the rifle shall be secured in a manner that will not interfere with the safe operation of the vehicle.

3. **SECURITY OF WEAPONS ON DUTY**

   a. When on-duty, rifles shall be secured in the agency-installed locking rifle mount or vehicle lockbox.

4. **SECURITY OF WEAPONS IN THE HOME – OFF-DUTY**

   a. In accordance with Fla. Stat. §790.174(1) Safe storage of firearms required. –

      "(1) A person who stores or leaves, on a premise under his or her control, a loaded firearm, as defined in s. 790.001, and who knows or reasonably should know that a minor is likely to gain access to the firearm without the lawful permission of the minor's parent or the person having charge of the minor, or without the supervision required by law, shall keep the firearm in a securely locked box or container or in a location which a reasonable person would believe to be secure or shall secure it with a trigger lock, except when the person is carrying the firearm on his or her body or within such close proximity thereto that he or she can retrieve and use it as easily and quickly as if he or she carried it on his or her body."

      "(3) As used in this act, the term "minor" means any person under the age of 16."

   b. Recognizing the potential for a tragic accident in the home, proactive precautions shall be taken with issued firearms. In accordance with Fla. Stat. §790.174(1), Deputies shall:

      (1) Not store or leave a firearm in any place within the reach or easy access of a minor;

      (2) Secure their weapon(s) when not in their possession;

      (3) At the end of each shift, all firearms not secured in the agency installed locking rifle mount or lock box in the vehicle's trunk shall be made safe in accordance with training and shall be secured within the home.

I. INSPECTIONS

1. It shall be the responsibility of the supervisor to ensure that each Deputy under their control has the current issued ammunition in their issued firearms. The inspection shall include all spare ammunition in magazines and the vehicle.
2. For inspections of firearms, Deputies shall properly unload their firearms in the firearm clearing bullet traps that are located in all districts, courthouses, at the airport, aviation, etc.
3. Issued firearms shall be subject to inspection and approval by Training Academy armorers.

J. QUALIFICATION AND TRAINING [CALEA LE 4.3.2, 4.3.3]

1. All firearms training and qualifications shall be monitored by an appropriately certified weapons or tactics instructor. [CALEA LE 4.3.3 (a)]
2. All sworn personnel shall be issued and instructed in VSO general orders *GO-001-01 Use of Force Guidelines* and *GO-001-03 Use of Less-Lethal Weapons and Devices* before carrying weapons. [CALEA LE 4.3.4]
3. Annually, all sworn personnel shall receive documented training in VSO general order *GO-001-01 Use of Force Guidelines*, and general order *GO-001-03 Use of Less-Lethal Weapons and Devices* before shooting the annual practical pistol course (PPC). [CALEA LE 4.1.2]
4. Deputies shall carry only those firearms and weapons approved by the VSO and for which documented proficiency and competence have been demonstrated annually. [CALEA LE 4.3.3 (b)]
5. Firearms demonstrated competence shall be by a score of 80% or higher on the qualification course.
6. It is incumbent upon every sworn member of the VSO to maintain proficiency in the use of firearms.
7. Stephen Saboda Training Center Firing Range is open as designated by the Training Staff from 16:00-20:00 hours for Deputy pistol practice. The Rangemaster or designee is present and provides each shooter with ammunition or instruction if requested. Participation is voluntary and is not compensable. During the annual PPC Deputy refresher, Deputy pistol practice will be suspended.
8. A certified firearms instructor will conduct the annual (PPC) Practical Pistol Course qualification . Each sworn member of the VSO shall be required to successfully qualify during this time with all issued firearms. Off-duty/back-up qualification will be conducted annually. [CALEA LE 4.3.3 (a)]
9. All lesson plans and records will be maintained by the Training Academy.
10. **STRESS COURSE**
    a. The stress courses are designed to evaluate each Deputy's marksmanship under stress with their peer group and shall be conducted annually.
    b. Deputies shall be required to complete the stress course, as scheduled by the Training Academy.
11. **SWAT TEAM**
    a. SWAT Team members will qualify annually with their issued special firearms, and the qualification records shall be maintained by the Training Academy.
    b. SWAT Team members will fire special firearms under stress conditions no less than once monthly. Night courses of fire will be used not less than six (6) times annually.

K. FAILURE TO QUALIFY [CALEA LE 4.3.3 (c), 33.1.5 (a, b)]

1. **ISSUED PRIMARY FIREARM**
    a. At least one (1) PPC qualification and one (1) stress shoot are scheduled each year. All Deputies are required to successfully qualify at each scheduled shoot with their primary duty firearm. The primary duty firearm is the issued handgun carried in the member's primary duty assignment.
    b. Deputies will be allowed two (2)attempts to qualify with their primary duty firearm during scheduled qualification course.

If the Deputy fails both attempts, they will immediately be given refresher training. The Deputy will then attempt a third qualification. If the Deputy fails the third attempt, they:

- Are not allowed to leave the range with the primary duty firearms and shall turn it over to the Rangemaster.
- Is not permitted to carry a firearm on-duty, with the exception of firearm training and qualification at the Training Academy.
- Is not permitted to carry a VSO issued firearm while off-duty.
- Is not permitted to work in a sworn capacity.
- Shall not drive a marked patrol unit. If available, an unmarked unit may be provided for the Deputy's use. If an unmarked unit is not provided, the Deputy will be responsible for their own transportation.
- Shall be immediately temporarily assigned to the Training Academy for remedial training.

c. The Chief Deputy shall be notified of the Deputy's failure to qualify in writing through the chain of command.

d. Upon reporting to the Training Academy, the Deputy will be given a refresher class and be allowed three (3) more attempts to qualify. The Deputy must achieve two (2) consecutive passing scores within the three (3) attempts. Failure to qualify after remedial training may result in disciplinary action up to and including termination.

e. If the Deputy fails to qualify, the Chief Deputy, shall be notified of the failure to qualify after remedial training in writing through the chain of command.

2. **OTHER ISSUED FIREARMS, INCLUDING RIFLES**

a. During a scheduled PPC qualification, Deputies are required to qualify with all issued firearms. For issued firearms, other than the primary duty firearm, Deputies are allowed two (2) attempts to qualify.

b. If the Deputy fails both attempts to qualify with a firearm, they will immediately be given refresher training. The Deputy will then attempt a third qualification. If the Deputy fails the third attempt, they:

- Are not allowed to leave the range with the firearm and shall turn it over to the Rangemaster;
- Shall schedule remedial training and three (3) additional attempts to qualify with the firearm.

c. The Chief Deputy shall be notified of the Deputy's failure to qualify in writing through the chain of command.

d. If the Deputy fails to qualify, the Chief Deputy, shall be notified of the failure to qualify after remedial training in writing through the chain of command.

L. RESTRICTIONS

1. **COURT AND OTHER FACILITIES**

a. Certain courts, correctional, and medical facilities prohibit the carrying of firearms. Deputies shall be familiar with institutional restrictions concerning firearms. Questions concerning legitimacy shall be referred to the Deputy's supervisor.

b. When facilities employ restrictions upon the carrying of firearms and when the legitimacy of such restriction is not an issue, Deputies shall comply with the restriction.

c. When complying with the restrictions, Deputies shall properly secure firearms in an appropriate "lock box" if supplied by the facility or lock the firearms within the trunk of their vehicles.

2. **COMMERCIAL AIRLINES**

a. Commercial airlines restrict the carrying of firearms.

b. When it is not essential that a Deputy carry a firearm on board, firearms shall be unloaded and secured with checked baggage prior to the flight.

c. When it is necessary for a Deputy on official business to carry a firearm on board a commercial aircraft, the following procedure shall apply:

(1) A letter shall be drafted on official VSO letterhead addressed to the commercial airline to be used. The letter shall specify the itinerary and circumstances that require the Deputy to be armed. The letter shall be submitted for the approval and signature of the Sheriff.

(2) Upon arrival at the airline ticket counter, the letter shall be presented to the airline agent. The Deputy shall identify himself with a badge and commission card, declare possession of a firearm, and request that the necessary security and airline personnel be notified.

d. Deputies shall be cognizant that airline personnel have the final authority and may, at any time, require a Deputy to surrender the firearm while aboard an aircraft.

M. MAINTENANCE OF VSO ISSUED FIREARMS

1. Once each year, each Deputy will deliver all VSO issued firearms to the Deputy Stephen Saboda Training Center at Tiger Bay. VSO issued firearms include the less lethal shotgun.
2. The annual inspection schedule is based on the last name of VSO personnel and will be administered in alphabetical order in accordance with the schedule maintained on the Training Academy website.
3. The Deputy will ensure that the firearm is unloaded. The Deputy will properly utilize the rifle rated bullet trap outside the maintenance room door. The Deputy will remove the magazine, place the muzzle of the weapon in the unloading station and clear the weapon by racking the slide to the rear allowing the round to fall to the floor.
4. **Unloading or charging the weapons in the parking lot, or while on the way to the Training Academy is prohibited.**
5. If any problems have been experienced with the firearm, the Armorer shall be notified when it is dropped off.
6. The VSO Armorer will disassemble, inspect, clean, reassemble, and test fire the firearms to ensure that they are functional and accurate. An inventory of spare parts is kept in stock to make immediate repairs, should any be needed. [CALEA LE 4.3.1 (c)]
7. If the Deputy will need an Issued handgun during this time period, one will be temporarily assigned from the Training Academy loaner weapon inventory. The Training Academy will keep an accurate record of any weapons loaned out and returned.
8. The Training Academy will maintain records of all maintenance performed on every firearm in the firearm management software program. Any problems reported or repairs made shall be logged in firearm management application. If any Deputy fails to turn their issued firearms in for maintenance in a timely fashion, a warning notice will be sent. [CALEA LE 4.3.1 (e)]

N. UNSAFE WEAPONS [CALEA LE 4.3.1 (d)]

1. **VSO ISSUED FIREARMS**

a. Any VSO firearm found to be unsafe or dysfunctional shall be turned over to the appropriate VSO Training Academy armorer for maintenance and repair as soon as possible.

b. The armorer shall repair and inspect the firearm or remove the firearm from issued if it is not repairable.

c. The repaired firearm shall be returned, or a replacement issued to the Deputy.

2. **PERSONAL FIREARMS: OFF-DUTY/BACKUP HANDGUNS/**

a. Any personal handguns carried as an off-duty/backup weapon found to be unsafe or dysfunctional shall not be carried as an off-duty/backup weapon until repaired. The weapon must then be capable of completing the Off-Duty/Backup Handgun Qualification Course with a passing score.

O. FIREARMS: CONVERTED FOR USE AS TRAINING AIDS [CALEA LE 84.1.4, 84.1.8]

1. Upon request by the Training Academy Commander or designee, seized firearms scheduled for disposal may be converted to agency use for training purposes. The armorer will first inspect and approve firearms for use by the Training Academy prior to conversion.
2. Once converted to agency use, a Training Academy armorer will take custodial possession of the firearms; the armorer shall maintain an electronic record with the status of each firearm to include at a minimum the date acquired, physical description, serial number, and assignment of the firearm.
3. Training firearms pulled from training service will be documented as such and submitted to Evidence for destruction in accordance with general order *GO-084-01 Evidence Management*.

P. LESS-LETHAL WEAPONS LISTED IN APPENDICES

1. The less-lethal weapons listed in this general order's appendices are technically firearms even though they are classified as less-lethal weapons. Full descriptions and procedures for their use are found in *GO-001-03 Use of Less-Lethal Weapons and Devices*.

IV. APPENDICES

- GO-001-02-A Approved Ammunition
- GO-001-02-B Approved Firearms

APPROVED AMMUNITION

[CALEA LE 4.3.1]

APPROVED AMMUNITION FOR VOLUSIA SHERIFF'S OFFICE ISSUED FIREARMS

CALIBER	MAKER	SPECIFICATIONS
9mm	Speer	124 Grain +P Gold Dot Hollow Point (53617)
.38 Special	Speer	125 Grain +P Gold Dot Hollow Point (53720)
.357 Magnum	Winchester	145 Grain Silvertip Hollow Point
.223	Speer	75 Grain Bonded Soft point
.308	Federal	LE308TT2 168 Grain Tactical Ballistic Tip

APPROVED AMMUNITION FOR OFF-DUTY/BACKUP USE		
CALIBER	**MAKER**	**SPECIFICATIONS**
.380 ACP	Barnes, Federal, Hornady, Norma, Remington, Sig-Sauer, Speer, Winchester	80 to 105 Grain Hollow Point/Expanding Defensive Ammunition
.38 Special	Barnes, Federal, Hornady, Norma, Remington, Sig-Sauer, Speer, Winchester	90 to 158 Grain Hollow Point/Expanding Defensive Ammunition
.357 Magnum	Barnes, Federal, Hornady, Norma, Remington, Sig-Sauer, Speer, Winchester	110 to 180 Grain Hollow Point/Expanding Defensive Ammunition
.357 SIG	Barnes, Federal, Hornady, Norma, Remington, Sig-Sauer, Speer, Winchester	115 to 150 Grain Hollow Point/Expanding Defensive Ammunition
9mm (9mm Luger)	Barnes, Federal, Hornady, Norma, Remington, Sig-Sauer, Speer, Winchester	100 to147 Grain Hollow Point/Expanding Defensive Ammunition
10mm Auto	Barnes, Federal, Hornady, Norma, Remington, Sig-Sauer, Speer, Winchester	155 to 200 Grain Hollow Point/Expanding Defensive Ammunition
.40 S&W	Barnes, Federal, Hornady, Norma, Remington, Sig-Sauer, Speer, Winchester	105 to 185 Grain Hollow Point/Expanding Defensive Ammunition
.45 ACP	Barnes, Federal, Hornady, Norma, Remington, Sig-Sauer, Speer, Winchester	165 to 230 Grain Hollow Point/Expanding Defensive Ammunition

APPROVED AMMUNITION FOR LESS-LETHAL		
CALIBER	**MAKER**	**SPECIFICATIONS**
40mm	Defense Technology	Exact Impact 40mm Sponge
12 Gauge	Lightfield Ammunition	SuperStar
Taser 10	Axon	Taser 10 cartridge

APPROVED FIREARMS

I. VSO ISSUED FIREARMS

A. HANDGUNS

Brand	Model	Caliber	Barrel Length (Inches)
Glock	34MOS	9mm	5.31
Glock	45MOS	9mm	4.02
Glock	26	9mm	3.43
Smith & Wesson	686+	.357 Magnum	4

B. RIFLES

Brand	Model	Caliber	Barrel Length (Inches)
Smith & Wesson	M&P 15	5.56mm	11.5
Sig Sauer	M400	5.56mm	11.5
Rock River	AR-15	5.56mm	10.5
Tactical Machining	TM 15	5.56mm	10.5
Bushmaster	AR-15	5.56mm	10.5
Rock River	AR-10	.308	16
DPMS	AR-10	.308	20

C. SHOTGUNS

Brand	Model	Caliber	Barrel Length (Inches)
Remington	870	12ga	18
Winchester	1300	12ga	18

APPROVED FIREARMS

D. LESS-LETHAL

Type	Brand	Model	Caliber	Barrel Length (Inches)
Tactical Launcher for 40mm Less-Lethal Ammunition	Defense Technology	LMT Tactical Single Launcher	40mm	14
Dart Firing Stun Gun	Axon	Taser 10		

II. OFF-DUTY/BACKUP FIREARMS (PERSONALLY OWNED)

A. HANDGUNS

Brand	Model	Caliber	Barrel Length (Inches)	Ammunition Capacity
(ANY)	(ANY)	.380 ACP .38 Special .357 Magnum .357 Sig 9mm (9mm Luger) 10mm Auto .40 S&W .45 ACP	1.8 to 6	Minimum of 5 rounds

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-001-03**	**Distribution** All Personnel	**Reissue/Effective Date** 05/22/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 11/01/2021
Title **USE OF LESS-LETHAL WEAPONS AND DEVICES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

This general order applies to all Volusia Sheriff's Office (VSO) sworn law enforcement to include all Deputies and Reserve Deputies while acting within the scope of their lawful authority, both while on-duty and off-duty. This general order establishes policy and procedural guidelines pertaining to all agency approved less-lethal weapons and devices.

II. POLICY [CALEA LE 4.1.1]

As reflected in general order *GO-001-01 Use of Force Guidelines*, it is the policy of the VSO that Deputies use only the minimal degree of force that is necessary to overcome the immediate threat or to effectuate an arrest. **Excessive force will not be tolerated**. Deputies shall exercise all safe and reasonable means of control and containment; the application of force shall be guided by Florida State Statutes, VSO general order *GO-001-01 Use of Force Guidelines*, and agency approved training.

The Sheriff hereby authorizes Deputies to use that amount of force that is reasonable and necessary under the circumstances to protect themselves or others while in the performance of their lawful duties and to provide a full range of less-lethal weapon/device options for effective control and containment. When feasible and practical under the circumstances, Deputies shall attempt to resolve potential use of force situations with de-escalation techniques, such as direction, persuasion, verbal warning, and time/distance tactics prior to resorting to the use of force.

When making use of force decisions, Deputies shall be mindful of subjects who may be physically or mentally incapable of responding to law enforcement commands due to a variety of circumstances, including but not limited to, alcohol or drugs, mental impairment, medical conditions, physical limitations, deaf/hard of hearing, or language/cultural barriers.

This general order provides the current authorized list of less-lethal weapons and devices that have been reviewed by the Training Academy Captain, Senior Rangemaster and Armorer, certified weapons training instructors, or the respective Special Tactical Team Leaders and are hereby *authorized for issuance and use in the performance of duty by those Deputies who have successfully completed training for said weapon and have demonstrated proficiency in its use*. [CALEA LE 4.3.1 (c), 4.3.2, 4.3.3, 4.3.4]

III. DEFINITIONS

Aerosol Irritant Projector (SABRE Red) – An Oleoresin Capsicum (OC) aerosol that causes an intense burning sensation of the skin, eyes, and mucous membranes.

Electronic Control Weapon (TASER) – A dart firing electronic control weapon designed primarily to discharge electrical charges into a subject that may cause involuntary muscle contractions and override the subject's voluntary motor responses.

Electronic Restraint Device (StunTronics Band-It) – Electronic less-lethal restraint device utilized when necessary as a restraining device to minimize potential problems and situational occurrences of violent

outbursts or escape attempts posed by individuals being transported as prisoners and attempts to subdue the prisoner by other conventional tactics have been, or will likely be, ineffective in the situation at hand. (primarily utilized by Extraditions and Courts)

Emergency Restraint Chair – A mobile chair containing shoulder, wrist, lap and ankle restraints that is used to humanely restrain individuals who demonstrate combative, self-destructive, or potentially violent behavior that creates substantial risk of physical harm to themselves or others.

Impact Weapon – Any object, including an expandable baton, or defensive weapon of opportunity that is used to strike a subject in a manner that is reasonably likely to cause injury. (ASP, flashlight, radio, etc.)

Pepper Ball – A frangible projectile that is launched from a pepper ball launcher containing oleoresin capsicum (OC) or pelargonic acid vanillylamide (PAVA) powder.

Pepper Ball Launcher – A less-lethal weapon which utilizes compressed gas to launch pepper ball projectiles.

Pepper Ball System – Consists of a pepper ball launcher and pepper ball projectiles.

Specialty Impact Munitions – A less-lethal round discharged from a dedicated 40 mm launcher or shotgun that is designed to temporarily disrupt a subject's behavior.

IV. PROCEDURE

A. GENERAL

1. Whereas VSO general order *GO-001-01 Use of Force Guidelines* sets forth agency policy regarding the full range of use of force options by Deputies, this general order is designed to set forth *procedural guidelines* for all agency approved less-lethal Weapons and Devices. VSO recognizes the need to provide and train Deputies who are faced with unlawful resistance with effective *use of force options* when restraining *or* empty hand control measures either fail or are deemed impractical in the situation, and when deadly force is not justified.
2. The agency approved less-lethal weapons and devices are as follows: [CALEA LE 4.1.4, 4.3.1 (a)]

LESS-LETHAL WEAPONS AND DEVICES		
TYPE	**DESCRIPTION**	**CLASSIFICATION**
Violent Subject Restraint	Emergency Restraint Chair	Restraint Device
Electronic Restraint Device	StunTronics Band-It	Restraint Device
Aerosol Irritant Projector	SABRE Red	Less-Lethal Weapon
Electronic Control Weapon	Taser models: X2, 7, and 10	Less-Lethal Weapon
K-9	Certified K-9 Team: Certified K-9 Handler and Agency Approved K-9	Less-Lethal Weapon
Less-Lethal Impact Weapons	ASP Baton Defensive Tools of Convenience	Less-Lethal Weapon
Less-Lethal Specialty Impact Munition	12-GA. Less-Lethal Impact Munition	Less-Lethal Weapon
Less-Lethal Specialty Impact Munition	Defense Technology Exact Impact 40 mm sponge Round	Less-Lethal Weapon
Pepper Ball System	PepperBall brand from United Tactical Systems using the VKS launcher and VXR LIVE-X pepper balls	Less-Lethal Weapon

3. As with any other use of force, less-lethal weapons and devices are not to be used indiscriminately or without just cause. Employees must be able to articulate the reason(s) for their use of these authorized weapons/devices.

4. As a general rule, less-lethal weapons and devices are not considered justified response to:

   a. Passive resistance, unless exigent circumstances exist or the person has known violent tendencies;

   b. A person already handcuffed, unless the person is combative and poses a physical danger to the Deputy or others despite being handcuffed.

5. Defective, unsafe, or unauthorized less-lethal weapons or devices shall not be used.

B. EMERGENCY RESTRAINT CHAIR – RESTRAINT DEVICE

1. PURPOSE AND ADMINISTRATION

a. The purpose of the emergency restraint chair is the safe restraint and humane management of those **individuals** who demonstrate combative, self-destructive, or potentially violent behavior that creates substantial risk of physical harm to themselves or others. Proper use of the emergency restraint chair reduces combative-related injuries and incidents, allows the subject to safely calm down, and reduces the need for additional personnel for the control of such individuals.

b. The emergency restraint chair **is considered a restraining device** and will be used only by Deputies who have received documented training in the procedures and proper use of it.

c. Training will **include a video demonstrating use of the emergency restraint chair as recommended by the manufacturer**, practical application exercises, the recognition and response to early signs of positional asphyxia, restraint asphyxia and excited delirium, and review of this general order, *GO-001-03 Use of Less-Lethal Force and Devices*.

2. AUTHORIZED USE

a. The Emergency Restraint Chair may be used when:

   (1) The subject is combative or demonstrates behavior that creates substantial risk of physical harm to themselves or others;

   (2) The subject has shown a propensity to destroy property.

3. PROTOCOLS

a. In order to employ the emergency restraint chair, a minimum of two deputies will be required.

b. The emergency restraint chair will **never** be used as a means of punishment.

c. Use of force is prohibited once a subject is secured in an emergency restraint chair.

d. Subjects shall not be left in the emergency restraint chair for more than two hours. This time limit is established to allow for the subject to calm down.

   Exception: In extenuating circumstances, the two-hour limit may be extended either by Judge's Order (Court Services Deputies), or by a District/Court Services supervisor; **this must be documented by the respective supervisor**.

e. If the subject exhibits any signs of requiring medical assistance, Emergency Medical Services (EMS) will be contacted immediately to respond. [CALEA LE 4.1.5]

f. **CAUTION: Violent behavior may mask dangerous medical conditions. Subjects must be monitored continuously by direct supervision and provided medical treatment, if needed.** [CALEA LE 4.1.5]

g. Ensure that all of the subject's personal property has been removed, to include jewelry, glasses, shoes, boots, socks, coat, hat, and belt. Subject should only be clothed in shirt, pants, or dress. **Note**: The subject should be handcuffed (and wearing leg irons when warranted).

h. In scenarios that do not require the full-use restraint capabilities of the emergency restraint chair, a minimum of the lap belt will be used to securely hold a handcuffed subject placed in the emergency restraint chair.

C. STUNTRONICS BAND-IT – ELECTRONIC RESTRAINT DEVICE

1. AUTHORIZED USE

a. The Band-It is deployed by law enforcement to minimize potential problems and situational occurrences of violent outbursts or escape attempts posed by individuals being transported as prisoners.

b. During transport, the risk of prisoner escape and increased violence to innocent bystanders become prevalent factors.

c. The Band-It may be used to control a dangerous or violent prisoner when deadly physical force does not appear to be justified or necessary; or:

(1) Attempts to subdue the prisoner by other conventional tactics have been, or will likely be, ineffective in the situation at hand; or

(2) There is reasonable expectation that it will be unsafe for officers to approach within contact range of the subject.

2. **ADMINISTRATION**

a. The Band-It shall be issued to and used only by Deputies who have successfully completed the VSO training program.

b. Only properly functioning and charged Band-It units shall be carried in the field for service during a transport or in any controlled setting.

c. **MAINTENANCE**

(1) The Band-It Stun Pack battery shall be changed every two (2) years or five hundred (500) deployments.

(2) The Band-It transmitter battery should be replaced every three (3) months.

(3) The Band-It System Maintenance Log shall be maintained by the respective Judicial Services Commander or designee.

d. With the exception of testing the equipment or training:

- Accidental activation of a Band-It, shall be investigated and documented through a supervisory inquiry.
- Use of a Band-It on a subject is a use of force and shall be investigated and documented as required in *GO-001-01 Use of Force Guidelines*.

3. **PROTOCOLS**

a. The Band-It may be used when:

(1) The prisoner poses a threat, and the Deputy or others are at risk of injury if attempts are made to close the gap.

(2) The prisoner is punching or kicking or threatening to punch or kick.

(3) Lesser force options are ineffective, or likely to be ineffective.

(4) The Deputy reasonably believes the prisoner poses a threat, attempts escape, or takes any aggressive action.

(5) Prisoner attempts to disrupt proceedings by threats to do violence to others or self and actually takes some action towards completing those acts.

(6) Prisoner makes any attempt to remove or tamper with the Band-It.

b. CAUTION: Band-it shall not be used on:

(1) Females in the third trimester of pregnancy;

(2) For a known heart condition or neuromuscular illness.

4. **PROCEDURE**

a. The Band-It is programmed to deliver a 7 to 9 second “electrical shock.”

b. The Band-It may be attached to the prisoner’s forearm, thigh, or calf area. It can be worn either over the clothing or under the clothing for concealment purposes when necessary and appropriate. Multiple Band-It’s may be used on one inmate at a time.

c. The Band-It is secured with the provided forearm or calf sleeves each time it is used. Duct tape may be used to further secure the device. This will prevent the prisoner from being able to remove the device.

d. Every prisoner being transported is to be handcuffed in order to minimize the possibility of their attempting to remove the device. This may not be possible in certain situations. Especially in courtroom settings or airports.

e. The Band-It is not to be used over sweat pants or nylon “parachute” style pants.

f. A minimum of two (2) Deputies shall be assigned to an inmate wearing the Band-It device. A “Control Deputy,” who carries the transmitter, and a “Contact Deputy”, who remains in contact with the inmate.

g. Deputies shall perform the following steps prior to using a Band-It:

(1) Read the Band-It Notification Form to the subject and obtain their signature or refusal to sign.

(2) Complete the Band-It Operating Checklist.

(3) Carry the transmitter in the provided pouch. The transmitter should not be carried in the Deputy’s pocket without the provided pouch.

(4) The Band-It keys shall be kept by the Control Deputy until the Band-It has been removed from the inmate. The keys shall then be stored with the Band-It device.

h. A record of every Band-It Notification Form, Band-It Operating Checklist, and Band-It System Maintenance Log is maintained by the Judicial Services Commander or designee.

5. **METHOD OF USE**

a. The Deputy shall use verbal commands when feasible, advising the prisoner that the Band-It will be activated.

b. Make certain that other law enforcement officers and other persons present are aware of the pending activation, by announcing, “BAND-IT, BAND-IT DISENGAGE”.

c. *CAUTION: DO NOT USE THE BAND-IT AFTER OC SPRAY HAS BEEN DEPLOYED.*

d. The maximum effective range of the Band-It is 150 feet. unobstructed.

e. When flying with a prisoner and the Band-It is utilized, it shall be in the “ON” position while moving the prisoner by vehicle or while in the airport if airport policy will permit the use.

(1) Once on the aircraft the Deputies shall follow the procedure requested by the flight crew.

(2) At all times the Deputy with the arming device shall be with the inmate.

(3) In the event that the Deputy with the transmitter needs to leave the inmate for any reason, the transmitter shall be given to the other transport Deputy.

(4) All manufacturer’s recommendations shall be followed while using the Band-It.

6. **MEDICAL ATTENTION AFTER USE**

a. Prisoners who have been subjected to the Band-It shall be treated as follows:

(1) Advise EMS personnel or correctional facility medical personnel. If transported to a hospital, advise the emergency room staff that the prisoner has been subjected to the Band-It and relate the approximate time the action occurred.

(2) The physical site of the activation on the body of the prisoner shall be brought to the attention of the on duty supervisor, EMS personnel or Emergency Room Staff for treatment of the affected area, if necessary.

(3) If the prisoner is treated at an emergency room, the Deputy shall obtain a medical release from the Emergency Room Physician before continuing the transport to the applicable detention facility.

b. One easily overlooked aspect of injury in activating the Band-It, is that of falling from a standing or running position. A *thorough physical examination with particular emphasis on injuries secondary to the fall* should be performed by EMS personnel.

c. EMS must be summoned whenever activation results in a fall.

D. SABRE RED – AEROSOL IRRITANT PROJECTOR

1. **AUTHORIZED USE**

   a. SABRE Red is the only authorized chemical agent to be used by VSO Deputies (SWAT Personnel are trained and authorized in additional specialized weapons in accordance with general order *GO-046-05 Special Weapons and Tactics*).

   b. The use of SABRE Red is authorized after verbal dialogue has failed and when the only other alternative is to physically attempt to take a combative suspect into custody.

   c. SABRE Red may be utilized prior to the use of an impact weapon.

   d. SABRE Red shall not be used on passively resistant suspects.

2. **PROTOCOLS**

   a. The SABRE Red canister is held in the strong hand, with the index finger or thumb on the top push button and the weak/reaction arm crossed behind the strong hand.

   b. When preparing to spray a suspect who is struggling with other Deputies, the Deputy with the SABRE Red will yell, "OC, OC!" then "Disengage!" Deputies struggling with the suspect shall immediately disengage.

   c. SABRE Red should be sprayed at the suspect's face in a side-to-side motion across the subject's eyes (forehead if wearing glasses).

   d. The **maximum level of subject contamination** is three (3), one-half (1/2) second to one (1) second bursts. If compliance has not been gained after the maximum level of contamination, Deputies should move on to a different force option.

   e. Deputies will take every precaution to ensure that innocent bystanders are not in the line of fire prior to discharge.

   f. Deputies must be careful not to spray into a strong wind or breeze that would force the spray back onto them.

   g. Unless absolutely necessary (e.g., hostile crowds, violent situations), Deputies should not transport a sprayed subject in a Sheriff's car or prisoner transport van for fifteen to twenty minutes after spraying, thus allowing the chemical time to dissipate. (The spray residue can affect the transporting Deputy, particularly in closed vehicles.)

3. **MEDICAL ATTENTION AFTER USE** [CALEA LE 4.1.5]

   a. Once a subject has been sprayed and successfully restrained, Deputies must closely monitor the medical conditions of the arrested individual.

   b. The Deputy must monitor the subject, paying close attention to the subject's breathing and consciousness. If significant difficulty in breathing develops, the detainee appears to lose consciousness, or any other significant physical distress occurs, the Deputy shall immediately arrange for emergency medical treatment and notify their supervisor.

   c. A subject who has been sprayed with SABRE Red shall be continuously attended by a Deputy and shall not be left alone while in VSO custody.

   d. When transporting an individual who has been sprayed with SABRE Red to a hospital, Deputies shall call ahead to the emergency room to see if the staff wants to decontaminate the individual prior to bringing them inside the emergency room.

E. TASER

1. **AUTHORIZED USE**

   a. Tasers shall be issued to and used only by Deputies who have completed the VSO Taser Certification Training Program. Initial Taser training shall require that each Deputy be the recipient of a Taser discharge. Training discharge shall be at minimal levels and shall be mandatory subject to dismissal.

   b. Only properly functioning and charged Tasers shall be carried in the field.

c. All Taser discharges, with the exception of accidental discharges not associated with the display of force or use of force (i.e., those occurring during testing), will be investigated as a use of force. Use of force investigations will be documented through a Response to Resistance, and accidental discharges, as noted above, will be documented through a Supervisory Inquiry. Both will be administratively reviewed through the chain of command.

d. Fleeing should not be the sole justification for using a Taser against a subject.

e. Deputies shall consider the totality of circumstances, including severity of the offense, the subject's threat level to others and the risk of serious injury to the subject before use on a fleeing subject.

f. Deputies should evaluate whether the use of the Taser is reasonable, based upon all circumstances, including the subject's age and physical condition. When possible, avoid using a Taser on known pregnant women, the Infirm, the elderly, small children and visibly frail persons.

g. Intentionally targeting of other sensitive areas (e.g., head, neck, genitalia) with the Taser is prohibited.

2. **PROTOCOLS**

a. The Taser is programmed to give a five (5) second cycle. The probes shall not be touched during this time period, as the Deputy will receive the same "electrical current" the suspect is receiving. In addition, Deputies shall avoid touching or tripping over the wires.

b. In deploying the Taser, Deputies shall consider the following:

(1) The subject may already be in a medically compromised state and be at risk of death or serious injury as a result of pre-existing conditions, individual susceptibilities, or other factors such as being under the influence of alcohol or drugs or exhibiting the symptoms associated with excited delirium.

(2) Tasers should not be used when a subject is in an elevated position or unstable surface where a fall may cause substantial injury or death or when the subject is less able to catch or protect themself in a fall.

(3) Tasers should not be used on handcuffed subjects unless doing so is necessary to prevent them from causing serious bodily harm to themselves or others and lesser attempts at control have been ineffective.

(4) When possible, avoid using a Taser on a person who is operating or riding any mode of transportation (e.g., vehicle, bus, bicycle, motorcycle, or train), conveyance (e.g., escalator, moving walkway, elevator, skateboard, rollerblades), or machinery.

(5) The preferred target areas are below the neck area for back shots and the lower center mass (below chest/heart) for front shots.

(6) The preferred target areas increase dart-to-heart distance and reduce cardiac risks.

(7) Back shots are preferable to front shots when practical.

(8) To reduce cardiac risks (when possible) target the back, avoid targeting the chest/heart area and avoid prolonged and repeated exposures.

c. **Never** aim the Taser at the eyes or face.

d. Keep hands away from the front of the unit at all times unless the safety slide is down, and the Taser is deactivated.

e. Always replace cartridges by their expiration date.

f. Expired cartridges shall be returned to the Training Academy and used for training purposes only.

g. DO NOT fire the Taser near flammable liquids or fumes. The Taser can ignite gasoline or other flammables. Some self-defense sprays are flammable and would be extremely dangerous to use in conjunction with the Taser.

h. DO NOT deploy the Taser in highly flammable meth labs.

3. **DEPUTY RESPONSIBILITY**

a. The Deputy shall:

(1) Complete a pre-shift inspection/function test prior to each tour of duty; ensure the batteries of the Taser are charged.

(2) Upon encountering a situation in which it is determined that a Taser may be required, broadcast code "TASER" warning.

(3) If the Deputy is not equipped with a Taser, request a Taser-equipped unit, equipped backup unit, if available, and a supervisor. (Code “TASER”)

(4) Request the response of a supervisor if not in-route or on-scene. (Code “TASER”)

(5) Prior to the use of the Taser, if practical, request a Fire/Rescue unit respond to the scene.

4. **METHODS OF USE**

a. Use verbal commands and point laser at subject prior to firing.

b. The following common terms are to be used when engaging a Taser:

- Display – To take Taser out of the holster;
- Deploy – To use the Taser on a suspect/subject;
- Contact Stun – To deploy the Taser while in physical contact with the subject;
- Probe – The projectile that strikes the suspect/subject;
- Taser – The term to be used by Deputy prior to deployment, also to be used by other deputies on scene who are requesting a Taser to be deployed.

c. *Example: Deputy Smith displayed the Taser to the suspect. The suspect continued to resist the deputies as they attempted to handcuff them. Deputy Smith gave a verbal warning of “Taser” at which time the deputies released the suspect and Deputy Smith deployed the Taser. Both probes struck the suspect in the back.*

OR

d. *Deputy Smith gave a verbal warning of “Taser” at which time the deputies released the subject and Deputy Smith deployed the Taser as a contact stun.*

e. Deputies should use the Taser for one (1) standard five (5) second cycle and then evaluate the situation to determine if subsequent cycles are necessary.

(1) The VSO recognizes that in certain circumstances it may become necessary for the Deputy to hold the Taser trigger beyond the five (5) second cycle or deliver additional five (5) second cycles in order to effectively gain and maintain control of a violent subject so that the individual may be secured and placed in custody as quickly and safely as possible. In these situations, Deputies are authorized to extend the trigger hold or apply additional five (5) second cycles and shall document the action and number of cycles in their VSO Incident Report.

(2) Personnel should consider that exposure to the Taser for longer than fifteen (15) seconds (whether due to multiple applications or continuous cycling) may increase the risk of death or serious injury.

(3) Any subsequent Taser applications [beyond fifteen (15) seconds] should be independently justifiable, and the risks should be weighed against other force options.

f. Have a second cartridge present or a second Taser ready to fire in case probes miss the target, or a malfunction occurs.

g. In cases involving suspects with heavy or loose clothing, aim at center mass of the subject. Attempt to avoid heavy/loose clothing, if possible; the electrical current only penetrates from a maximum of two (2) inches away.

h. Use cover and distance to ensure officer safety.

i. Use to avert violent confrontation.

j. If the suspect runs, the Deputy must run also to prevent the probe wires from breaking.

k. Avoid use on slanted rooftops or on edge of tall buildings.

l. The contact stun feature may be used as a secondary, backup method in situations where multiple subjects exist, or a restrained suspect continues to actively resist by damaging property and other attempts to subdue have failed.

m. Do not place cartridges near static electricity.

5. **MEDICAL ATTENTION AFTER USE** [CALEA LE 4.1.5]

a. Persons who have been subjected to the Taser, or the probes, shall be treated as follows:

(1) Once in custody, the arresting Deputy shall advise EMS personnel or if transported to the hospital, advise the Emergency Room Staff, that the person has been subjected to the Taser and relate the approximate time the action occurred.

(2) If the probes have penetrated the skin, the puncture sites shall be brought to the attention of the on-duty supervisor, EMS personnel or Emergency Room Staff.

(3) After EMS personnel have examined the affected person(s), the EMS personnel will make the determination if the person(s) should or should not be transported to the hospital. Transportation to a medical facility shall be by law enforcement unless an ambulance is more appropriate.

b. Deputies are prohibited from removing embedded probes from a subject's body. The removal of probes from a subject on-scene shall be evaluated and conducted by EMS personnel.

c. Only Emergency Room Staff may remove Taser probes that are embedded in soft tissue areas such as the face, neck, breast/areola and groin.

d. Removal from other areas that have not penetrated the subject's body, such as heavy clothing, will be at the discretion of the on-scene supervisor.

e. If the probes used are no longer impaled in the skin, and EMS personnel release the subject on-scene, the subject may be transported to the Detention Facility.

f. If the subject has been treated in the Emergency Room, the arresting Deputy shall obtain a medical release from the Emergency Room Physician before transporting a subject shot by a Taser to a Detention Facility.

6. **EVIDENCE SUBMISSION**

a. The cartridge and probes used shall be tagged into evidence:

(1) Since the probes will probably have blood on them (biohazard), the Deputy's shall wear protective latex gloves when handling.

(2) The wires shall be wound around the cartridge.

(3) The probes shall be inverted into the portals they originally were deployed from.

(4) Tape **shall** then be placed over the portals to secure the probes in the cartridge.

(5) Place into an evidence envelope and **mark as "Biohazard/Sharps"**.

F. VSO K-9 TEAMS [CALEA LE 41.1.5 (a)]

1. **AUTHORIZED USE**

a. The use of K-9 teams and the deployment of a trained and certified K-9 to physically apprehend a subject via a bite are considered less-lethal force and shall be in accordance with general order *GO-041-09 K-9 Units*.

b. If a K-9 bites a suspect, the handler will ensure proper medical attention is promptly provided. This medical attention may be provided by the following as is appropriate and prudent under the circumstances: [CALEA LE 4.1.5]

(1) Emergency medical personnel summoned to the scene in the field.

(2) Medical treatment in a hospital emergency room.

c. **Training** – All K-9 teams must satisfactorily complete required K-9 training and certification in accordance with general order *GO-041-09 K-9 Units*. [CALEA LE 41.1.5 (b, c)]

d. All reporting and administrative review requirements apply, as noted herein and in accordance with general order *GO-001-01 Use of Force Guidelines*.

G. IMPACT WEAPON – ASP

1. **AUTHORIZED USE**

   a. The ASP shall be issued, worn and used only by those Deputies trained by certified instructors in the use of said weapon.

   b. Deputies shall use said weapons in accordance with the training provided by the VSO.

2. **METHOD OF USE**

   a. Intentional strikes to the head, face, and neck are prohibited.

   b. Techniques taught in ASP training coupled with dialogue make the impact weapon a very forceful tool.

3. **MEDICAL ATTENTION AFTER USE** [CALEA LE 4.1.5]

   a. Deputies must ensure prompt, appropriate medical attention is provided to or summoned for any injured subject/arrestee, including those subjects reasonably suspected of sustaining an injury even if not visible.

   b. If the subject/arrestee has no visible signs of injury and does not complain of injury when asked, but was rendered unconscious for any length of time or displays any signs of a medical stress condition, including extreme influence of drugs or alcohol, EMS shall be summoned for evaluation or for transport to the hospital.

H. 12 GA. LESS-LETHAL IMPACT MUNITION

1. **AUTHORIZATION**

   a. The 12-GA less-lethal impact munition is an authorized impact round to be used by VSO Deputies The impact round shall be issued and used only by those Deputies trained in the use of said weapon (SWAT Personnel are trained and authorized in additional specialized weapons).

2. **PROTOCOL**

   a. The impact round will be used in a dedicated shotgun; the shotgun will have the following equipment and markings to change its appearance:

      (1) AAD sighting system;

      (2) A band of yellow tape around stock;

      (3) A band of yellow tape around pistol grip;

      (4) A band of yellow tape around barrel;

      (5) Sling attached;

      (6) Light attached if issued.

   b. The 12-GA less-lethal impact round is deployed as an additional law enforcement less-lethal weapon and is not intended to replace firearms or self-defense techniques. The 12-GA less-lethal impact round may be used to control a non-compliant aggressive subject when attempts to subdue the subject by other conventional tactics have been, or will likely be, ineffective in the situation or there is reasonable expectation that it will be unsafe for Deputies to approach within contact range of the subject.

   c. Techniques taught in the 12-GA less-lethal impact round training coupled with dialogue make the impact round a very forceful tool.

3. **SUPERVISOR'S RESPONSIBILITIES**

   a. LIEUTENANTS shall be responsible for ensuring that all Shotguns are properly marked and are in good working order.

   b. SERGEANTS shall ensure the use of the 12-GA less-lethal Impact round is delegated only to deputies trained in the use of 12-GA less-lethal impact round.

4. **DEPUTY RESPONSIBILITY**

   a. Deputies shall:

(1) Ensure the only rounds carried in the dedicated shotgun are 12-GA less-lethal impact rounds prior to each tour of duty.

(2) Upon encountering a situation in which it is determined that a 12-GA less-lethal impact round will be used, broadcast code “Impact Round" warning.

(3) If the Deputy is not equipped with a 12-GA less-lethal impact round, request a Deputy equipped with 12-GA less-lethal impact round respond as backup, if available, and a supervisor. (Code “IMPACT ROUND”)

b. Deputy's discharging a 12-GA less-lethal impact round shall:

(1) Request the response of a supervisor if not en route or on-scene. (Code “IMPACT ROUND”)

(2) Prior to the use of the 12-GA less-lethal impact round, if practical, request a Fire/Rescue unit respond to the scene.

(3) Announce to other law enforcement officers on the scene the intended use of the impact round.

5. **METHODS OF USE**

a. Use verbal commands.

b. Required backup/arrest team (depending on situation possibly with lethal force option).

c. Aim at the legs or buttocks of the subject.

d. Use cover and distance to ensure Deputy safety.

e. Use to avert violent confrontation.

6. **MEDICAL ATTENTION AFTER USE** [CALEA LE 4.1.5]

a. Persons who have been subjected to the 12-GA less-lethal impact round shall be treated as follows:

(1) Once in custody, the arresting Deputy shall advise EMS personnel or if transported to the hospital, advise the Emergency Room staff, that the person has been subjected to the Impact round and relate the approximate time the action occurred.

(2) After EMS personnel have examined the affected person(s), the EMS personnel will make the determination if the person(s) should or should not be transported to the hospital. Transportation to a medical facility will be by police transport unless an ambulance is more appropriate.

(3) If the subject has been treated in the Emergency Room, the arresting Deputy shall obtain a medical release from the Emergency Room Physician before transporting a subject shot by 12-GA less-lethal impact round to a detention facility.

I. 40 MM LESS-LETHAL IMPACT MUNITION

1. **AUTHORIZATION**

a. The 40 mm less-lethal impact munition is an authorized sponge projectile to be used by VSO Deputies The impact round shall be issued and used only by those Deputies who qualify on a VSO approved training course conducted by a qualified 40 mm less-lethal instructor. (SWAT Team members are trained and authorized in additional specialized rounds)

2. **PROTOCOL**

a. The impact round will be used in a 40 mm launcher.

b. The 40 mm less-lethal impact round is deployed as an additional law enforcement less-lethal weapon and is not intended to replace firearms or self-defense techniques. The 40 mm less-lethal impact round may be used to control a non-compliant aggressive subject when attempts to subdue the subject by other conventional tactics have been, or will likely be, ineffective in the situation or there is reasonable expectation that it will be unsafe for Deputies to approach within contact range of the subject.

c. Techniques taught in the 40 mm less-lethal impact round training coupled with dialogue make the impact round a very forceful tool.

3. **SUPERVISOR'S RESPONSIBILITIES**

   a. LIEUTENANTS shall be responsible for ensuring that all 40 mm launchers are in good working order.

   b. SERGEANTS shall ensure the use of the 40 mm less-lethal Impact round is delegated only to deputies trained in the use of the 40 mm less-lethal impact round.

4. **DEPUTY RESPONSIBILITY**

   a. Deputies shall:

      (1) Ensure the only rounds carried for the 40 mm launcher are the approved 40 mm less-lethal sponge impact rounds prior to each tour of duty.

      (2) Upon encountering a situation in which it is determined that a 40 mm less-lethal impact round will be used, broadcast code “Impact Round" warning.

      (3) If the Deputy is not equipped with a 40 mm less-lethal impact round, request a Deputy equipped with the 40 mm less-lethal impact round respond as backup, if available, and a supervisor. (Code “IMPACT ROUND”)

   b. Deputy's discharging a 40 mm less-lethal impact round shall:

      (1) Request the response of a supervisor if not en route or on-scene. (Code “IMPACT ROUND”)

      (2) Prior to the use of the 40 mm less-lethal impact round, if practical, request a Fire/Rescue unit respond to the scene.

      (3) Announce to other law enforcement officers on the scene the intended use of the impact round.

5. **METHODS OF USE**

   a. Use verbal commands.

   b. Required backup/arrest team (depending on situation possibly with lethal force option).

   c. Targeted areas shall be the legs or buttocks of the subject.

   d. Use cover and distance to ensure Deputy safety.

   e. Use to avert violent confrontation.

6. **MEDICAL ATTENTION AFTER USE** [CALEA LE 4.1.5]

   a. Persons who have been subjected to the 40 mm less-lethal impact round shall be treated as follows:

      (1) Once in custody, the arresting Deputy shall advise EMS personnel or if transported to the hospital, advise the Emergency Room staff, that the person has been subjected to the Impact round and relate the approximate time the action occurred.

      (2) After EMS personnel have examined the affected person(s), the EMS personnel will make the determination if the person(s) should or should not be transported to the hospital. Transportation to a medical facility will be by police transport unless an ambulance is more appropriate.

      (3) If the subject has been treated in the Emergency Room, the arresting Deputy shall obtain a medical release from the Emergency Room Physician before transporting a subject shot by a 40 mm less-lethal impact round to a detention facility.

J. LESS-LETHAL PEPPER BALL SYSTEM

1. **AUTHORIZED USE**

   a. Pepper ball systems shall only be utilized by Deputies who are trained and certified in their use.

   b. Pepper ball system usage shall be in compliance with general order *GO-001-01 Use of Force Guidelines* for less-lethal weapons, unless intentionally deployed to the head or neck area which is considered deadly force. *Deployment to the head or neck area shall be in compliance with general order GO-001-01 Use of Force Guidelines for use of deadly force.*

c. Per general order *GO-001-01 Use of Force Guidelines*, "**Passive Resistance Demonstrations:** Deputies shall not use force to overcome passively resisting demonstrators, except that physically moving a subject is permitted when it is necessary and objectively reasonable. The decisions to deploy use of force on passive resistance crowd control/demonstrations shall be determined solely by the Sheriff or Chief Deputy."

d. Authorization from a Lieutenant or higher rank, the Special Weapons and Tactics Team (SWAT) Commander, or the Emergency Response Team (ERT) Commander is required for deployment or utilization of pepper ball systems for situations other than passive resistance demonstrations.

2. **PROTOCOLS**

a. Use verbal commands to the subject, when applicable.

b. Loudly announce, "Pepper Ball" before deployment to give notice to Deputies and Officers in the area.

c. **Deputies will not aim at the head or neck of subjects in non-deadly force situations.**

d. Pepper ball systems may be used to saturate the area around uncooperative suspects to gain control of the suspects.

3. **MEDICAL ATTENTION AFTER USE** [CALEA LE 4.1.5]

a. Once a subject has been exposed to pepper ball OC or PAVA and successfully restrained, Deputies must closely monitor the medical condition of the arrested individual.

b. The Deputy must monitor the subject, paying close attention to the subject's breathing and consciousness. If significant difficulty in breathing develops, the detainee appears to lose consciousness, or any other significant physical distress occurs, the Deputy shall immediately arrange for emergency medical treatment and notify their supervisor.

c. When transporting an individual who has been exposed to pepper ball OC or PAVA to a hospital, Deputies shall call ahead to the emergency room for determination whether the staff wants to decontaminate the individual prior to bringing them inside the emergency room.

d. A subject who has been exposed to pepper ball OC or PAVA shall be continuously attended by a Deputy and shall not be left alone while in Volusia Sheriff's Office custody.

K. DEPUTY REQUIRED REPORTING – INCIDENT REPORT [CALEA LE 4.2.1 (c), 82.2.1 (a, c)]

1. The VSO *Incident Report* shall be completed and delivered to the supervisor as soon as possible after the incident.

2. Each Deputy present or assisting in the arrest, or incident requiring force shall submit a VSO *Supplement Report* describing the incident. When possible, the VSO *Incident Report* shall include:

- The number of subjects and Deputies involved.
- Statements made by those involved.
- The number of other persons at the scene, as well as their mood and any statements made.
- The defensive tactics the Deputy used, and to what part of the body these tactics were applied.
- The names, addresses and telephone numbers of witnesses not involved.
- Photographs of the Deputy involved if the incident resulted in injury to the Deputy or damage to the uniform.
- The age, sex and physical size of the suspect(s) involved.
- The suspect's proximity to weapons.
- Medical treatment required and the offer of medical treatment.
- All injuries **shall** be photographed if possible and described in the report.
- Nature of the post arrest restraint procedures; how long the subject was face down or restrained.

- How the subject was transported and in what position.
- In cases involving the use of a Taser, include the number of verbal "Taser" warnings issued prior to deployment/use.

L. SUPERVISOR NOTIFICATION

1. Deputies involved in any use of force incident, including restraining force and the use of less-lethal weapons and devices, shall report the incident to an on-duty supervisor as soon as practicable. The Deputy will complete a VSO *Incident Report* in accordance with general order *GO-001-01 Use of Force Guidelines, Section V.B.10. Required Reporting*.(EXCEPTION: Excludes Deputy Involved Shootings - Refer to general order *GO-001-01 Use of Force Guidelines, Section VI.B.5)*

M. SUPERVISOR'S RESPONSIBILITIES

1. Supervisors are required to respond expeditiously to all reports of use of force.

N. ADMINISTRATIVE REVIEW: RESPONSE TO RESISTANCE REPORTS **[CALEA LE 4.2.1 (c), 4.2.2]**

1. Any restraining force or physical force resulting in injury, or a complaint of injury (whether or not visible), shall require a *Response to Resistance* report and *Administrative Review* through the chain of command. [CALEA LE 4.2.1 (c), 82.2.1 (a, d, e)]
2. Each use of SABRE Red, StunTronics Band-It, Taser, ASP, available defensive tool of convenience, or less-lethal munitions shall be documented in an *Incident Report* and shall require a supervisory *Response to Resistance* report and *Administrative Review* through the chain of command to the Sheriff. [CALEA LE 4.2.1 (c) , 82.2.1 (a, e)]
3. The Sheriff may call their Executive Command Staff for a final review. All completed reviews will be forwarded to the Internal Affairs Unit for inclusion in the administrative data base management system as part of the agency's review, tracking and analysis process/Personnel Early Warning System
4. The Executive Command Staff Review will include the following members of the Sheriff's Command Staff:
    a. Chief Deputy;
    b. Law Enforcement Operations Division Chief;
    c. Support Operations Division Chief;
    d. Assistant Chief;
    e. VSO General Counsel.
5. The Sheriff's Executive Command Staff may call detectives, specialists or technicians required to present evidence and facts concerning any use of force incident.
6. The Executive Command Staff shall review any facts and pertinent testimony, and forward findings and recommendations to the Sheriff for final disposition. The report shall include the relevant facts and circumstances surrounding the incident and a conclusion as to whether the use of force violates VSO general orders.
7. The Professional Compliance Unit shall complete an annual analysis of all use of force to include use of deadly force and less-lethal force policies and practices. This analysis shall be used to address training deficiencies, potential policy modifications, use of force trends among Deputies, and for protection of the Deputy, the VSO, and citizens.

	VOLUSIA SHERIFF'S OFFICE GENERAL ORDER GO-001-04	Distribution All Personnel	Reissue/Effective Date 10/13/2022
		Original Issue Date 01/05/2021	Previous Revision Date 3/12/2021
Title OATH AND CODE OF ETHICS			
Section		AUTHORITY OF MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to ensure that Volusia Sheriff's Office (VSO) personnel are aware of the actions and attitudes expected of them and to provide members of the public with a general standard by which they can measure the performance of the VSO.

II. DISCUSSION

Florida Statute mandates that Deputies take and subscribe to the Oath of Office, and a Loyalty Oath, prior to appointment and before undertaking the duties of office. However, this oath is not simply a document to sign but rather a personal commitment to the principles of integrity, character, and public trust. [CALEA CM 2.2.2]

It is equally important that Deputies observe the principles as set forth in the Code of Law Enforcement Ethics and that all personnel observe and adhere to the agency's general order GO-026-02 Standards of Conduct.

III. POLICY AND PROCEDURE

It shall be the policy of the VSO to comply with State and Federal law and to preserve and protect the constitutional rights of the community. It shall further be the policy of the VSO that all personnel, prior to assuming sworn status, take and subsequently abide by an oath of office to enforce the law and uphold the constitutions of the nation and of the State of Florida, law of the land and, where applicable, those of governmental subdivisions. [CALEA LE 1.1.1]

A. OATH OF OFFICE [CALEA LE 1.1.1]

1. The Oath of Office for Deputy Sheriffs is mandated by Fla. Stat. § 30.09(1)(a). The language of the oath is set forth in Article II, Section 5(b) of the Florida Constitution. The following oath must be executed by each Deputy Sheriff prior to being assigned to any law enforcement duties.

   I do solemnly swear (or affirm) that I will support, protect, and defend the Constitution and Government of the United States and of the State of Florida; that I am duly qualified to hold office under the Constitution of the State; and that I will well and faithfully perform the duties of Deputy Sheriff of Volusia County, on which I am now about to enter. So help me God.

B. LOYALTY OATH [CALEA CM 2.2.2]

1. The Public Employees (Loyalty) Oath is mandated by Fla. Stat. § 876.05(1). The following oath shall be sworn and subscribed to by all VSO personnel and filed prior to the approval of any salary, expenses, or compensation:

   I, ____, a citizen of the state of Florida and of the United States or otherwise duly qualified to work in the United States, and being employed by or an officer of Volusia Sheriff's Office and a recipient of public funds as such employee or officer, do hereby solemnly swear or affirm that I will support the Constitution of the United States and of the State of Florida.

C. LAW ENFORCEMENT CODE OF ETHICS [CALEA LE 1.1.2]

1. Sworn Deputies of the VSO shall abide by the following Code of Law Enforcement Ethics from the International Association of Chiefs of Police (IACP).

   As a law enforcement officer, my fundamental duty is to serve the community; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation and the peaceful against violence or disorder; and to respect the constitutional rights of all to liberty, equality, and justice.

   I will keep my private life unsullied as an example to all and will behave in a manner that does not bring discredit to me or to my agency. I will maintain courageous calm in the face of danger, scorn or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed both in my personal and official life, I will be exemplary in obeying the law and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

   I will never act officiously or permit personal feelings, prejudices, political beliefs, aspirations, animosities or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or violence and never accepting gratuities.

   I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of police service. I will never engage in acts of corruption or bribery, nor will I condone such acts by other police officers. I will cooperate with all legally authorized agencies and their representatives in the pursuit of justice.

   I know that I alone am responsible for my own standard of professional performance and will take every reasonable opportunity to enhance and improve my level of knowledge and competence.

   I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession… law enforcement. (IACP.org)

D. CIVILIAN EMPLOYEE CODE OF ETHICS [CALEA CM 2.2.2; LE 1.1.2]

1. Civilian employees of the VSO shall abide by the following Code of Ethics.

   As a member of the Volusia Sheriff's Office, my fundamental duty is to serve humanity and to respect the Constitutional Rights of all persons to liberty, equality, and justice.

   I will keep my private life unsullied as an example to all; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of the Office of the Sheriff. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept secret unless revelation is necessary in the performance of my duty.

   I will never act officiously or permit my personal feelings, prejudices, animosities or friendships to influence my decisions. I will never accept gratuities.

   I recognize the position of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession.

E. TRAINING [CALEA LE 1.1.2]

1. All members of the VSO will receive training in various topics concerning Ethics at least every two years.

IV. REFERENCES

- International Association of Chiefs of Police. (1957, October). Law Enforcement Code of Ethics
- Florida Constitution, art. II, § 5(b), Oath of Office
- Fla. Stat. § 876.05(1) Public Employees Oath

V. FORMS (Click here to access forms)

- Deputy Sheriff Oath of Office, VSO Form # 121698.002
- Public Employee Oath, VSO Form # 121698.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-001-05**	**Distribution** All Personnel	**Reissue/Effective Date** 03/05/2026
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **LIMITS OF AUTHORITY**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE [CALEA LE 1.2.6, 1.2.7]

The purpose of this general order is to define and discuss the scope and limits of the Volusia Sheriff's Office (VSO) law enforcement authority and provide guidelines related to the use of authority and the discretion sworn personnel may use as alternatives to arrest.

II. POLICY [CALEA LE 1.2.1, 1.2.7]

It shall be the policy of the VSO to operate pursuant to authority vested by the Constitution of the State of Florida and State Statute. It shall also be policy, that the Sheriff shall appoint Deputies to assist them in the performance of his duties, and those Deputies shall use judgment and discretion in the execution of their duties.

III. PROCEDURE

A. AUTHORITY [CALEA LE 1.2.1]

1. Deputies shall have the same authority and proscriptions, in accordance with State Statute, as those imposed on the Sheriff and his office. This includes the authority to carry and use firearms and other less lethal weapons.
2. The geographical area for which the Sheriff of Volusia County, Florida is commissioned is Volusia County, Florida. The enforcement of State Statutes and local ordinances is authorized in Volusia County, Florida, unless specifically prohibited or allowed elsewhere by law (Operational Assistance and Voluntary Cooperation Agreements).

B. MISDEMEANOR PAYABLE OFFENSES/NOTICE TO APPEAR

1. The Seventh Judicial Circuit Court Chief Judge in order # R-2000-218, has ordered that violations of the state statutes, identified below, do not require court appearances and have been deemed as payable offenses:
   - Disorderly Intoxication, Fla. Stat. § 856.011;
   - Trespassing, Fla. Stat. §§ 810.08, 810.09;
   - Possession of Alcohol under 21, Fla. Stat. § 562.111;
   - Misrepresenting Age to Obtain Alcohol, Fla. Stat. § 562.11(2);
   - Obstruction by Disguise, Fla. Stat. § 843.03;
   - Giving Alcohol to Minor, Fla. Stat. § 562.11(1)(a) (not a licensee or employed by a licensee);
   - Altering Date of Birth on Driver License or ID, Fla. Stat. § 322.212(5)(b);

- Unlawful Use of a Driver License, Fla. Stat. § 322.32(3);
- Unlawful Use of an ID, Fla. Stat. § 322.051(6).

C. DISCRETION–MISDEMEANOR OFFENSES [CALEA LE 1.2.5, 1.2.7]

1. Deputies are cautioned to use discretion in the performance of their assigned duties, taking into consideration the conditions present at the time, the constraints of existing policy, statutes, laws, or ordinances pertaining to the situation, and the available alternatives.
2. Persons arrested for misdemeanors of the first or second degree, county ordinance violations or criminal traffic offenses should be released at the scene of arrest, upon execution of a Notice to Appear in court, rather than be booked into the County Jail, unless the arresting Deputy has specific grounds to justify physical arrest and booking.
3. An accused person who has been properly identified and refuses to sign a Notice to Appear or provide sufficient information for a Notice to Appear shall be arrested, transported and booked in the County Jail.
4. Persons arrested for misdemeanor charges shall be issued a Notice to Appear unless:
    a. The subject is a known habitual offender;
    b. The offense was violent in nature;
    c. The Deputy has reason to believe the accused will repeat the offense if left at liberty;
    d. The accused exhibits violent or disorderly behavior;
    e. The accused has no valid address;
    f. The accused has previously failed to respond to a notice or summons;
    g. The accused fails to sign a Notice to Appear or summons or is unable to provide sufficient identification.

D. DISCRETION–TRAFFIC OFFENSES [CALEA LE 1.2.51.2.7]

1. Arrests for misdemeanor traffic offenses may be handled by the issuance of a Uniform Traffic Citation with the same guidelines as listed for a Notice to Appear.
2. Florida law requires that any person cited for a violation requiring a mandatory court hearing as listed in Fla. Stat. § 318.19 or any other criminal traffic violation listed in Fla. Stat. Ch. § 316 must sign and accept a citation indicating a promise to appear.
3. Florida law further provides that for other infractions under this section, the law enforcement officer must certify by electronic or written signature that the citation was delivered to the person cited. In such cases, Deputies shall request that the subject sign all criminal citations; however, the signature of the deputy on the citation, electronic or otherwise, will suffice if the subject chooses not to sign a citation involving a non-criminal traffic violation or a non-mandatory hearing.

E. DECISION TO ARREST [CALEA LE 1.2.5]

1. The decision regarding an arrest should be made after careful consideration of the following:
    a. Whether the arrest would cause a greater risk of harm to the general public than not arresting the offender;
    b. Whether the offense can best be handled through informal warnings, i.e., warnings or talking with the parents of a juvenile offender;
    c. The seriousness of the crime committed;
    d. Whether public empathy may be enhanced by careful use of discretion, and potential ill-will can be avoided.

F. RELEASE ON SIGNATURE [CALEA LE 1.2.5]

1. If the arresting Deputy plans to release the defendant after securing a signature on a Notice to Appear, the Deputy shall obtain positive identification from the accused.
2. The following information shall be included in the Notice to Appear:
    a. The defendant's name and correct address;

b. All witnesses' names and correct addresses;

c. Any tangible evidence impounded and the property report number;

d. The correct statute or ordinance number;

e. All required court information.

G. ALTERNATIVES TO ARREST [CALEA LE 1.2.6, 1.2.7]

1. Not all arrestable offenses require the incarceration of the offender. Alternatives to arrest and pre-arraignment confinement may be utilized.

2. Subjects committing offenses under the influence of alcoholic beverages, narcotics or suffering from mental disorders may be referred to the Treatment Alternative to Street Crime program.

H. INTOXICATED PERSONS [CALEA LE 1.2.6, 1.2.7, 61.1.10]

1. Fla. Stat. Ch. § 397 Substance Abuse Services, Part V Involuntary Admissions Procedures authorizes a law enforcement officer to implement protective custody measures specified when a person meets the criteria for involuntary admission.

   a. Non-violent intoxicated persons may be transported to the *SMA Healthcare Outpatient Therapy* center. Deputies electing to transport intoxicated persons to *the SMA Healthcare Outpatient Therapy* shall complete the appropriate forms at the center.

   b. This section does not apply to DUI, OUI, or BUI suspects. Suspects of these crimes shall be processed in compliance with general order *GO-061-06 DUI Enforcement Program*.

I. PRE-TRIAL RELEASE PROGRAM [CALEA LE 1.2.6, 1.2.7]

1. Deputies wishing to release a felony suspect on their own recognizance shall follow the procedures listed in VSO general order *GO-001-06 Pretrial Release and Diversion Programs*.

J. ADDITIONAL ALTERNATIVES [CALEA LE 1.2.6, 1.2.7]

1. Additional methods which may be utilized as alternatives to arrest include but are not limited to:

   a. The issuance of a citation or Notice to Appear for misdemeanors or violations of ordinances in accordance with the guidelines in this general order;

   b. Informal resolution of the problem;

   c. A verbal warning prohibiting the conduct;

   d. Referral to a community service organization;

   e. Juveniles may be released to the custody of a parent or legal guardian.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-001-06**	**Distribution** All Personnel	**Reissue/Effective Date** 06/10/2024
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **PRETRIAL RELEASE AND DIVERSION PROGRAMS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE [CALEA LE 1.1.3, 1.2.6]

The purpose of this general order is to delineate and define the role of the Volusia Sheriff's Office (VSO) in the criminal justice and social service diversion programs and the procedures for pretrial release of arrested persons.

II. DISCUSSION [CALEA LE 1.1.3, 1.2.6]

In order to facilitate the successful operation of pretrial release programs, authority and responsibility for the operation of Release on Recognizance (ROR) and other pretrial release programs must be clearly delineated.

There are also social service programs with which the VSO is involved, i.e., detoxification, mental health and drug abuse diversion programs. Personnel should be familiar with these criminal justice diversion programs.

III. POLICY [CALEA LE 1.1.3, 1.2.6]

It shall be the policy of the VSO to participate in the established pretrial release program and whenever possible utilize those social service/criminal justice programs available to the citizens of Volusia County.

IV. PROCEDURE [CALEA LE 1.2.6]

A. GENERAL

1. Deputies are encouraged to utilize Release on Recognizance (ROR) in appropriate cases involving non-violent misdemeanor offenses. [CALEA LE 1.1.3]
2. A notice to appear should be issued to offenders committing misdemeanors unless:
   - The subject is known to be a habitual offender.
   - The offense was violent in nature.
   - The Deputy has reason to believe the accused will repeat the offense if left at liberty.
   - The accused exhibits violent or disorderly behavior.
   - The accused has no valid address or does not reside in the State of Florida.
   - The accused has previously failed to respond to a notice or summons.
   - The accused fails to sign the notice to appear or is unable to provide sufficient identification.
3. A notice to appear issued to a juvenile shall follow the procedures as set forth by the Seventh (7th) Circuit State Attorney's Office located on the VSO intranet under Manuals & Dept. References *SA-707 Instruction Manual*.

4. Pursuant to Fla. Stat. § 985.12, through a memorandum of understanding with the Department of Juvenile Justice and the State Attorney's Office, the VSO participates in the Juvenile Citation Program for Volusia County. The diversion program uses referrals in lieu of arrest for juvenile offenders meeting the requirements of the program. See general order ***GO-044-05 Prearrest Delinquency Citation Program*** for specifics. [CALEA LE 1.1.3]
5. The issuance of a Uniform Traffic Citation for misdemeanor criminal traffic offenses, in lieu of incarceration, shall meet the same criteria as established for a notice to appear.
6. Subjects committing offenses under the influence of alcoholic beverages or narcotics may be referred to SMA Healthcare. Their hotline is (800)539-4228. [CALEA LE 1.1.3]
7. Deputies may contact the counselor at the Volusia County Jail in person or by telephone to recommend a defendant to this program. [CALEA LE 1.1.3]
8. Volusia County utilizes the services of the SMA Healthcare, which include:
    - Mental Health Services, which is utilized in cases involving the Florida Mental Health Act;
    - Gerontology Services, which assists in the care and problems associated with the elderly.
9. Volusia County has a Pretrial Services Program, which operates under criteria established by the Chief Judge for the Seventh Judicial Circuit. The Pretrial Assessment Unit, located within the Volusia County Branch Jail, is the part of the program that determines eligibility for notice to appear release from the jail and provides information to aid judges in setting release conditions of arrestees.
10. Deputies may contact the Pretrial Assessment Unit at the Volusia County Branch Jail in person or by telephone to recommend a defendant to the Pretrial Services program. [CALEA LE 1.1.3]
11. Pretrial Assessment Unit counselors are authorized to recommend release of defendants to the first appearance judge meeting the following criteria:
    - Must be a resident of Volusia or a surrounding county and demonstrate sufficient ties to the community lived in;
    - Must not be charged with a crime of violence or have a previous arrest reflecting same;
    - Must not have a detainer;
    - No previous failure to appear;
    - No other pending criminal charges (excluding traffic);
    - No prior felony conviction within the twenty-four (24) months;
    - No extensive criminal record (excluding traffic);
    - Must not present a danger to the community because of drug or alcohol abuse or mental illness;
    - Must not have provided any untruthful information in application for pretrial release;
    - Must not have been charged with any offense greater than a third-degree felony, except Dealing in Stolen Property offenses;
    - Must not be on probation or in pretrial intervention without consent of the original sentencing judge and supervising officer.
12. The pretrial release of defendants unable to meet the criteria for the Pretrial Services Program must be approved by a judge conducting first appearance.

V. REFERENCES

- SA-707 Charging Affidavit Instruction Manual
- SMA Healthcare

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-001-07**	**Distribution** All Personnel	**Reissue/Effective Date** 04/04/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 10/13/2022
Title **SEARCH AND SEIZURE**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE [CALEA LE 1.2.4]

This general order is established to provide guidelines for enforcement personnel so that searches and seizures comply with the law and constitutional requirements.

II. POLICY [CALEA LE 1.2.4]

It shall be the policy of the Volusia Sheriff's Office (VSO) to scrupulously adhere to all applicable State and Federal laws of search and seizure.

III. PROCEDURE

A. GENERAL [CALEA LE 1.2.4]

1. The area of constitutional search and seizure law is vital to the day-to-day functioning of law enforcement officers. This general order shall briefly highlight the major topics in order to provide a ready reference for Deputies.

   Because of the changing nature of this topic, Deputies must be diligent in staying abreast of recent court decisions and case law that may affect them.

B. SEARCH WARRANT [CALEA LE 74.3.1 (c)]

1. Generally, a search warrant must be issued by a court prior to any search of any person or place unless other circumstances are present, as described in this general order.
2. A search warrant must be supported by probable cause to support the applicant Deputy's belief that the named items sought to be seized will be found at the location to be searched.

C. DRAFTING A SEARCH WARRANT [CALEA LE 74.3.1 (c)]

1. Description of the Place to be Searched
   a. The affidavit and warrant must describe the place to be searched with particularity. The description should include the address as well as a precise and detailed description of the location. The description must be made with such specificity that the Deputy executing the warrant will go unerringly to the subject premises. Include directions to the place to be searched. The directions need not start from the location where the warrant is issued but begin from an easily recognizable landmark or intersection near the place to be searched. If the place to be searched is an apartment building, you must describe which unit is to be searched, not just describe the entire building.
2. Name of the Person from Whom Items Will Be Seized
   a. If the person from whom the items will be seized is known, provide their name in the affidavit. If the person is unknown, state "owner or custodian unknown."

3. Indicate the Violation of Law

    a. The affidavit and search warrant should indicate which law has been or is being violated.

4. Description of Items to Be Seized

    a. The affidavit must describe the items to be seized with particularity. If the items to be seized are obviously contraband or of an illicit nature, it is generally sufficient to merely state what the item is and not furnish a detailed description, for example, narcotics or stolen automobile parts. If the items to be seized are not of a contraband nature, it is necessary to provide more information about the item and include a more detailed description. The purpose of this rule is to prevent the seizure of the wrong property and to remove from the Deputy unbridled discretion as to what may be seized. Evidence of a crime that is encountered in plain view while executing the search warrant and standing in a place where you are entitled to be may be seized. You may only search areas where the described items may reasonably be hidden. You cannot look in a bathroom drawer for a stolen refrigerator. The search cannot continue once the items specified in the warrant are found. Persons on the premises, including the curtilage subject to the search warrant, may be temporarily detained to facilitate the execution of the search warrant, to secure the premises, or determine the reason for the presence of any person so detained on the premises. A person who is not the subject of the warrant who is detained during the execution of a search warrant cannot be searched unless there is reasonable suspicion that the person detained was engaging in criminal activity.

5. Probable Cause

    a. Set forth sufficient facts and circumstances that warrant a prudent or cautious person to believe that the property to be seized is there. The facts must show more than mere suspicion. Be sure to include your own experience, especially when utilizing informants.

    b. In establishing probable cause, it is important to include who, what, where, and when. Explain the facts. Make the Judge aware of all of the facts in the case and who observed them. If you are relying on information supplied, provide the name of the informant and which officer received the information (unless the use and reliability of a confidential informant can be established). Make sure your facts indicate why it is believed that the items to be seized are located in the place to be searched. Finally, the affidavit must state when the criminal activity was observed by the affiant. Generally, any criminal activity taking place within thirty days of the warrant being issued is sufficient to establish probable cause.

    c. If the informant is a “citizen/informer,” there is no need to establish a prior track record (or reliability).

    d. If it is a confidential informant, you must establish probable cause by looking at the “totality of the circumstances,” including the reliability of the informant, by showing facts supporting the informant’s credibility (a previous track record), the reliability of the information they have provided, details of which are able to be corroborated, or a unique relationship to the subject which gives the informant access to information.

D. BUSINESS

1. A search warrant may be obtained to search a business if there is probable cause to believe that:

    a. The property was stolen or embezzled in violation of the law;

    b. When any property shall have been used:

        - As a means to commit any crime;
        - In connection with gambling, gambling implements and appliances; or
        - In violation of Fla. Stat. § 847.011 or other laws in reference to obscene prints and literature.

    c. When any property constitutes evidence relevant to proving that a felony has been committed;

    d. When any property is being held or possessed:

        - In violation of any of the laws prohibiting the manufacture, sale, and transportation of intoxicating liquors;
        - In violation of the fish and game laws; or

    e. In violation of the laws relative to food and drug;

f. When the laws in relation to cruelty to animals have been or are violated.

2. In addition, papers or documents used as a means of or in aid of the commission of any offense against the laws of the state may be included.

E. RESIDENTIAL

1. The term "private dwelling" includes the room or rooms used and occupied, not transiently but solely as a residence, in an apartment house, hotel, boardinghouse, or lodging house. No warrant shall be issued for the search of any private dwelling under any of the conditions mentioned in this chapter except on sworn proof (affidavit) of some credible witness demonstrating probable cause to believe that the dwelling:

   a. Is being used for the unlawful sale, possession, or manufacture of intoxicating liquor.

   b. Stolen or embezzled property is contained in the dwelling.

   c. The dwelling is being used for gambling.

   d. The dwelling is being used to perpetrate frauds and swindles.

   e. The law relating to narcotics or drug abuse is being violated within the dwelling.

   f. A weapon, instrumentality, or means by which a felony has been committed, or evidence relevant to proving said felony has been committed, is contained within the dwelling.

   g. One or more of the following misdemeanor child abuse offenses is being committed within the dwelling:

      - Commission of an unnatural and lascivious act with a child, in violation of Fla. Stat. § 800.02;
      - Exposure of sexual organs to a child, in violation of Fla. Stat. § 800.03.

   h. The dwelling is, in part, used for some business purpose, such as a store, shop, saloon, restaurant, hotel, boardinghouse, or lodging house.

   i. The dwelling is being used for the unlawful sale, possession, or purchase of wildlife, saltwater products, or freshwater fish being unlawfully kept therein, or

   j. The laws in relation to cruelty to animals have been or are being violated within the dwelling, except that no search pursuant to such a warrant shall be made in any private dwelling after sunset and before sunrise unless specially authorized by the Judge issuing the warrants. [CALEA LE 43.1.5 (a)]

2. Property relating to the violation of the above laws may be taken (if a warrant has been issued) from any private dwelling in which the property is concealed or from the possession of any person within the dwelling by whom the property has been used in the commission of the offense or from any person within the dwelling in whose possession it may be.

3. If during a search pursuant to a warrant issued under this section, a child is discovered and appears to be in imminent danger, the Deputy conducting the search may remove the child from the private dwelling and take the child into protective custody in accordance with Fla. Stat. § 39.401.

F. APPROVAL PROCESS [CALEA LE 74.3.1 (c)]

1. Before presentation to a Judge, a search warrant and supporting affidavit must be reviewed and approved by the applicant Deputy's supervisor. The search warrant and supporting affidavit will then be reviewed and approved by an Assistant State Attorney. In unique or special circumstances, consult with the VSO General Counsel.

2. Judges of any circuit court of this state or county court Judge, or committing magistrate having jurisdiction where the place, vehicle, or thing to be searched is located, can issue a search warrant.

3. Upon the proper affidavits being made, a search warrant may be issued using the provisions in Fla. Stat. Ch. § 933.

G. PROCEDURES FOR SERVICE [CALEA LE 74.3.1 (c)]

1. A search warrant may not be executed at night or on a Sunday unless specifically authorized by the Judge. [CALEA LE 43.1.5 (a)]

2. Persons on the premises and those that arrive on the premises during the course of the search may be detained but may not be frisked for weapons unless there is individualized suspicion to believe they are armed with a dangerous weapon.
3. Only those areas likely to contain the items sought may be searched.
4. Vehicles located on the premises or curtilage of the premises may be searched only if authorized by the warrant.
5. In executing the warrant, you must do no unnecessary damage to the property. Fla. Stat. § 933.17 provides for criminal sanctions against any officer who "willfully exceeds his authority or exercises it with unnecessary severity" in executing search warrants.
6. A supervisor will be present to coordinate the service of the search warrant. [CALEA LE 43.1.5 (b, c)]
7. If the location of the search warrant falls within the jurisdiction of another agency, that agency will be notified prior to the service of the warrant. Consideration should also be given to including personnel from that agency in the operation unless doing so would jeopardize the investigation. [CALEA LE 43.1.5 (c)]
8. Notification of the location of the warrant shall be given to Central Communication prior to or at the time of service of the warrant unless doing so would jeopardize the investigation. [CALEA LE 43.1.5 (c)]
9. VSO personnel involved in the service of a search warrant made by an outside agency shall not deviate from VSO policy. [CALEA LE 43.1.5 (c)]
10. Non-sworn personnel shall not physically participate in the service of a search warrant without the expressed approval of a supervisor. [CALEA LE 43.1.5 (b, c)]
11. Prior to the service of a search warrant, all personnel will be briefed on the objectives, tactics, and operational plan. [CALEA LE 43.1.5 (c)]
12. If the search warrant is determined to be a high risk operation, the SWAT Team shall be utilized to make entry and secure the premises being searched. [CALEA LE 43.1.5 (c)]
13. The disruption caused by the service of a warrant will be kept to a minimum. [CALEA LE 43.1.5 (c)]
14. Property damage incurred will be documented in writing and with photographs. [CALEA LE 43.1.5 (c)]

H. KNOCK AND ANNOUNCE [CALEA LE 74.3.1 (c, d)]

1. Fla. Stat. § 933.09 requires police officers to "knock and announce" their presence and purpose when forcibly executing a search warrant. This requirement must be strictly complied with in the absence of exigent circumstances.
2. The following procedures must be followed prior to a forced or non-forced entry to the premises being made:
    a. The Deputy knocks at the door or otherwise, makes their presence known, and
    b. The Deputy announces their authority (i.e., "Deputy Sheriff, Volusia Sheriff's Office"), and
    c. The Deputy announces their purpose (i.e., to execute a search warrant), and
    d. The occupant fails to respond and allows the Deputy entry after a reasonable time.

    There is no bright-line rule as to how much time must a Deputy wait before entering. Courts have held that periods less than five (5) seconds are rarely deemed adequate and periods in excess of fifteen (15) seconds are considered adequate.
3. **EXCEPTION TO THE KNOCK AND ANNOUNCE REQUIREMENTS**
    a. In order to make an entry into the premises without following the knock and announce procedure outlined above, there must be an exception existing at the time of entry, based on particular circumstances which lead the Deputy to reasonably believe that:
        (1) The person inside already knows of the Deputy's authority and purpose; or
        (2) Persons within are in immediate peril of bodily harm; or

(3) The Deputy's peril would increase if they were to announce themselves and their purpose; or

(4) Announcing their presence would lead to an escape by any persons within or the destruction of evidence.

b. The fear of possible destruction of evidence must be based on reasonable grounds that actual destruction may take place in order to apply the exception.

I. UPON/AFTER ENTRY INTO PREMISES

1. The warrant should be read aloud to the occupants and a copy of the warrant delivered to the person named in the warrant or left at the residence if unoccupied. A receipt of items seized must also be left with the resident named or at the residence if unoccupied.
2. An inventory of seized property shall be prepared, and a copy of said inventory returned to the issuing Judge with the warrant.
3. All items seized shall be placed into evidence.

J. RETURN OF SEARCH WARRANT [CALEA LE 74.3.1 (c)]

1. The affiant will be responsible for the reading of and copies of the warrant and its return to the court. Return to the court is ordinarily accomplished by delivering the properly prepared inventory to the Clerk of Court.
2. A search warrant must satisfy the requirements of Fla. Stat. §933.12 with regard to the return of property to court.
3. Fla. Stat. §933.12 directs, upon return of the warrant, the Deputy shall attach a true inventory of the property taken under the warrant and shall verify the same by affidavit taken before another Deputy authorized to administer oaths, or before the issuing Judge, and stated in the following manner: “I, (the Deputy states their name), the Deputy by whom the warrant was executed, do swear that the above inventory contains a true and detailed account of all the property taken by me on said warrant.”

K. EXCEPTIONS TO THE WARRANT REQUIREMENT [CALEA LE 1.2.4]

1. **TERRY STOP AND FRISK SEARCH (FLA. STAT. § 901.151)**

a. **Basis for Search** – A person legally detained on reasonable suspicion that they have committed, is committing, or is about to commit a crime may be subject to a limited search for weapons if a Deputy has an articulable reason to believe or fear that the suspect is armed with a dangerous weapon.

b. **Extent of Search** – The Deputy may conduct a "pat down" of the outer clothing of the suspect for weapons only. A "frisk" implies a cursory or brief search of a person for weapons large enough to be detected through clothing.

(1) If an object is felt that could reasonably be a weapon, the Deputy may reach past/into the outer clothing to seize it.

(2) Items that do not appear to be weapons may not be seized unless it is immediately apparent from the "pat down," without squeezing, prodding, or manipulating, that the item felt is contraband.

2. **SEARCH INCIDENT TO ARREST** [CALEA LE 1.2.5]

a. A field search is a more detailed search of an arrested person in which all clothing and normally exposed areas of the body are searched, and both evidence and weapons are removed. The Deputy may go inside the person's clothing to remove objects which might be dangerous or have evidentiary value. If another Deputy is on the scene who is of the same sex as the subject to be searched, that Deputy should be requested to conduct the search. This type of search will be conducted whenever an arrest is made, and the prisoner is to be transported and booked.

b. Items discovered during a search incident to arrest may be seized. When a lawful arrest is made, a Deputy may search the person arrested and the area within the arrestee's immediate control for the purpose of:

(1) Protecting the Deputy from attack;

(2) Preventing the person from escape;

(3) Discovering the fruits of a crime; or

(4) Prevent the destruction of evidence.

c. A search incident to an arrest may be conducted when the arrest is a:

(1) Felony;

(2) Misdemeanor;

(3) Criminal traffic or criminal county ordinance.

d. A search incident to arrest must be conducted at the same time as the arrest or as soon as practical thereafter.

e. Scope of Search – When conducting a search incident to arrest, a Deputy may:

(1) Search the arrestee completely (with the exception of a strip search);

(2) Search the articles in the arrestee's control or reach (wallet, purse, vehicle).

f. **Extent of a search incident to an arrest of the occupant of a vehicle** – If the arrestee was a recent occupant of a vehicle, the Deputy may search the vehicle if it is not locked and the arrestee is within reaching distance of the passenger compartment at the time of the search or evidence of the crime for which the arrest occurred may reasonably be expected to be located within the vehicle. This includes arrests based upon warrants. Examples include:

(1) D.W.L.S. – evidence unlikely to be found;

(2) D.U.I. – reasonable that evidence might be found (alcohol, empty container, etc.);

(3) Arrest on narcotics warrant – reasonable that evidence might be found (age of warrant does not matter);

(4) The search may include:

- The passenger compartment and containers therein;
- The glove box.

g. A search conducted at the same time of the arrest of an occupant of a vehicle may extend only to those areas in control of the occupant (for example, the front seat passenger vs. the rear seat passenger. The rear seat passenger would not necessarily have control over the vehicle's glove box). The search area does not include the trunk.

h. A Deputy may search the vehicle at the same time as the arrest.

L. MOVING VEHICLE EXCEPTION TO SEARCH WARRANT REQUIREMENT [CALEA LE 1.2.4, 1.2.5]

1. A Deputy may stop and search a moving vehicle if there is probable cause to believe the vehicle contains contraband. The warrantless search is confined to looking into those areas where the suspected contraband might be reasonably located.

2. If the Deputy has probable cause to believe contraband is located in a specific container within the car, they may search that container without a warrant but may not search the entire car. (If an arrest of a vehicle's occupant is made as a result, then a search of the car itself may be justified under the exception of search incident to arrest).

3. The Deputy may remove the vehicle to a VSO facility and search it there. Reasons for a search at the VSO facility may include:

a. The location or position of the vehicle at the scene of the stop endangers the flow of traffic or creates a safety hazard for the Deputy.

b. The weather conditions would impede or hamper an effective search.

c. The search requires the use of special equipment not available at the roadside stop.

4. If a Deputy has probable cause to believe a vehicle contains contraband and there is time to obtain a warrant, then a warrant should be obtained. A Deputy may not wait and watch the vehicle for days and then decide to stop the vehicle once the driver moves the car.

M. CONSENT SEARCH [CALEA LE 1.2.4]

1. A person may give their consent to search. Consent must be freely, voluntarily, and knowingly given by the person.
2. If equipped with a body worn camera, the consent to search shall be recorded in accordance with general order *GO-041-20 Body Worn Cameras*.
3. A Judge will look at many factors in determining whether the consent was valid. These factors may include:
    a. The age and maturity of the person giving the consent
    b. Whether the person gave a written waiver
    c. Whether alcohol or drugs may have impaired their decision in knowingly giving consent
    d. The person's mental or educational level
    e. Whether any language barriers were present and if the request to consent was given clearly
    f. Whether any express or implied promises or threats were made by the Deputy
4. A Deputy should obtain written consent whenever possible. If the consent is obtained verbally, it is best if another Deputy is present as a witness, whenever feasible.
5. Once the consent to search is obtained, the person so consenting may revoke their consent at any time, and the search must stop.
6. Only persons with a lawful right to exercise use, control, or ownership of the thing or place to be searched may give consent. For example:
    a. A landlord may not give consent to search a tenant's property.
    b. When premises are shared by two or more people, anyone can give consent to search common or jointly held areas. One occupant may not give consent to search a room or possession used exclusively by another. If the arrestee is present and objecting to the search and the other occupant is consenting, the search may not be conducted.
    c. Parents may give consent for Deputies to search their minor child's room.
    d. A child may not give consent for a Deputy to search a parent's room but may give consent to search common areas of the home if the child has the maturity, intelligence, etc. to make the decision. Deputies must make sufficient inquiries to determine this in order to support a reasonable conclusion that the child can give consent. A mere assumption that they can give consent will normally not be enough to support the consent to search.
    e. A person who has custody/control of a moving vehicle, regardless of whether they are the owner, may give consent to search the vehicle.
    f. An employee may not give consent to search their employer's premises unless it is within the employee's authority to give such consent.

N. PLAIN VIEW [CALEA LE 1.2.4, 1.2.5]

1. The plain view doctrine allows a Deputy to seize contraband they observe in plain view from a location they are legally permitted to be.
2. Examples of plain view situations include:
    a. If a search warrant is being executed for seizure of a stolen television and the Deputy observes cocaine on a table, the cocaine may be seized.
    b. If a vehicle is being inventoried for its contents and in the course of conducting the inventory contraband is observed, the contraband may be seized.
    c. If a Deputy is executing an arrest warrant and while conducting a cursory search for persons at the premises observes contraband on a dresser in a bedroom, the contraband may be seized.
    d. If a Deputy, while standing in a parking lot, observes marijuana plants growing from a residential balcony, an entry and seizure will not be upheld under the theory of plain view. Plain view doctrine does not permit entry into a residence without a warrant.

O. INVENTORY SEARCHES OF SEIZED VEHICLES OR OTHER PROPERTY [CALEA LE 1.2.4]

1. Vehicle inventories are not designed or intended to be used to conduct searches. However, if during a vehicle's inventory, items of contraband are discovered inadvertently, they will be seized and submitted into evidence pending the filing of appropriate criminal charge(s).
2. The inventory shall include all areas of the vehicle including, but not limited to:
    a. Inside compartments such as the glove box, under the seats, ashtray, and all containers therein
    b. The trunk area and containers therein
    c. All exterior containers (boxes, truck beds, etc.)
    d. The engine compartment
3. If possible, the inventory will be conducted in the presence of the operator or owner.
4. If money, jewelry, or other precious items are being inventoried, they should be inventoried in the presence of the suspect, if possible. The presence of another Deputy should be requested to either assist or witness the inventory when feasible. Any compartments or containers within the vehicle, locked or unlocked, will be opened and inventoried.
5. Locked containers should not be forced open during an inventory but shall be logged on the inventory form. However, if a key or combination is available, the container will be opened and inventoried.

P. EXIGENT CIRCUMSTANCES [CALEA LE 1.2.4]

1. Deputy Sheriffs may enter premises, including residential facilities, where necessary to protect the safety of persons under imminent threat, e.g., a burning building, a call for assistance involving a suicide threat, or other situation involving death or great bodily harm.
2. In these types of situations, it may become necessary to secure a warrant for a continued search. For example, a Deputy may, without a warrant, enter a residence to effect the rescue of a suicidal person or a person in need of medical assistance. In these situations, a Deputy may search the residence in an attempt to locate medicine or the name of the person's physician but must not search any further than is necessary to accomplish this task. A search for medicine might include a search of the person's clothing, bathroom medicine, or kitchen cabinets but would not include searching those areas where medicine would not be reasonably expected to be found.

Q. PRELIMINARY INVESTIGATIONS [CALEA LE 1.2.5]

1. Preliminary Investigations will generally be conducted by the first responding Deputy. The preliminary investigation should be complete as possible, including the arrest of the offender if probable cause exists. The investigation should continue until all relevant investigative actions have been taken and no further progress can be made at that time.
2. The VSO recognizes that each investigation is unique; the following investigative steps are recommended courses of actions and should be taken where appropriate:
    a. Upon arrival at the scene, observe conditions, events, and any remarks made by witnesses
    b. Take control of the crime scene to protect potential evidence
    c. Identify any witnesses and assure their availability
    d. Interview victims and witnesses and take written statements when appropriate
    e. When appropriate, interrogate suspects to identify the perpetrator
    f. Arrest the perpetrator
    g. Process a crime scene for evidence including searching for and processing latent fingerprints
    h. Search for tools or other items left at the scene by the perpetrator
    i. Secure search warrant when necessary
    j. Search for and recover property moved or taken by the perpetrator
    k. Recover and submit physical evidence to the Evidence/Property Section or Crime Lab

l. Report the incident accurately and fully

IV. FORMS (Click here to access forms)

- Search Warrant Inventory, VSO Form # 090597.001
- Search Warrant Return, VSO Form # 090597.002

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-001-08**	**Distribution** All Personnel	**Reissue/Effective Date** 03/05/2026
		Original Issue Date 01/05/2021	**Previous Revision Date** 04/06/2022
Title **BODY SEARCHES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish policy and procedures for conducting body searches for the protection of the Deputies and the arrestee.

II. POLICY

The Volusia Sheriff's Office (VSO) policy is that all searches of persons are in compliance with applicable federal and state laws, including Fla. Stat. § 901.21 and Fla. Stat. § 901.211, and each arrested person shall be completely and thoroughly searched before transport and during transfer of custody. (CALEA 1.2.8 (a)]

III. DEFINITIONS

Body Cavity Search – An invasive search that involves the visual inspection or physical intrusion into a person's rectum, penis, or vagina for the purpose of detecting weapons, contraband, evidence, or other prohibited items.

Strip Search – Is defined by Fla. Stat. § 901.211 as, "having an arrested person remove or arrange some or all of his or her clothing so as to permit a visual or manual inspection of the genitals; buttocks; anus; breasts, in the case of a female; or undergarments of such person."

IV. PROCEDURE

A. GENERALLY

1. In the arrest, transportation and temporary detention of prisoners, Deputies will take precautions to prevent an escape, injury to themselves or others, or damage to property.
2. Deputies will thoroughly search each prisoner for weapons or evidence before placing them in a patrol vehicle, transport vehicle, holding cell, or detention cell regardless of the degree of seriousness of the crime.
3. Written authorization from the Deputy's Supervisor is required prior to any strip or body cavity search occurring. Written authorization means the completion of the *Strip/Body Cavity Search Authorization form (Form: 022626.001)*.

B. RECOMMENDED SAFETY PRACTICES WHEN SEARCHING A PERSON

1. The person being searched will be placed off-balance with feet and hands widely spread.
2. If under arrest, the person should be handcuffed prior to the search.
3. The Deputy should stand behind the person being searched and place one hand at the belt line or on the small of the person's back. This will allow the Deputy to maintain some physical control of the individual should any attempt be made to flee or attack the Deputy.

4. Deputies should watch for head or upper body movement that may precede an attack or attempt to flee.
5. Deputies performing searches of persons should be cognizant of the hazards of sharp objects such as needles, razor blades, knives, etc. that may be concealed.
6. Only one hand should be used to conduct the search. The other hand should be kept free to control the person.
7. A Deputy conducting a search should avoid walking between the person being searched and a "covering" Deputy.
8. While searching a person, a Deputy should never turn their back to the person.
9. While searching, a Deputy must grab and squeeze the clothing of a suspect, not simply "pat it." Items such as flat handled knives, razor blades, and the like will not be discovered by merely patting the body.
10. Individuals should not be searched from the front.
11. All weapons, including articles that could be used as weapons, will be removed from the person.
12. Whenever a Deputy receives control of an arrestee from another Deputy/law enforcement officer, it shall be the responsibility of the receiving Deputy to again search the prisoner to minimize any danger. Assumptions should never be made.
13. For the protection of the Deputy, searches will be conducted with rubber gloves whenever possible without endangering the Deputy or security of the arrestee.
14. If the Deputy has reason to believe, that a search of the pelvic area is necessary, the Deputy may utilize the back of the hand in these areas, using only that force necessary to determine if any foreign object/weapon is present. Without specific knowledge of a possible weapon, groping of these areas is prohibited.

C. SEARCH OF A PERSON OF THE OPPOSITE SEX

1. Whenever possible, searches of an arrestee will be done by a Deputy of the same sex as the arrestee. If a Deputy of the same sex is not available, an attempt shall be made to have a second Deputy present as a witness.
2. If it is not feasible to have a Deputy of the same sex or a second Deputy to witness the search, a preliminary search shall be conducted for officer safety with a more comprehensive search conducted at the Branch Jail or when an additional Deputy or same-sex Deputy is available.

D. MOUTH SEARCHES

1. Deputies shall not use force or any objects to clear or inspect the mouth of a detained or arrested subject absent a court order.
    - This prohibition is not applicable to subjects in medical distress who are choking.
    - When an in custody subject is transferred to a receiving facility who is believed to be concealing an object or objects in their mouth, the facility's personnel shall be advised.
    - Where reasonable belief exists that an in custody subject has swallowed an object or objects concealed in their mouth, they shall be medically cleared before transport to a receiving facility.

E. STRIP SEARCHES AND BODY CAVITY SEARCHES

1. STRIP SEARCHES OF PERSONS ARRESTED; BODY CAVITY SEARCH
2. Fla. Stat. § 901.211 governs strip searches of persons **arrested** and body cavity search and reads as follows: (CALEA 1.2.8 (a)]

> **901.211 Strip searches of persons arrested; body cavity search.–**
>
> *(1) As used in this section, the term "strip search" means having an arrested person remove or arrange some or all of their clothing so as to permit a visual or manual inspection of the genitals; buttocks; anus; breasts, in the case of a female; or undergarments of such person.*

(2) No person arrested for a traffic, regulatory, or misdemeanor offense, except in a case which is violent in nature, which involves a weapon, or which involves a controlled substance, shall be strip searched unless:

(a) There is probable cause to believe that the individual is concealing a weapon, a controlled substance, or stolen property; or

(b) A judge at first appearance has found that the person arrested cannot be released either on recognizance or bond and therefore shall be incarcerated in the county jail.

(3) Each strip search shall be performed by a person of the same gender as the arrested person and on premises where the search cannot be observed by persons not physically conducting or observing the search pursuant to this section. Any observer shall be of the same gender as the arrested person.

(4) Any body cavity search must be performed under sanitary conditions.

(5) No law enforcement officer shall order a strip search within the agency or facility without obtaining the written authorization of the supervising officer on duty.

(6) Nothing in this section shall be construed as limiting any statutory or common-law right of any person for purposes of any civil action or injunctive relief.

3. **STRIP SEARCHES OF PERSONS NOT UNDER ARREST** [CALEA LE 1.2.8 (b)]

   a. Strip searches of persons not under arrest are only done:
      - At the direction of a court ordered search warrant.
      - In exigent circumstances with the consent of the subject to be searched. It is preferrable to obtain a search warrant, if practical. If at any point after giving consent, the subject rescinds their consent, the search will be stopped.

   b. All strip searches of persons not under arrest will follow the procedures found in Fla. Stat. § 901.211(shown above).

4. **BODY CAVITY SEARCHES**

   a. With the exception of a life and death emergency, all body cavity searches of persons not under arrest will be conducted at the direction of a court ordered search warrant. (CALEA 1.2.8 (a)]

   b. All body cavity searches of persons not under arrest will follow the procedures found in Fla. Stat. § 901.211(shown above).

5. **JUVENILES** [CALEA 1.2.8 (c)]

   a. For a juvenile to undergo a strip or body cavity search, the same requirements to search an adult must be met, with the exception a juvenile cannot give consent to a strip search. A parent or guardian are required to give consent.

   b. The search is completed using the same procedure as an adult.

6. **DOCUMENTING STRIP OR BODY CAVITY SEARCHES** [CALEA LE 1.2.8 (d)]

   a. The Deputy conducting a strip search or the case agent for body cavity searches will document the search by an incident or supplementary report, to include:
      - The authority/reason the search was conducted;
      - The Supervisor who gave written approval for the search;
      - The Deputy who conducted the search;
      - Observer(s) present to witness the search;
      - The location of the search;
      - The results of the search.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-001-10**	**Distribution** All Personnel	**Reissue/Effective Date** 10/24/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 09/02/2022
Title **BIASED-BASED POLICING**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines expressly prohibiting biased-based policing.

II. DEFINITIONS

Biased-Based Policing – Taking any law enforcement action based solely on a person's race, color, ethnicity, gender, physical handicap, gender identity, sexual orientation, national origin, economic status, age, cultural group, or religion.

III. POLICY [CALEA LE 1.2.9 (a)]

It shall be the policy of the VSO to prohibit unlawful or improper bias in **all** policing actions and contacts with **all** citizens and visitors of Volusia County. It shall further be the policy to train VSO Deputies, take corrective measures when necessary, and conduct a documented annual administrative review of the agency's practices, including citizen concerns.

Deputies shall focus on a person's conduct/behaviors or other specific suspect information rather than race, ethnicity, national origin, religion, age, gender, gender identity/expression, sexual orientation, immigration status, disability, housing status, occupation, or language fluency. Deputies must have reasonable suspicion supported by specific articulated facts that the person contacted regarding their identification, activity, or location has committed, is committing, or is about to commit a crime or is currently presenting a threat to the safety of themselves or others.

IV. PROCEDURE

A. PROHIBITIONS

1. Biased-based policing shall be prohibited and includes, but is not limited to:
   - Traffic contacts;
   - Field contacts;
   - Asset seizure and forfeiture efforts.

B. TRAINING [CALEA LE 1.2.9 (b, c, d)]

1. Sworn personnel must complete initial training in biased issues including legal aspects prior to assignment. The purpose of this training is to establish a foundational understanding of fair and impartial policing before a deputy begins public-facing duties. This covers both explicit and implicit bias, specific policy prohibitions, and the legal requirements (e.g., Fourth and Fourteenth Amendments, civil rights laws) that prohibit biased enforcement actions. [CALEA LE 1.2.9(c)]

2. Sworn personnel must complete training on the topic of "Discriminatory Profiling & Professional Traffic Stops" every four (4) years as part of the Criminal Justice Standards & Training Commission's mandate for recertification. The purpose of this training is to ensure deputies receive periodic, standardized retraining on a high-risk area of bias-based policing and traffic stops. This training usually includes human diversity, identifying and mitigating bias, and adhering to professional standards during vehicle and pedestrian stops. This provision ensures the VSO remains compliant with the state's minimum standards for officer recertification, reinforcing the legal and ethical necessity of non-biased conduct. [CALEA LE 1.2.9(d)]

3. Sworn personnel must complete a documented review of this general order every year. This serves as an annual refresher and formal acknowledgment of the specific policy provisions. By documenting the review, the VSO ensures that every deputy is fully aware of the latest version of the anti-bias policy and their responsibilities. [CALEA LE 1.2.9(b)]

4. Remedial training could be prompted by a sustained complaint of improper bias. Remedial training is an educational intervention designed to address the specific behaviors or knowledge gaps identified in the investigation. While disciplinary action may also occur, the remedial training focuses on correcting the underlying issue to prevent future occurrences. [CALEA LE 1.2.9(d)]

C. DISCIPLINE

1. If an employee violates this policy, corrective measures shall be taken to ensure that biased-based profiling does not reoccur. The corrective actions taken shall be in accordance with general order *GO-026-01 Disciplinary Procedures*.

2. The following sections of general order *GO-026-02 Standards of Conduct* apply to violations of this general order:

   - **Tortious Acts;**
   - **Misdemeanor Injurious to the VSO;**
   - **Commission of Felony.**

3. The above violations are all subject to dismissal. However, every effort will be made to provide remedial training and progressive discipline. Each case and its circumstances will be independently reviewed.

D. ADMINISTRATIVE REVIEW [CALEA LE 1.2.9 (e)]

1. The Professional Compliance Unit, with assistance from Internal Affairs and the General Counsel shall conduct a documented annual administrative review of agency practices, including citizen concerns/complaints and any corrective measures taken.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-001-13**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **CONSULAR NOTIFICATIONS AND DIPLOMATIC IMMUNITIES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide guidance to members of the Volusia Sheriff's Office (VSO) when dealing with persons or property with varying degrees of immunity or inviolability.

II. DISCUSSION

During the course of their duties, members of the VSO may have contact with persons claiming immunity from detention, arrest, or search/seizure of their person and property.

United States Code, Title 22, Foreign Relations and Intercourse grants varying degrees of immunity or inviolability to persons associated with diplomatic missions and consular posts.

Personnel of international organizations, such as the United Nations, have been granted immunities or personal inviolabilities of varying degrees by treaties between the United States and other nations, as well as by United States legislation.

Improper handling of persons with immunities or their property could result in international incidents and detrimentally affect the relationships between the United States and other nations. This general order gives guidelines and procedures for handling claims of immunity or inviolability.

III. POLICY

It shall be the policy of the VSO to treat all persons claiming immunity/inviolability with the greatest respect possible given the situation and to comply with all immunities and inviolabilities to which the persons are entitled.

IV. DEFINITIONS

Consular Mission Personnel – are categorized into the following groups:

- Consular officers
- Consular employees
- Consular service staff
- Honorary consuls

Diplomatic Mission Personnel – are categorized into the following groups:

- Diplomatic Agents (and family members)
- Members of Administrative and Technical Staff (and family members)
- Members of Service Staff

Family Members – Members of the household to include spouses, children until the age of 21 (until the age of 23 if they are full-time students at an institution of higher learning), and such other persons expressly agreed to by the United States Department of State in extraordinary circumstances.

Immunity – A legal barrier which precludes courts from exercising jurisdiction over cases against persons who enjoy it. Immunity in no way releases such persons from the duty, embodied in international law, to respect the laws and regulations of the nation they are within.

International Organization – Organizations such as the United Nations, International Monetary Fund, the World Bank, and the Organization of American States.

Official Acts Immunity – Official Acts Immunity pertains to numerous different circumstances. No law enforcement officer, State Department officer, or diplomatic mission or consulate is authorized to determine whether an incident constitutes an official act. A claim of official acts immunity may only be resolved by the court with subject matter over the alleged crime.

Personal Inviolability – Generally precludes handcuffing, arrest, or detention in any form and forbids authorities from entering the residences, automobiles, or other property of persons who enjoy personal inviolability.

State Department – For the purposes of this general order, the term State Department means the United States State Department.

V. PROCEDURE

A. CONSULAR NOTIFICATION OF DETENTION OR ARREST OF FOREIGN NATIONALS

1. Anytime a Deputy detains or arrests a foreign national, whether or not the person is legally in the United States, the foreign national shall be advised they have the right to consular notification and assistance. The United States maintains agreements with certain nations requiring consular notification if one of their citizens is arrested or detained. The advisement to the person when the consular notification is at the person's discretion and when notification is mandatory is provided, in English and Spanish translations, is in Attachment B.
2. For the purpose of consular notification:
    - A traffic stop does not constitute a detention.
    - A short investigation or information gathering for a report at the location of an incident does not constitute a detention.
3. The US Department of State maintains an Internet website (See reference section, below) with the steps to follow when a foreign national is arrested or detained, including:
    - Consular Notification and Access Manual
    - A list of countries where consular notification of arrest or detention of one of their citizens is mandatory;
    - Consular notification flow chart
    - Contact information for foreign embassies and consulates;
    - Consular notification statements in many languages
4. The US Department of State Consular Notification and Access maintains a business hours telephone number at (202) 485-7703. The Department of State Operations Center may be contacted for urgent inquiries outside normal business hours at (202) 647-1512.
5. The Deputy arresting or detaining the foreign national is responsible for the following:
    a. The Deputy shall contact Central Communications and ascertain if notification of the foreign national's consulate is mandatory.
    b. The Deputy shall request Central Communications to notify the foreign national's nearest consulate of their arrest or detention, when the notification is mandatory or when the foreign national so requests.
        (1) Central Communications shall note the results of the notification in CAD.

c. The Deputy shall document the arrest or detention in an incident report to include the following:
   - The foreign national was advised of their right to consular notification.
   - Whether consular notification was made.
   - If notification was made, whether it was mandatory or at the foreign national's request.
   - If notification was made, which consulate was notified, date and time of notification, and who was notified.

6. Any information pertaining to a foreign national's applications for asylum in the United States or elsewhere shall not be disclosed to the foreign national's consulate or government.

7. **CONSULAR ACCESS TO DETAINED FOREIGN NATIONALS**

   a. Should the foreign national wish to communicate with their consular officer or a consular officer communicate with their national, the Deputy shall afford the parties the opportunity to communicate.

B. CONSULAR NOTIFICATION OF DEATH OF FOREIGN NATIONALS

1. The Deputy investigating the death of a foreign national shall ensure the nearest consulate of the deceased's country is notified of the death.

C. The US Department of State's website (hyperlink in the references section below) maintains contact information for foreign embassies and consulates. CONSULAR NOTIFICATION OF ACCIDENTS INVOLVING FOREIGN SHIPS OR AIRCRAFT

1. In the event a Deputy handles an accident involving a ship or aircraft registered in a foreign country, they shall ensure the nearest consulate of the country of registration is notified without delay.

D. HANDLING INCIDENTS INVOLVING PERSONS CLAIMING IMMUNITIES

1. A Deputy may come into contact with a person claiming immunity or personal inviolability while performing their duties. The Deputy shall be cognizant that the person, once their status has been verified through the State Department, is an official representative of a foreign government and shall afford them the maximum degree of respect possible under the circumstances. It is possible for the manner in which the Deputy handles the incident to have a direct bearing on the treatment of United States diplomatic or consular personnel abroad.

2. The Deputy's primary concern is for the protection of life and the safety of persons involved in the incident. In emergency circumstances involving self-defense of the Deputy, defense of other persons, or where public safety is in imminent danger, reasonable constraints may be applied to any person claiming immunity, including patting down for weapons or handcuffing the person. The Deputy shall follow VSO general orders on the Use of Force, Search and Seizure, and Restraints.

3. Once the incident is under control, the Deputy shall advise the person claiming immunity that they will be detained until their identity and level of immunity can be confirmed and request the person's State Department issued identification card. The Deputy may use other forms of identification proffered by the person, in the event the person claims to not have or not have in their possession a State Department issued identification card.

   a. Not all persons having immunity are issued identification cards by the State Department. Additionally, they may not have yet received their identification card.

   b. The State Department issued identification card will have a brief statement of the person's criminal immunities on the back, but does not list the person's inviolability.

4. The Deputy shall have Central Communications contact the State Department or the United States Mission to the United Nations and verify the person's immunity status. The State Department will provide the immunity status of the person and when requested the person's inviolability.

5. The Deputy shall ensure their supervisor is notified of the incident.

6. The Deputy shall govern their handling of the person based upon the person's level of immunity.

7. Arrest immunity:

a. When it is verified a person being detained or restrained is verified to have immunity from arrest, the person shall cease to be detained or restrained, as soon as possible, given the circumstances of the incident.

b. When it is verified a person does not have immunity from arrest, the person shall be handled in accordance with VSO general orders.

8. Levels of personal inviolability are listed below. The Deputy shall be aware this is a general list and agreements between the United States and the person's sending nation may give the person greater personal inviolability than listed. The State Department shall be contacted when any questions of inviolability arise prior to the person or articles being searched, other than a pat down for weapons in an exigent situation. Central Communications maintains a list of contact telephone numbers for the State Department.

   a. Diplomatic Agents (and family members):
      - They may not be searched, but may be patted down for weapons, when officer safety warrants in exigent circumstances.
      - Their personal property may not be searched.
      - Their vehicle may not be entered or searched.
      - Their residence may not be entered or searched.
      - The family members, if verified to be United States nationals, and their personal property may be searched in accordance with search and seizure statutes.

   b. Diplomatic mission members of administrative and technical staff (and family members):
      - They may not be searched, but may be patted down for weapons when officer safety warrants in exigent circumstances.
      - Their personal property may not be searched.
      - Their vehicle may not be entered or searched.
      - Their residence may not be entered or searched.
      - When verified they are nationals of the United States, legal permanent residents of the United States, or foreign nationals permanently resident in the United States, then their personal property may be searched in accordance with search and seizure statutes.

   c. Diplomatic mission members of service staff:
      - They may be searched in accordance with search and seizure statutes.
      - Their personal property may be searched in accordance with search and seizure statutes.

   d. Consular officers:
      - They may not be searched, but may be patted down for weapons when officer safety warrants.
      - Their personal property may be searched in accordance with search and seizure statutes.

   e. Honorary Consuls:
      - They may be searched in accordance with search and seizure statutes.
      - Their personal property may be searched in accordance with search and seizure statutes.

   f. Consular employees:
      - They may be searched in accordance with search and seizure statutes.
      - Their personal property may be searched in accordance with search and seizure statutes.

   g. Consular service staff:
      - They may be searched in accordance with search and seizure statutes.
      - Their personal property may be searched in accordance with search and seizure statutes.

9. All incidents involving a person with arrest immunity or personal inviolability shall be thoroughly documented in an incident report.

10. Should probable cause be developed that the person with arrest immunity committed a felony or crime of violence, a complaint affidavit shall be completed, also.

11. The Deputy writing the report is responsible for ensuring the report and complaint affidavit (if any) are faxed to:

    - The State Department at 202-895-3613, for incidents involving diplomatic and consular personnel and personnel of international organizations other than the United Nations.
    - The United States Mission to the United Nations at 212-415-4162, for incidents involving United Nations Personnel.

E. TRAFFIC LAW ENFORCEMENT

1. The Deputy enforcing traffic laws may find a person stopped for a traffic offense claiming immunity. A traffic stop and issuance of a citation for a traffic law violation does not constitute an arrest or detention for the purposes of a person claiming immunity. The Deputy may issue citations to a person with immunity.

    a. A person with immunity from arrest is not required to sign a citation. The Deputy shall request the person with immunity sign the citation.

    b. For citations which do not require a mandatory court appearance, the person shall be given the options of paying the citation or obtaining a waiver of immunity to contest the charge in court.

    c. For citations requiring a court appearance, advise the person the citation will be forwarded to the State Department, who may request an express waiver of immunity from the person's sending nation for the person to appear in court.

2. The Deputy issuing a citation to a person with immunity shall document the circumstances in an incident report.

3. The Deputy shall be responsible for reporting the incident by telephone to the State Department at 202-895-3521 (during business hours) or 202-647-7277 (after business hours).

4. **DRIVING UNDER THE INFLUENCE**

    a. Deputies may encounter persons claiming immunity in actual physical control of a vehicle, while impaired from alcoholic beverages or chemical substances.

    b. Deputies shall advise the person claiming immunity that they will be detained until their identity and level of immunity can be confirmed and request the person's identification card and driver's license issued by the State Department.

    c. Deputies shall verify the person's immunity and driver's license statuses with the Department of State or the United States Mission to the United Nations through VSO Communications.

    d. When it is verified the person has immunity from arrest the Deputy shall:

        (1) Offer the person the opportunity to take the standardized field sobriety tests, as outlined in general order *GO-061-06 DUI Enforcement Program*. The person may not be compelled to perform field sobriety tests.

        (2) If the Deputy has a reasonable belief the person is too impaired to safely operate the vehicle, the person shall not be allowed to take physical control of the vehicle. The public's safety and the personal safety of the person are paramount. The Deputy may:

            - Summon or allow the person to summon a non-impaired person, such as a friend or relative, to take responsibility for the person and their vehicle.
            - Arrange for or allow the person to make arrangements for taxi-cab service.
            - With supervisor approval and agreement of the impaired person, transport the person to a safe location.

        (3) The person's vehicle may not be searched, or towed, except the vehicle may be towed the distance necessary to prevent the vehicle from obstructing traffic or endangering public safety.

(4) The Deputy shall complete an incident report and notify the State Department of the incident at 202-895-3521 (during business hours) or 202-647-7277 (after business hours) prior to the end of their tour of duty.

F. IDENTIFICATION CARDS ISSUED BY THE STATE DEPARTMENT AND THE UNITED STATES MISSION TO THE UNITED NATIONS

1. PERSONS ISSUED IDENTIFICATION CARDS

a. The State Department Office of Protocol and the United States Mission to the United Nations issue identification cards to foreign government personnel entitled to immunity. The identification cards have colored borders associated with the individual's position.

(1) A blue border indicates the individual is:

- A diplomatic officer accredited to the United States or the United Nations.
- A family member of a diplomatic officer accredited to the United States or the United Nations.

(2) A green border indicates the individual is:

- A member of an embassy's administrative and technical staff.
- A family member of an embassy's administrative and technical staff member.
- A member of an embassy's service staff.

(3) A red border indicates the individual is:

- A career consular officer.
- A career consular employee.
- A consular officer/employee with which the United States has special agreements.
- A family member of a consular officer/employee with which the United States has special agreements.
- An honorary consular officer.

2. IDENTIFICATION CARD DESCRIPTION

a. The identification cards are 3 ¾ inches by 2 ½ inches in size.

(1) The front of the card contains the following:

- Colored border, as described above
- Photograph of the person issued the card
- Identification number
- Mission and its city and state location
- Person's name and title
- Person's date of birth
- Expiration date
- United States Department of State seal

The back of the card contains:

- A brief statement of the persons criminal immunity
- The person's signature

3. OTHER STATE DEPARTMENT ISSUED IDENTIFICATION

a. The State Department also issues driver's licenses and non-driver identification cards. These cards do not list immunities on them and do not provide conclusive proof of a person's status.

G. DIPLOMATIC MISSIONS AND IMMUNITIES

1. Diplomatic missions are traditionally the principal communication link between the United States and the mission's nation. Staff of diplomatic missions are afforded the highest level of privileges and immunities in order that they may effectively perform their important duties. Members of diplomatic missions have been categorized, with each category having different privileges and immunities.

2. **Diplomatic agents** are the ambassadors and other diplomatic officers who generally deal directly with the United States on behalf of their accrediting nation. They and their **family members** enjoy complete personal inviolability and the greatest immunities from criminal and civil jurisdiction.

    - They may not be handcuffed, detained, or arrested except in extraordinary circumstances. Neither their property, vehicles, nor residences may be entered or searched. They enjoy complete immunity from criminal jurisdiction for any offense, unless their sending nation grants a waiver of their immunity.
    - They enjoy complete immunity from providing evidence as witnesses, and cannot be forced to give testimony.
    - They are immune from civil suits except in connection with real property transactions not conducted on behalf of the mission, in connection with any role played as executor for or heir to an estate being distributed in the United States, in connection with professional or commercial activities outside the scope of their official duties, or counter suits when they have been the initiating party in the original suit.

3. **Members of the administrative and technical staff** perform tasks critical to the inner workings of the mission. They and their **family members** enjoy complete personal inviolability and the same immunity from criminal jurisdiction, as diplomatic agents.

    - They may not be handcuffed, detained, or arrested except in extraordinary circumstances. Neither their property, vehicles, nor residences may be entered or searched. They enjoy complete immunity from criminal jurisdiction for any offense unless their sending nation grants a waiver of their immunity.
    - They enjoy complete immunity from providing evidence as witnesses, and cannot be forced to give testimony.
    - They enjoy immunity from civil suits in connection with their official duties, only. Family members enjoy no civil immunity.

4. **Members of service staff** perform less critical support tasks for the mission.

    - They have immunity while performing official acts.
    - They have no personal inviolability, and no inviolability of property.
    - They have no immunity from providing evidence as witnesses.
    - Their **family members** enjoy no privileges or immunities.

5. Members of diplomatic missions, other than diplomatic agents, who are United States nationals, legal permanent residents in the United States, or foreign nationals permanently resident in the United States enjoy no privileges or immunities, this includes family members of diplomatic agents.
6. The United States has special bilateral agreements with certain countries granting all staff members of that country's diplomatic mission the same immunities of the diplomatic agent.
7. Persons on short-term official duty with diplomatic missions ordinarily do not enjoy any privileges or immunities.
8. The members of a diplomatic mission having immunities or personal inviolability may not waive these privileges. However, the nation sending the individual to the United States can waive the individual's immunities or personal inviolability.

H. CONSULAR POSTS AND IMMUNITIES

1. Consulate personnel perform functions of principal interest to their respective countries, such as:

    - Issuing travel documents
    - Attending to difficulties of their own countrymen in the United States
    - Generally promoting the commerce of their respective country within the United States

2. **Consular officers** are recognized by their nation and the United States as fully authorized to perform the broad array of formal consular functions. They have only official acts or functional immunity for criminal and civil matters, and their personal inviolability is limited:

- They may be arrested for felony offenses by a warrant issued from a competent judicial authority.
- They may be prosecuted for misdemeanor offenses, but remain at liberty pending trial or disposition of the charges.
- Their property is not inviolable.
- They are not required to provide evidence as witnesses in matters involving their official duties, nor provide expert witness testimony on the laws of their sending country.

3. **Consular officer family members** do not have any immunity or personal inviolability, unless their nation has a bilateral agreement with the United States.
4. **Consular employees** perform administrative and technical support for the consular post. They have Official Acts Immunity and immunity from providing evidence as witnesses only in cases relating to official acts. They have no personal inviolability. Their **family members** have no immunities or personal inviolability.
5. **Consular Service Staff** have immunity from providing evidence as witnesses in cases relating to official acts. They have no other immunities or personal inviolability. Their **family members** have no immunities or personal inviolability.
6. Consular employees and service staff who are United States nationals, legal permanent residents of the United States, or permanently resident in the United States have no immunities or personal inviolability.
7. **Honorary consuls** are United States citizens or permanent resident aliens performing consular services on a part-time basis. They have Official Acts Immunity and immunity from providing evidence as witnesses in cases regarding official acts. They do not have personal inviolability. They may be arrested pending trial. Their **family members** have no immunities or personal inviolability.
8. The United States has **special bilateral agreements** with certain countries granting consulate staff members, who are not United States nationals, legal permanent residents of the United States, or permanently resident in the United States privileges and immunities approximating those of diplomatic agents.
9. Persons on short-term official duty with consular posts ordinarily do not enjoy any privileges or immunities.
10. The members of a consular post having immunities or personal inviolability may not waive these privileges. However, the nation sending the individual to the United States can waive the individual's immunities or personal inviolability.

I. INTERNATIONAL ORGANIZATION PERSONNEL AND NATIONAL MISSIONS TO SUCH ORGANIZATIONS

1. **Personnel of international organizations** generally have only Official Acts Immunity and do not have personal inviolability, provided by United States Legislation. However, the Secretary General of the United Nations, all Assistant Secretaries General of the United Nations, Principal Resident Representatives of the International Monetary Fund and the World Bank, and some senior officials of the Organization of American States secretariat enjoy the immunity and inviolability of a diplomatic agent.
2. **Personnel of national missions to international organizations**. The United Nations and the Organization of American States have their headquarters in the United States. Most member states maintain permanent missions, located within the United States, to the organizations. Members of the missions are accredited to the international organization and not the United States, but their members' immunities or personal inviolabilities are generally similar to those of members of diplomatic missions that are accredited to the United States. The assignment of immunities or personal inviolability is generally based on the functions the member performs. The most senior members of the missions to international organizations have immunities and personal inviolability equivalent to diplomatic agents, while other members have only Official Acts Immunity and no personal inviolability.

3. Short term official visitors from other nations to the United Nations or international conferences convened by the United Nations may have immunity and personal inviolability equal to diplomatic agents.

J. WAIVER OR TERMINATION OF IMMUNITY OR EXPULSION

1. A thorough investigation and documentation are essential to obtaining a waiver of immunity or expulsion of an individual with immunity.

2. **WAIVER OF IMMUNITY**

   a. Diplomatic and consular immunities are intended to benefit the diplomatic mission or consular post of the foreign government or international organization. They are not intended to benefit the individual. The individual does not own their immunity and it may be waived in whole or in part by the individual's sponsoring government.

   b. The State Department's policy is to request a waiver of immunity in every case in which the prosecutor advises that they would prosecute an individual except for immunity issues.

3. **TERMINATION OF IMMUNITY**

   a. Criminal immunity precludes the courts from exercising jurisdiction over the individual with immunity, regardless whether the incident occurred before or during the period the individual has immunity. Except for Official Acts Immunity, which exists indefinitely, criminal immunity expires upon the termination of the diplomatic or consular tour of the individual with the immunity.

      (1) Obtaining an arrest warrant could allow the arrest and prosecution of an individual for a non-official act criminal offense, after the individuals criminal immunity has expired.

      (2) The entry of the arrest warrant in the National Crime Information Computer (NCIC) could prevent the individual from re-entering the United States.

4. **EXPULSION**

   a. When an individual with immunity is believed to have committed a serious offense (any felony or crime of violence) and the sponsoring nation has refused to waive the individual's immunity, the State Department may expel the individual. Requiring the departure of a person who has immunity is an extreme diplomatic tool and is only used after the most careful consideration to ensure that the United States is not perceived as having acted in an arbitrary, capricious, or prejudiced manner.

   b. Upon the individual's departure from the United States, the State Department will request law enforcement issue an arrest warrant for the individual, so the individual's name will be entered into N.C.I.C.

K. ARCHIVES AND OFFICIAL DOCUMENTS

1. The archives and official documents of a diplomatic mission or consular post are inviolable at all times, wherever they may be. The consular archives and documents of a consular post headed by an honorary consular officer are inviolable provided they are kept separate from other papers and documents of a private or commercial nature not related to consular functions or persons working with the consular officer.

VI. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 1.1.4
- 1.2.5
- 61.1.10

VII. REFERENCES

- Advisements of Right to Consular Notification
- Diplomatic and Consular Privileges and Immunities from Criminal Jurisdiction (Guidebook)
- US Department of State: Consular Notification and Access (Manual)

- US Department of State Bureau of Consular Affair (Internet website)

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-001-14**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **RAPID-ID DEVICE (RIDD)**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines and procedures for the issuance, training and use of the Rapid-ID Device.

II. DISCUSSION

The Rapid ID Device (RIDD) is a handheld, wireless or tethered scanning device that communicates to the Florida Department of Law Enforcement (FDLE) Rapid ID system. The device checks two fingerprints obtained in the field from subject/suspects against wanted persons data and can provide positive identification and a criminal history if electronic fingerprints of the subject/suspect exist in Florida's criminal master fingerprint file system. The devices are also capable of providing confirmation regarding the need to collect a DNA sample in the courtroom post-adjudication.

The issuance and use of the RIDD is intended to provide members with a specialized tool to assist in the identification of individuals under appropriate circumstances.

III. POLICY

It is the policy of the Volusia Sheriff's Office (VSO) to utilize RIDD in a variety of circumstances to assist in the overall law enforcement mission, but to do so with awareness and adherence to specific requirements and guidelines for its use as provided herein. Further, it is the policy of the VSO that only those deputies trained in its use and who demonstrate documented proficiency in its application be authorized to utilize a RIDD.

IV. PROCEDURE

A. RESPONSIBILITIES & ADMINISTRATION

1. Authority to issue or approve RIDD to qualified members shall be vested in the deputy's respective Division Chief, or designee.
2. Only devices which conform to the standards as set forth by the FDLE will be approved for use.
3. The Training Section Captain shall be responsible for overseeing the development and administration of the training process for assuring RIDD proficiency of both instructors and operators. This shall include:
    a. Ensuring that lesson plans and any necessary forms are developed based on manufacturer's recommendations, FDLE guidelines and appropriate legal mandates.
    b. Maintaining training records
    c. Reviewing and revising all applicable training criteria on an as needed basis.

d. Designating RIDD training coordinators who will be responsible for:
   - Ensuring that proficiency training is received by each user
   - Ensuring that training is documented and forwarded to the Training Section.

4. The Director of Information Technology (IT) will be responsible for the installation of applicable hardware and software and subsequent configuration of the user's MDC. The IT Director will also issue the RIDD to the authorized end user and will track the issue of the device for required accountability. All repairs and replacement of damaged or non-functional equipment will follow the guidelines as established for MDCs (refer to general order *82.7 MDC Use and Administration*).

5. Agency supervisors will be responsible to ensure members are compliant with these guidelines and procedures for the use and maintenance of the RIDD.

6. Guidelines cannot encompass every possible application for the use of a RIDD, so deputies should keep in mind the principles and guidelines set forth hereinafter to assist them in deciding whether the device may be used under particular circumstances and, if so, what requirements must be met.

7. Deputies are expected to be able to articulate, based on these guidelines, training, experience, and assessment of the circumstances, how they determined that deployment of the RIDD was justified under the particular circumstances.

B. ISSUANCE AND TRAINING OF THE RIDD

1. Rapid ID Devices shall be issued only to designated members that have completed agency approved RIDD training and demonstrate proficiency in its use.

2. Training shall include legal considerations, reporting requirements, practical hands on application and requirements for use of the device under various circumstances. Other issues may be addressed as deemed appropriate by the Training Section Commander.

C. GUIDELINES FOR USE OF THE RIDD

1. GENERAL

a. The RIDD may be used in situations where the subject to be fingerprinted has given knowing and willing voluntary consent or permission for the deputy to use the device. This may include consent given during lawful encounters, i.e. traffic stops.

   (1) As with other forms of consent, the consent can be limited or withdrawn at any point by the subject.

   (2) If consent is withdrawn, use of the RIDD is not authorized and its use must stop immediately. Deputies shall not force or coerce anyone to submit to the scan.

b. The RIDD may be used in situations where the subject to be printed would otherwise be required to give traditional fingerprint samples. Examples would include:

   (1) Probable cause criminal arrest situations

   (2) Required sentencing fingerprints for court

c. When the subject is issued a citation (if the citation requires fingerprint(s) to be affixed), RIDD might be used to rapidly ensure the identity given by the subject matched their prints, since proof of their correct identity is already in question and is the initial cause for placing the print on the citation.

d. The RIDD shall only be used during the lawful performance of duty.

2. SUBPOENA

a. The RIDD may be used in situations where the use of the device has been specifically authorized pursuant to a valid subpoena; however, if the subpoena is not for immediate compliance, the subject should be allowed to appear for fingerprinting at the future time indicated on the subpoena.

b. Deputies should be aware that the subject may be able to move to suppress the subpoena.

c. Failure to honor a subpoena for RIDD use will be addressed in court, as a contempt issue, and will not be handled by attempting to force compliance via enforcement actions at the time of the refusal to comply.

3. **COURT ORDER**

   a. The RIDD may be used in situations where the use of the device has been specifically authorized pursuant to a valid court order.

      (1) Where a court order requiring the use has been obtained, reasonable and safe efforts to gain compliance may be employed.

      (2) Failure to comply may constitute contempt of court and may constitute obstruction of justice.

      (3) The actions of the deputy in this circumstance will be dictated by the specific authorization in the Judge's order.

4. **NON-STANDARD USE**

   a. In all cases where Patrol is responsible for the entirety of a death investigation and the Medical Examiner's Office will not be contacted, the RIDD shall be used upon the victim. The results will be documented in the incident report.

   b. Use of the RIDD for random or generalized investigative or intelligence gathering, with no focused case or other reason is not authorized. Special care shall be taken to ensure that devices are not used for purposes that may lend themselves to the inference of improper bias-based profiling.

   c. Any specialized non-standard use of the RIDD shall require notification and authorization by the deputy's respective supervisor. If the supervisor is not available, the request will be forwarded to the on–duty Watch Commander. E.g. Request from an outside agency to fingerprint a suspect in custody (requesting agency must comply with the procedures set forth in this policy).

D. RIDD LIMITATIONS

1. Deputies need to be mindful of the following limitations of the RIDD devices:

   a. RIDD is not as accurate as a full ten-print submission since it only searches criminal databases using fingerprints from the index and middle fingers.

   b. RIDD only searches the databases of known Florida criminals and the FBI's Repository for Individuals of Special Concern (RISC).

   c. Due to the various limitations associated with capturing fingerprints in the field, a "no match" response from an RIDD should not be considered a positive biometric non-identification.

2. For a more thorough identification using fingerprints, the deputy should contact the Latent Print Unit regarding a possible ten-print submission.

E. POSITIVE INDENTIFICATIONS

1. For each positive identification response (i.e. "hit") received on a wireless RIDD, the Deputy will be required to enter additional information for the transaction on the Mobile Data Computer (MDC). This includes the following information:

   a. Designation as to whether the positive identification resulted in an arrest.

   b. A brief narrative describing the circumstances causing the RIDD to be utilized and the action that was taken after the positive identification.

   c. The case number associated with the arrest, if one was made.

F. DEPUTY SAFETY CONSIDERATIONS

1. Deputies shall be cognizant of the inherent risk that may be associated with the use of the RIDD, which requires close contact with subjects/suspects. For this reason, members should consider the necessity of a backup deputy's presence prior to utilizing the device.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-001-15**	**Distribution** All Personnel	**Reissue/Effective Date** 04/09/2024
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **LIMITED ENGLISH PROFICIENCY AND LANGUAGE ACCESS PLAN**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this policy is to document established guidelines consistent with Title VI of the Civil Rights Act of 1964 and the Omnibus Crime Control and Safe Streets Act of 1968 for personnel to follow when providing services to, or interacting with, individuals with limited English proficiency (LEP). In addition, this policy establishes guidelines to ensure compliance with the Title VI "Safe Harbor" provision when determining document translation needs.

II. DISCUSSION

The Volusia Sheriff's Office (VSO) recognizes the importance of effective and accurate communication between its personnel and the community it serves. Language barriers can sometimes inhibit or even prohibit individuals with LEP from accessing or understanding important rights, obligations, and services or communicating accurately and effectively in difficult situations. Hampered communication with LEP victims, witnesses, suspects, and community members can present the VSO with safety, evidentiary, and ethical challenges. Ensuring maximum communication ability between law enforcement and all segments of the community serves the interests of both.

III. POLICY

The VSO's policy is to take reasonable steps to provide timely, meaningful access to LEP persons to the full law enforcement services and benefits it provides. VSO provides, free of charge, language assistance services to LEP individuals whom they encounter or whenever a LEP individual requests language assistance services. Further, VSO informs and trains its personnel on the various language assistance resources available to assist them in providing services to LEP persons.

All bilingual/multilingual members of the VSO who are called upon to provide interpretive services based on their respective secondary language skills will provide such services as requested.

IV. DEFINITIONS

Bilingual – The ability to use two languages proficiently.

Interpretation – The act of listening to communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning.

Language Access Plan Coordinator (LAPC) – The Professional Compliance Unit Commander serves as the LAPC and is responsible for coordinating the VSO Language Access Plan.

Language Assistance Services – Oral and written language services needed to assist LEP individuals in communicating effectively with staff and to provide LEP individuals with meaningful access to and an equal opportunity to participate fully in the services, activities, or other programs administered by the agency.

Limited English Proficiency (LEP) – An individual whose primary language is not English and who has a limited ability to read, write, speak, or understand English. LEP individuals may be competent in certain types of communication (e.g., speaking or understanding) but still be LEP for other purposes (e.g., reading or writing). Similarly, LEP designations are context-specific: an individual may possess sufficient English language skills to function in one setting, but these skills may be insufficient in other situations.

Multilingual – This refers to the ability to proficiently use more than two languages.

Primary Language – An individual's native tongue, or the language in which an individual most effectively communicates. Personnel should avoid assumptions about an individual's primary language and make every effort to ascertain the primary language to ensure effective communication.

Qualified Interpreter or Translator – An in-house or contracted translator or interpreter who has demonstrated their competence to interpret or translate through court certification, is authorized to do so by contract with the VSO, or by approval of the Administrative Services Division Chief. A qualified interpreter can effectively, accurately, and impartially interpret, both receptively and expressively, using any necessary specialized vocabulary. Family members or acquaintances are not considered qualified interpreters, except temporarily in exigent circumstances.

Sight Translation – Oral rendering of written text into spoken language by an interpreter without change in meaning based on a visual review of the original text or document.

Translation – The replacement of the written text from one language (source language) into an equivalent written text in another language (target language).

Translation Service Provider – An entity VSO has contracted with to provide translation services to persons with limited English proficiency in contact with agency personnel. The translation service provider is the current provider utilized by VSO issued tablets and cellular telephones.

Vital Document – Paper or electronic, written material that contains information critical for accessing the agency's programs or activities or is required by law.

V. PROCEDURE

A. VSO FACILITIES

1. For all VSO facilities with a public reception area or lobby:

    a. **SIGNAGE** – Notice shall be posted in all public reception areas and lobbies in the most commonly spoken languages stating that interpreters are available free of charge to persons with limited English proficiency. The posting includes notification of the availability of translated forms and documents. For individuals who cannot read and understand the documents or forms in their available languages, the documents and forms will be read to the individuals in their primary languages.

        (1) Commanders and Directors with direct public access areas within their command shall ensure the signage is posted and visible to the general public.

    b. **TABLETS** – The facility is issued an electronic tablet on which the app for the translation service provider has been installed to provide translation services for individuals with limited English proficiency.

    c. **CELLULAR TELEPHONES** – The facility is issued a cellular telephone to facilitate access to the translation service provider in the event the electronic tablet is unable to connect.

    d. The Commander or Director responsible for the facility shall ensure:

        (1) All limited English proficiency signage is posted and visible to the general public; and

        (2) The electronic tablet and cellular telephone are kept charged and in working order.

B. VSO LANGUAGE ASSISTANCE: IDENTIFYING AND NOTIFYING LEP INDIVIDUALS

1. Employees will take reasonable measures to assist LEP persons. Employees in contact with LEP persons during the delivery of services should first attempt to identify the primary language of the LEP person. Use of the ***Language ID Flashcard*** form, found on the VSO intranet forms webpage, invites LEP persons to identify their language needs.

C. PERSONS

1. Office personnel needing interpretation services will attempt to identify the LEP individual's primary language through the posted signage or the *Language ID Flashcard* form found on the VSO intranet forms webpage.

2. Use of in-house assets or any available bilingual personnel will first be attempted. If no interpreters are available, personnel will contact the translation service provider though the app installed on the iPad. Should personnel be unable to contact the translation service provider using the iPad, they shall utilize the issued cellular telephone to contact Communications Section. Detailed instructions are found in the attached appendix, *GO-001-15-A Public Access Lobby Translation Services and Forms Procedure*.

D. CIVILIAN EMERGENCY AND NON-EMERGENCY CALLS TO 9-1-1 (COMMUNICATION CALL CENTER) [CALEA CM 6.2.12]

1. When a call taker receives an emergency call and determines that the caller is a LEP person, the call taker shall inform the LEP caller to the best of their ability that they will find an interpreter and keep the caller on the line.

2. The call taker will immediately use an existing 9-1-1 translation services provider per established procedures in the *Communications Standard Operating Procedures Manual*.

3. Once the interpreter has been connected, the call taker shall follow standard operating procedures for all emergency service calls.

4. The call taker shall note in the call that the caller is LEP and their language spoken; when practical, notify the Shift Supervisor to ensure that a qualified bilingual Deputy responds, if available.

E. DEPUTIES REQUESTING INTERPRETATION SERVICES FOR LEP PERSONS

1. Human Resources Section maintains the list of all qualified bilingual/multilingual VSO members. The list is available from the VSO SharePoint/intranet.

2. The Florida Courts maintains a list of registered court interpreters on the Internet to which Central Communications has access.

3. **RESPONDING PERSONNEL**

   a. Supervisors are given liberal authority to approve the use of interpretation services to facilitate communication in the field.

   b. Deputies in the field needing interpretation services will attempt to identify the LEP individual's primary language. The Deputy will advise Communications of the need for an interpreter, whether on an emergency or non-emergency call.

   c. Use of in-house assets or any available bilingual personnel will first be attempted. If no interpreters are available, the Deputy will contact the Supervisor for approval to use the translation service provider.

   d. Upon supervisory approval, the Deputy will utilize the the translation service provider application installed on their VSO issued tablet or cellphone.

      (1) If the Deputy is unable to connect to the translation service provider through the application, they will notify their Supervisor who will respond and use their VSO issued tablet to try contacting the translation service provider through the tablet's application. If that fails, then the Supervisor will attempt to call the translation service provider with their VSO issued cellular telephone to facilitate the interpretation.

      (2) If the Supervisor is unable to connect using the VSO cellphone, they may telephone Communications and request to be connected to a contracted interpretation service.

   e. In exigent circumstances, Deputies must use the most reliable temporary interpreter available, including family, friends, etc., to obtain timely assistance. Examples of such circumstances may include the need to obtain descriptive information on a fleeing suspect or identifying information of an injured person. However, once the emergency/exigent circumstance has passed, all personnel will revert to the general guidelines.

f. In other than exigent circumstances, Deputies should only use family, friends, or bystanders for interpreting in informal, non-confrontational contexts and only to obtain basic information at the request of the LEP individual. Using family, friends, or bystanders to interpret could result in a breach of confidentiality, a conflict of interest, or an inadequate interpretation. Barring exigent circumstances, personnel should not use minor children to provide interpreter services.

F. CIVILIAN EMPLOYEES' UTILIZATION OF INTERPRETATION SERVICES FOR LEP PERSONS

1. Supervisors are given liberal authority to approve the use of interpretation services to facilitate communications with LEP persons.
2. Personnel will attempt to identify the LEP individual's primary language.
3. A list of bilingual/multilingual VSO members is maintained on the VSO intranet and includes the languages they can interpret. If a member who can interpret the needed language is available, they are the preferred method of translation.
4. If no VSO member is available and the employee's Supervisor approves:
   a. If a VSO issued tablet with the ability to connect to the translation service provider is available, use it for translation services.
   b. If no VSO tablet is available but a VSO issued cellular telephone is, use it for translation services.
5. In exigent circumstances, personnel must use the most reliable temporary interpreter available, including family, friends, etc., to obtain timely assistance. Examples of such circumstances may include the need to obtain descriptive information on a fleeing suspect or identifying information of an injured person. However, once the emergency/exigent circumstance has passed, all personnel will revert to the general guidelines.

G. CONTRACTED IN-PERSON INTERPRETATION SERVICES

1. Contracted in-person interpretation services shall be available to all Deputies when interacting with LEP individuals. Communications will be the central conduit for connecting Deputies in the field to an appropriate interpreter.
2. Personnel who believe they need this service while conducting an investigation will consult with their immediate Supervisor. If the Supervisor concurs, the Deputy will contact the Communications Supervisor and provide them with the Deputy's name, DID, contact phone number, Supervisor's name, the language of the LEP person, and the exact location where the interpreter is expected.
3. The Communications Supervisor will contact the contracted interpreter and relay all information. These services are for non-emergency investigations and are in addition to the current emergency 911 the translation service provider interpreter services for emergency/non-emergency services.
4. The Communications Supervisor will obtain an estimated arrival time for the interpreter before ending the call and notify the Deputy. The in-person interpreter should be on location no more than two (2) hours from the time of notification.
5. **UPON ARRIVAL OF CONTRACTED IN-PERSON INTERPRETERS**
   a. Upon the interpreter's arrival, the Deputy will examine the interpreter's employee identification and record the interpreter's name and company affiliation on the investigative report, along with the interpreter's arrival and departure times.
   b. The Deputy will ask all questions through the interpreter. All language interpreter services will adhere to established confidentiality clauses.
   c. Under no circumstances will an interpreter independently question or converse with an LEP individual. The interpreter's role is strictly to serve as a neutral third party, taking care not to insert their perspective into the communication between the parties.
   d. If the Deputy believes there is any conflict of interest/bias, the Deputy shall consult with their immediate Supervisor. The Supervisor will decide if another interpreter is warranted. If this should occur, the Deputy's Supervisor will advise the Communications Supervisor to

have another interpreter respond, submit a memorandum to the agency's Language Access Plan Coordinator (LAPC), and make a note via the Watch Commanders Report.

H. INTERROGATION, INTERVIEWS, AND COMPLAINTS

1. CRIMINAL INTERROGATIONS AND CRIME WITNESS INTERVIEWS

a. Personnel must recognize that miscommunication during interrogations or witness interviews may substantially impact the evidence presented in any related criminal prosecution. These scenarios potentially involve statements with evidentiary value upon which a witness may be impeached in court. As such, accuracy is a priority. Moreover, failure to protect the rights of LEP individuals during arrests and interrogations presents risks to the investigation's integrity.

b. A qualified interpreter shall be used for any interrogation or taking of a formal statement where the suspect or witness' legal rights could be adversely impacted.

c. This interrogation, or taking of a formal statement, will be recorded and preserved as case evidence. The contracted translation service provider or in-person interpreters approved through the Circuit Court, as coordinated through Central Communications, will be utilized for this purpose. Deputies or Detectives may use in-house interpreters during criminal interrogations and crime witness interviews.

d. If available, a copy of the recorded interpretation will be secured from Central Communications by the respective detective and submitted to evidence as part of the case file.

2. MIRANDA WARNINGS

a. Miranda warnings and all other vital written materials will be available to the suspect or witness in their primary language. In the case of a language into which forms have not been translated and in the case of illiteracy, forms will be read to the suspect or witness in their primary language using a qualified interpreter, either via the translation service provider or in-person contracted interpreters.

3. COMPLAINT PROCEDURES FOR LEP PERSONS

a. Any LEP individual who wishes to file a complaint with the VSO regarding language access, or the discharge of law enforcement duties, shall be provided with the secondary language complaint form. If the second language is not one in which documents have been translated, Deputies will provide the LEP person with contracted in-person interpretive service or a VSO-authorized in-house interpreter not involved in the complaint to assist in completing the forms and throughout the process to ensure a complete understanding.

I. ACCESSING DOCUMENT TRANSLATION SERVICES

1. IDENTIFICATION AND TRANSLATION OF VITAL DOCUMENTS

a. The LAPC will be responsible for classifying all agency forms and documents as vital or non-vital and determining what languages the essential documents should be translated to. This determination will be based partly on demonstrated need/volume of the particular secondary language of LEP persons. It will be per the DOJ Guidelines ensuring adherence to Title VI, "Safe Harbor" mandates.

b. The classification of a document as "vital" depends upon the importance of the information or service involved and the consequence to the LEP person if the information in question is not provided accurately or promptly.

c. Documents classified as "vital" fall into two broad categories:

(1) Specific communication regarding a case or matter between an individual and the respective Division/Section, and

(2) Documents are primarily geared towards a wider audience or the public in general.

d. The determination of what documents are considered "vital" is left to the discretion of the LAPC. In addition, the respective Division Commander or designated POC for a particular case will consult with the LAPC.

e. If a document is lengthy and contains vital and non-vital information, other forms of providing meaningful access may be used. For example, providing a sight translation by a qualified interpreter of certain essential documents may be acceptable under some circumstances.

2. **REQUESTS BY OTHER UNITS FOR DOCUMENT TRANSLATION:**

a. Although the LAPC functions as the conduit for document translation, all personnel shall have access to this service through the following procedures:

(1) **Commanding Officers**: Should a Commanding Officer identify a need for a specific document or form to be translated within their command area, a memorandum shall be forwarded to the LAPC. In consultation with the respective Commanding Officer, the respective Section POC is responsible for determining how the contents of a case/matter-specific vital document are conveyed to an LEP individual.

(2) **Translation of Investigative Documents**: Should a detective need a note, letter, or other document translated for an investigation, a memorandum will be forwarded to the Investigative Services Commander, or respective District Commander, with a copy of the original note, letter, or other documents to be translated.

J. IN-HOUSE INTERPRETIVE RESOURCES & SERVICES

1. The VSO will continue in its attempts to recruit bilingual employees.
2. A searchable online list of all bilingual/multilingual employees is maintained on the VSO SharePoint/intranet by the Human Resources Section. This list provides:
   a. The respective non-English languages of the employee.
   b. The general level of proficiency in both oral and written interpretive ability, as determined by established testing/assessment procedures. (The VSO will work with the local Colleges, Universities (e.g., Rollins) to provide tools to measure proficiency needed for qualified interpreters).
   c. The employee's assignment and contact information.
3. As much as is operationally practicable, bilingual capabilities and area language assistance needs of the community will be considered in determining assignments and dispatching.

K. COMPETENCY OF QUALIFIED INTERPRETERS

1. VSO personnel identified as bilingual and willing to act as VSO authorized in-house interpreters will have their language skills assessed using a structured assessment tool and shall be reviewed by qualified professional interpreters as selected by the LAPC.
2. For contracted interpretation services, the VSO will utilize qualified interpreters from the list of interpreters provided by the local Court Interpretive Services Liaison.
3. The LAPC will monitor the agency's use of authorized agency interpreters to ensure that adequate and qualified services are maintained.
4. The VSO continually strives to develop in-house secondary language resources by hiring personnel with specific language skills.

L. POINT OF CONTACT

1. Each District Commander or designee will function as the point of contact to ensure agency LEP services are being provided and tracked and to oversee the training and utilization of bilingual personnel within their District.

M. LEP SERVICE NEEDS

1. The VSO has a designated Language Access Plan Coordinator (LAPC) responsible for facilitating and implementing all aspects of the agency's Language Access Plan. The LAPC works with other points of contact throughout the agency to ensure that the basic framework of the agency's LEP language assistance services provides meaningful access to LEP persons. The LAPC also provides recommendations for modifications to the plan as needed.

N. COMMUNITY ENGAGEMENT AND OUTREACH

1. Providing meaningful access to LEP individuals will also be considered in existing and future community events, services, and outreach and will be included in education initiatives within VSO.
2. Districts are encouraged to consult with entities representing LEP interests within their respective jurisdictions, including community groups, non-profit organizations, and other community partners, to obtain feedback on the access and quality of LEP services provided by the VSO.
3. As part of these outreach initiatives, the Districts will maintain a list of community-based organizations, non-governmental organizations, and other community partners with whom the VSO regularly interacts and works with LEP populations. These resources can provide meaningful input and assist in identifying populations for which outreach is needed and who would benefit from the VSO programs and activities.
4. District Commanders are responsible for ensuring that community-based organizations and other community partners are provided with information on VSO LEP language services.
5. The LAPC will monitor the agency's website for areas that require LEP language services and pertinent information translation selections.

O. TRAINING

1. To minimize to the extent practicable, LEP as a barrier to accessing agency programs, services, or activities, all VSO personnel shall receive training in LEP services and steps to provide LEP persons with meaningful access.
2. The Training Section will provide periodic training through the VSO learning management system. A variety of resources will be utilized to help personnel understand how and when to access and provide language assistance, e.g., resource lists, signs, instructions to cover various types of encounters such as traffic stops, arrests, custodial interrogations, witness interviews, temporary detention, requests for public records, etc.
3. Periodically, the VSO may offer or make available to agency personnel opportunities to learn secondary languages that impact services to LEP persons due to local demographic changes. These needs will be identified through an annual needs assessment and review of tracked services provided. Proficiency will be measured through certified means consistent with the guidelines set forth by the 7th Judicial Circuit.

VI. APPENDICES

- GO-015-01-A Public Access Lobby Translation Services and Forms Procedure

VII. REFERENCES

- Florida Courts Registered Interpreters
- US Department of Justice Office for Civil Rights' Limited English Proficient

VIII. FORMS (Click here to access forms)

- Language ID Flashcard

Public Access Lobby

Translation Services and Forms Procedure

Language Line:

1. Each public access lobby will have a sign clearly posted with the most frequent languages used.
2. An iPad and cellular phone will be kept in the secured receptionist area of public access lobbies and will be readily accessible.
3. The passcode to the iPad is 8276.
4. The iPad and cellular phones will be kept charged and checked weekly to ensure they are functioning properly.
5. The Language Line application is installed on the iPad by Information Technology.
6. When contact is made with someone needing the assistance of an interpreter, the first attempt should be to utilize VSO personnel to translate the required language.
7. If VSO personnel are unable or unavailable to accommodate the translation, the Language Line application on the iPad will be utilized.
8. Use the iPad to open the Language Line application and connect with the appropriate interpreter.
9. Inform the interpreter you work for the Sheriff's Office, and need to know what assistance can be provided.
10. Provide the iPad to the person requiring language services.
11. If you are unable to slide the iPad through the pass through, you can either hold the iPad up to the window while connected to the application or request a deputy respond to the lobby for assistance**. At no time will you open a secure access point to provide any equipment without law enforcement being present or with Supervisor approval.**
12. Every effort should be made to only use the audio feature of the application. The video feature will be used for those in need of sign language, if the audio feature is not working correctly, or it is necessary to ensure a proper translation.
13. If the iPad or Language Line application is not working properly, utilize the back-up cellular phone to contact Central Communications. Inform the call taker of the situation and make the request for Central to contact Language Line via landline.
14. Provide the cellular phone to the person in need so they can communicate with Central Communications and Language Line interpreter.
15. Once the event has concluded, ensure the iPad and or cellular phone is returned and stored as listed.
16. At no time will the person be allowed to enter the secure area of the facility without a sworn member escort.

Forms and Crime Prevention Information:

1. Each public access lobby will have two signs, one in English and one in Spanish, clearly posted with QR codes on them.
2. Anyone in the lobby can scan the code to retrieve forms and information.
3. If a person does not have a smart device or requests a form to be printed, comply with the request, and provide a printed copy of the requested form.
4. Scan the QR codes on both signs weekly to ensure the link to access the forms are working.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-001-16**	**Distribution** All Personnel	**Reissue/Effective Date** 10/24/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **PROVIDING SERVICES TO PERSONS WITH DISABILITIES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this policy is to document established guidelines for providing effective communication and services to people with disabilities.

II. POLICY

It is the policy of the VSO to ensure that a consistently high level of service is provided to all members of the community it serves, including people who are disabled and may require reasonable accommodations to access these services.

VSO will afford people with disabilities the same access to programs, services and employment provided to all citizens. This includes, but is not limited to, first responder recognition of the nature and characteristics of various disabilities and providing appropriate physical and emotional support to people with disabilities who seek to access services or who encounter agency employees. Examples include:

- Awareness of symptoms and appropriate medical and emotional support for people experiencing seizures
- Sensitivity to and appropriate physical support in aiding people who are mobility challenged
- Access to interpreters when required for people who have a need to communicate with agency personnel but have hearing or speech disabilities

III. DEFINITIONS

American Sign Language (ASL) – A complete, complex language that employs signs made with the hands and other movements, including facial expressions and postures of the body.

Auxiliary Aids and Services – any service, aid or equipment used to accommodate or assist in the accommodation of a disabled person to include:

- Qualified interpreters, note takers, transcription services, written materials, telephone handset amplifiers, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunication devices for deaf persons (TDD's) videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing impairments.
- Qualified readers, taped texts, audio recordings, Braille materials, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments.
- Acquisition or modification of equipment or devices.

Certified Interpreter – An interpreter certified by the National or Florida Registry of Interpreters for the Deaf.

Contact Language – A form of sign language in the American Deaf community because of interactions between people who are deaf and those who can hear. This form of signing exhibits features of both ASL and English.

Disability – A physical or mental impairment that substantially limits one or more of the major life activities of an individual (walking, speaking, breathing, performing manual tasks, seeing, hearing, learning, caring for oneself and working.)

Qualified Interpreter – A professional who facilitates communication between deaf and hearing individuals. This professional can interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. The qualified interpreter has specialized training in interpreting from one language to another for example, American Sign Language (ASL) to English and English to ASL. Simply knowing both sign language and English does not qualify a person as an interpreter. The interpreter must be able to interpret in the sign language the person uses (e.g., ASL or Contact Language) and must be familiar with law enforcement terms and phrases. The role of an interpreter is to accurately convey all messages between the individuals involved in the communication setting. Although a "qualified" interpreter may be certified, a certified interpreter is not necessarily "qualified" if they are not a good communications match for the person or the situation (e.g., person uses Contact Language, and the interpreter only uses ASL; interpreter is unfamiliar with law enforcement vocabulary). Certification is not required for an interpreter to be "qualified".

Reasonable Accommodation – Changes in policies, practices and procedures, the use of auxiliary aids and services, and the removal of architectural barriers when necessary, and safe to do so, to provide individuals with disabilities an equal opportunity to participate in or benefit from programs, services or activities that are offered.

Service Animal – A dog or miniature horse that is trained to perform tasks for an individual with a disability. The tasks may include, but are not limited to, guiding a person who is visually impaired or blind, alerting a person who is deaf or hard of hearing, pulling a wheelchair, assisting with mobility or balance, alerting, and protecting a person who is having a seizure, retrieving objects, or performing other special tasks. A service animal is not a pet and does not include an animal whose presence provides a crime deterrence effect, emotional support, well-being, comfort, or simple companionship.

Telecommunication Device for the Deaf (TDD/TTY) – A keypad device used to provide communication for the hearing impaired that utilizes basic telephone lines for transmitting and receiving.

Video Relay Interpreter (VRI) – Three-way conversation between a Deaf person and a hearing person with a Qualified Interpreter providing voice communication for the hearing person and ASL for the Deaf person.

IV. PROCEDURE

A. AGENCY RESPONSIBILITIES

1. The VSO will provide training and information to all members who have direct contact with the public on recognition of various disabilities and the provision of appropriate law enforcement services to people with disabilities. Training will include appropriate response to both non-arrest and arrest situations.

2. The VSO maintains a resource in the Communications Center of support agencies and individuals who may be contacted on a 24-hr basis to provide support in situations involving people with disabilities to include interpreter services.

3. When the representative of a responding support agency expresses a safety concern about responding to the location where the deputy is requesting service, it shall be the responsibility of the primary deputy handling the call to coordinate through their supervisor, the escort of the support agency representative to the requested location by another deputy.

4. For those individuals with mental disabilities or illnesses, refer to general order *GO-046-04 Responding to Individuals with Mental Illness – CIT*.

B. SPECIFIC DISABILITIES OVERVIEW

1. It is not the intent of this general order to provide detailed information on all disabilities, nor in any way limit how a member may best address interactions with disabled persons. The needs of each individual and situation must be evaluated on a case-by-case basis. However, the following section provides a brief overview of several disabilities and types of response.

2. **VISUAL DISABILITIES**

   a. One of the most difficult issues facing individuals who are blind or vision impaired is identifying law enforcement officials when providing services. Deputies will contact the Communications Center and advise that they have arrived at the door of the victim or complainant.

   b. Deputies should be prepared to identify themselves as a law enforcement officer. Whenever possible, if the visual disability is known, the Communications Center shall contact the victim or complainant by phone to verify that a member of the agency will be arriving or has arrived. If an individual is apprehensive about the deputy's identification, the deputy will contact the Communications Center, or encourage the individual to do so, to aid in the deputy's identification.

   c. When encountering a person with a visual disability, members should ask if assistance is needed. If accepted, the member will allow the individual to take the member's arm for situation guidance.

3. **MENTAL, EMOTIONAL AND PSYCHOLOGICAL DISABILITIES**

   a. These types of disabilities include those causing disturbances in thinking, feeling, and relating but do not involve the safety issues associated with the Florida Baker Act. Employees will ensure that people with mental, emotional, and psychological disabilities are assisted in accessing appropriate services, which may require additional time and patience. Time spent on providing service may need to be extended to reassure the disabled individual, to sort out the facts, or to interact with family members and others to bring the situation to a successful conclusion.

4. **INTELLECTUAL DISABILITIES**

   a. Intellectual disabilities encompass a broad range of developmental disabilities from mild to profound. People who have intellectual disabilities have varying degrees of limited intellectual functioning. In all situations, members should ask short questions, be patient when waiting for answers, repeat questions and answers, if necessary, have the individual repeat the question in their own words and provide reassurance.

   b. When responding to the needs of people with severe or profound intellectual disabilities, the aid of family, friends and neighbors can be invaluable and should be sought out whenever possible. However, this must be considered in light of the situation, as factors such as emotional or personal involvement or requirements for confidentiality may adversely affect the ability to communicate effectively.

5. **MOBILITY IMPAIRMENTS**

   a. Mobility impairments include those who have difficulty walking, use a wheelchair or other mobility aid, and those who are completely immobile. In an emergency or during an arrest, extra attention may be required to ensure the safe movement of the individual as well as the security and movement of any mobility aid.

6. **NON-VISIBLE DISABILITIES**

   a. Some disabilities are difficult to notice like epilepsy, dyslexia, etc. Failure to recognize characteristics associated with certain non-visible disabilities could have serious consequences for the person with the disability. Involuntary behavior associated with some non-visible disabilities may resemble behavior characteristically exhibited by intoxicated, combative persons or someone not in control of their physical functions.

   b. When interacting with people who appear intoxicated or not in control of their physical functions, deputies will attempt to determine if a disability exists. If necessary, examine the individual to ascertain whether the person is wearing a medic alert bracelet (Fla. Stat. § 901.215) or has some other visible identifying device describing a medical disability. When appropriate, medical aid should be sought.

7. **SPEECH AND HEARING DISABILITIES**

   a. Like other non-visible disabilities, speech and hearing disabilities may be hard to determine and complicated further by the nature of the situation.

   b. Members should be aware that a person's failure to comply with or respond to verbal instructions does not always constitute defiance but may be the result of an inability to hear

the member or respond verbally. When the situation permits and there is no threat to safety, the deputy should attempt to determine whether they are dealing with a person who has a communication related disability before committing to a course of action.

C. PROVIDING SERVICES

1. GENERAL

a. When providing routine or emergency police service to a disabled person, employees shall evaluate the situation on a case-by-case basis and react according to the needs dictated by the situation. At no time are members expected to compromise their safety or the safety of others.

b. When assisting a person with a disability, a calm reassuring manner and patience are important responses. Every effort will be made to protect the individual from unnecessary harm. Family members and friends may be sought to provide information and assistance. If needed, steps should be taken to gain placement for the individual in an appropriate emergency medical, health care, or shelter facility.

2. COMMUNICATIONS CENTER

a. Calls from a disabled person using a Telecommunications Device for the Deaf (TDD), or Video Relay Interpreter (VRI) may be received on 911 or other advertised phone lines.

b. Upon receipt, the call may already involve the interpreter or may be routed to TDD devices maintained in the Communications Center.

c. Requests for services will be documented in the CAD event.

3. CALLS FOR SERVICE

a. Members will be alert to the potential for special needs of people with disabilities as they may be targeted as a crime victim as a direct result of their disability. All reasonable steps should be taken to aid those with disabilities to bring calls for law enforcement service to a successful conclusion.

4. DISRUPTIVE CRIMINAL BEHAVIOR

a. Individuals with disabilities commit crimes and exhibit disruptive behavior just as those without disabilities do. They should not receive preferential treatment that would jeopardize the Deputy's safety, or that of others.

b. People with certain disabilities may respond in a manner resembling someone who has abused alcohol or drugs. Such traits may be exhibited by a person with diabetes, epilepsy, multiple sclerosis, or a hearing impairment.

5. TRANSPORTATION AND DETENTION [CALEA LE 70.2.1, 70.3.1]

a. Individuals with disabilities may also be suspects or arrestees and require detention, transport, and processing. Reasonable accommodation will be made for the disabled suspect without compromising Deputy safety.

b. Consideration should be given to the special needs of individuals with disabilities in an arrest situation. Response in these situations requires discretion based in great part on the type and severity of the disability, the level of resistance exhibited by the suspect, the seriousness of the crime and the immediacy of the situation.

c. Deputies will use an appropriate means of restraint to protect themselves and the arrestee from injury.

d. Disabled detainees shall be searched and transported directly to the County Corrections facility to minimize the need for movement of the disabled arrestee.

e. In arrest and transport situations, deputies may encounter individuals whose disability affects the muscular or skeletal system and may not be able to be restrained using handcuffs or other standard techniques. The deputy will contact their immediate supervisor prior to requesting alternative methods such as specially equipped prisoner transport vans.

f. The individual may require physical aids (canes, wheelchairs, leg braces, etc.) to maintain their mobility. Once the immediate presence of danger has diminished and the suspect poses

no threat or is safely contained, aids may be returned, if appropriate. If mobility aids must be withheld, the suspect must be closely monitored to ensure that their essential needs are met.

g. Personal prisoner property and any prescribed medications will be documented in accordance with general order *GO-041-03 Patrol Operations*.

D. SERVICE ANIMALS

1. Fla. Stat. § 413.08 provides that individuals who are hearing impaired, blind, or otherwise physically disabled be entitled to use service animals to accompany them in places that are open to the public. The places such animals are permitted include hotels, motels, and places of amusement, restaurants, and public transportation.
2. The right to utilize service animals is not limited to persons with sight or hearing disabilities but is also extended to individuals who utilize the animals to assist them in dealing with other disabilities and to detect the onset of seizures.
3. Some, but not all service animals, are licensed or certified and have identification papers. However, documentation that the service animal is trained is not a precondition for providing service to an individual.
4. A service animal must be under the control of its handler and have a harness, leash, or other tether, unless the handler, because of a disability, is unable to use one. Otherwise, the service animal must be under the handler's control by means of voice control, signals, or other effective means.
5. No questions may be asked about the nature or extent of an individual's disability. Only question whether the animal is a service animal required due to a disability and what work or task the animal has been trained to perform. The animal *may only be excluded if it is out of control, not housebroken, or poses a direct threat to the health and safety of others*.
6. It is a second-degree misdemeanor for a person to misrepresent themself knowingly and willfully through conduct or verbal or written notice as using a service animal or being qualified to use a service animal.
7. **INTERFERENCE WITH OR INJURY TO A SERVICE ANIMAL**

   a. Fla. Stat. § 413.081(1) states a person who, with reckless disregard, interferes with, or permits a dog that he or she owns or is in the immediate control of to interfere with the use of a service animal by obstructing, intimidating, or otherwise jeopardizing the safety of the service animal or its user commits a misdemeanor of the second degree for the first offense.

   b. Fla. Stat. § 413.081(2) states a person who, with reckless disregard, injures or kills, or permits a dog that he or she owns or is in immediate control of to injure or kill a service animal commits a misdemeanor of the first degree. The intentional injuring or killing of a service dog is a felony of the third degree.

E. ACCESS TO PROGRAMS, SERVICES, AND EMPLOYMENT

1. The VSO will afford individuals with disabilities the same access to programs, services, and employment provided to all citizens.
2. This includes, but is not limited to, first responder recognition of the nature and characteristics of various disabilities and providing appropriate physical and emotional support to people with disabilities who seek to access police services or who encounter agency employees. Examples include:

   - Awareness of symptoms and appropriate medical and emotional support for people experiencing seizures.
   - Sensitivity to and appropriate physical support in aiding people who are mobility challenged.
   - Access to interpreters when required for people who have a need to communicate with agency personnel but have hearing or speech disabilities.
   - Advanced notice requests for access to agency information, programs (Neighborhood Watch, Crime Prevention programs, and public meetings).
   - Awareness or training of all employees to certain characteristics common to some disabilities (e.g., epilepsy, diabetes, deafness, including use of service animals)

- Other reasonable accommodations to ensure service and access to all people with visual, mental, emotional, and medical disabilities including “invisible” disabilities such as diabetes, epilepsy, multiple sclerosis, loss of hearing and others.

F. EFFECTIVE COMMUNICATIONS

1. VSO personnel that have an initial contact with a person with a disability must take appropriate steps to assess the individual’s disability so that effective communication can be achieved. Determining the appropriate aid will depend on the individual’s usual method of communication and the nature, importance, and duration of the communication at issue.
2. Deputies may use family members to conduct a preliminary assessment of a victim’s medical condition to determine if rescue is required, or to calm the individual. However, as with victims that are not proficient in English, family members or anyone at the scene should not be allowed to translate for the deaf/hard of hearing victim concerning the incident, as this person may be either a suspect or participant in the criminal activity.
3. People who identify themselves as deaf or hard of hearing are entitled to a level of service provided to hearing persons. VSO will make every effort to ensure that all employees communicate effectively with people who have identified themselves as deaf or hard of hearing.
4. Various types of communication aids, referred to as “auxiliary aids and services”, are used to communicate with people who are deaf or hard of hearing. These include use of gestures or visual aids to supplement oral communication; use of a notepad and pen/pencil to exchange written notes; use of an assistive listening system or device to amplify sound for persons who are hard of hearing; or use of a qualified oral or sign language interpreter.
5. Effective communication with a person who is deaf or hard of hearing and who is involved in an incident whether as a victim, witness, suspect, or arrestee, is essential in ascertaining what occurred, the urgency of the matter, and the type of situation.
6. In most circumstances, oral communication supplemented by gestures and visual aids, or an exchange of written notes will be an effective means of communicating with people who are deaf or hard of hearing. However, in other circumstances, a qualified sign language or oral interpreter may be needed to communicate effectively with persons who are deaf or hard of hearing. The more lengthy, complex, and important the communication type, the more likely it is that a qualified interpreter will be required for effective communication.
7. To serve everyone effectively, primary consideration should be given to providing the type of communication aid or service requested by the individual. Deputies should find out from the person who is deaf or hard of hearing what type of auxiliary aid or service they need. Deputies should defer to those expressed choices, unless there is another equally effective way of communicating, given the circumstances, length, complexity, and level of importance based on the nature of the communication as well as the communication skills of the person who is deaf or hard of hearing.
8. The VSO is required in accordance with ADA guidelines to provide auxiliary aids or services free of charge, unless a particular auxiliary aid or service would fundamentally alter the nature of the law enforcement activity in question, or if it would cause an undue administrative or financial burden. In such circumstances, only the Sheriff or designee may make this determination.
9. Input is important to the law enforcement process and therefore conclusions about incidents should not be drawn unless fully understood by all those involved including the individual who is deaf or hard of hearing.

G. USE OF INTERPRETIVE SERVICES

a. Refer to general order *GO-001-15 Limited English Proficiency and Language Access Plan* when interpretive services are needed.

H. TRAINING

1. Deputies shall review and have a working knowledge of the ADA Guide for Law Enforcement Officers, “*Communicating with People Who are Deaf or Hard of Hearing*”. This document reviews how to communicate effectively in the types of situations deputies may encounter and follows this general order as its appendix (GO-001-16-A). The Training Section will periodically issue additional training through roll call training bulletins.

V. APPENDICES

- GO-001-16-A Communicating with People Who Are Deaf or Hard of Hearing – ADA Guide for Law Enforcement Officers

U.S. Department of Justice
Civil Rights Division
Disability Rights Section

Communicating with People Who Are Deaf or Hard of Hearing: ADA Guide for Law Enforcement Officers

As a law enforcement officer, you can expect to come into contact with people who are deaf or hard of hearing. It is estimated that up to nine percent of the population has some degree of hearing loss, and this percentage will increase as the population ages.

Under the Americans with Disabilities Act (ADA), people who are deaf or hard of hearing are entitled to the same services law enforcement provides to anyone else. They may not be excluded or segregated from services, be denied services, or otherwise be treated differently than other people. Law enforcement agencies must make efforts to ensure that their personnel communicate effectively with people whose disability affects hearing. This applies to both sworn and civilian personnel.

Your agency has adopted a specific policy regarding communicating with people who are deaf or hard of hearing. It is important to become familiar with this policy.

Requirements for Effective Communication

The ADA requires that . . .

- Law enforcement agencies must provide the communication aids and services needed to communicate effectively with people who are deaf or hard of hearing, except when a particular aid or service would result in an undue burden or a fundamental change in the nature of the law enforcement services being provided.
- Agencies must give primary consideration to providing the aid or service requested by the person with the hearing disability.
- Agencies cannot charge the person for the communication aids or services provided.
- Agencies do *not* have to provide personally prescribed devices such as hearing aids.
- When interpreters are needed, agencies must provide interpreters who can interpret effectively, accurately, and impartially.
- Only the head of the agency or his or her designee can make the determination that a particular aid or service would cause an undue burden or a fundamental change in the nature of the law enforcement services being provided.

Your agency's policy explains how to obtain interpreters or other communication aids and services when needed.

Communicating with People Who are Deaf or Hard of Hearing

Officers may find a variety of communication aids and services useful in different situations.

- Speech supplemented by gestures and visual aids can be used in some cases.
- A pad and pencil, a word processor, or a typewriter can be used to exchange written notes.
- A teletypewriter (TTY) can be used to exchange written messages over the telephone.
- An assistive listening system or device to amplify sound can be used when speaking with a person who is hard of hearing.
- A sign language interpreter can be used when speaking with a person who knows sign language.
- An oral interpreter can be used when speaking with a person who has been trained to speech read (read lips). **Note:** Do not assume that speech reading will be effective in most situations. On average, only about one third of spoken words can be understood by speech reading.

The type of situation, as well as the individual's abilities, will determine which aid or service is needed to communicate effectively.

Practical Suggestions for Communicating Effectively

- Before speaking, get the person's attention with a wave of the hand or a gentle tap on the shoulder.
- Face the person and do not turn away while speaking.
- Try to converse in a well-lit area.
- Do not cover your mouth or chew gum.
- If a person is wearing a hearing aid, do not assume the individual can hear you.
- Minimize background noise and other distractions whenever possible.
- When you are communicating orally, speak slowly and distinctly. Use gestures and facial expressions to reinforce what you are saying.
- Use visual aids when possible, such as pointing to printed information on a citation or other document.
- Remember that only about one third of spoken words can be understood by speech reading.
- When communicating by writing notes, keep in mind that some individuals who use sign language may lack good English reading and writing skills.
- If someone with a hearing disability cannot understand you, write a note to ask him or her what communication aid or service is needed.
- If a sign language interpreter is requested, be sure to ask *which* language the person uses. American Sign Language (ASL) and Signed English are the most common.

- When you are interviewing a witness or a suspect or engaging in any complex conversation with a person whose primary language is sign language, a qualified interpreter is usually needed to ensure effective communication.
- When using an interpreter, look at and speak directly to the deaf person, not to the interpreter.
- Talk at your normal rate, or slightly slower if you normally speak very fast.
- Only one person should speak at a time.
- Use short sentences and simple words.
- Do not use family members or children as interpreters. They may lack the vocabulary or the impartiality needed to interpret effectively.

What Situations *Require* an Interpreter?

Generally, interpreter services are not required for simple transactions – such as checking a license or giving directions to a location – or for urgent situations – such as responding to a violent crime in progress.

Example: An officer clocks a car on the highway going 15 miles per hour above the speed limit. The driver, who is deaf, is pulled over and is issued a noncriminal citation. The individual is able to understand the reason for the citation because the officer points out relevant information printed on the citation or written by the officer.

Example: An officer responds to an aggravated battery call and upon arriving at the scene observes a bleeding victim and an individual holding a weapon. Eyewitnesses observed the individual strike the victim. The individual with the weapon is deaf. Because the officer has probable cause to make a felony arrest without an interrogation, an interpreter is not necessary to carry out the arrest.

However, an interpreter may be needed in lengthy or complex transactions – such as interviewing a victim, witness, suspect, or arrestee – if the person being interviewed normally relies on sign language or speech reading to understand what others are saying.

Example: An officer responds to the scene of a domestic disturbance. The husband says the wife has been beating their children and he has been trying to restrain her. The wife is deaf. The officer begins questioning her by writing notes, but her response indicates a lack of comprehension. She requests a sign language interpreter. In this situation an interpreter should be called. If the woman's behavior is threatening, the officer can make an arrest and call for an interpreter to be available later at the booking station.

It is inappropriate to ask a family member or companion to interpret in a situation like this because emotional ties may interfere with the ability to interpret impartially.

Example: An officer responds to the scene of a car accident where a man has been seriously injured. The man is conscious, but is unable to comprehend the officer's questions because he is deaf. A family member who is present begins interpreting what the officer is saying.

A family member or companion *may* be used to interpret in a case like this, since it is an emergency involving an imminent threat to the safety or welfare of an individual and no interpreter is available. However, in general, do not expect or demand that a deaf person provide his or her own interpreter. As a rule, when interpreter service is needed, it must be provided by the agency.

List your agency's contact information for obtaining an interpreter, an assistive listening device, or other communication aid or service here.

For further information on the Americans with Disabilities Act contact:

ADA Website

archive.ada.gov

ADA Information Line

800-514-0301 (voice)

833-610-1264 (TTY)

This pamphlet was developed by the U.S. Department of Justice for law enforcement personnel.

Reproduction is encouraged.

Issued January 2006, last updated February 25, 2020

The Americans with Disabilities Act authorizes the Department of Justice (the Department) to provide technical assistance to individuals and entities that have rights or responsibilities under the Act. This document provides informal guidance to assist you in understanding the ADA and the Department's regulations.

This guidance document is not intended to be a final agency action, has no legally binding effect, and may be rescinded or modified in the Department's complete discretion, in accordance with applicable laws. The Department's guidance documents, including this guidance, do not establish legally enforceable responsibilities beyond what is required by the terms of the applicable statutes, regulations, or binding judicial precedent.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-001-17**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **AUTOMATED LICENSE PLATE RECOGNITION (LPR) SYSTEM**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this policy is to establish procedures for the issuance, training and use of the automated license plate recognition system, referred to herein as license plate readers (LPR).

II. DISCUSSION

The Volusia Sheriff's Office (VSO) recognizes the benefits of new technology and the increasingly important role such technology plays in public safety. The automated license plate recognition (LPR) systems, or license plate readers as is commonly referred to, assist with the location of wanted vehicles while enhancing productivity, effectiveness, and officer safety.

A fundamental element of policing is locating stolen vehicles or vehicles involved in other criminal acts such as child abduction. The LPR systems are able to recognize, read, and compare motor vehicle license plates against various law enforcement resources much more rapidly and efficiently than officers manually scanning and making comparisons while on the road.

III. POLICY

It shall be the policy of the VSO to provide enhanced patrol capabilities by utilizing the LPR system technology to scan, detect, and identify license plate numbers which appear on selected Hot Lists. Members will receive training prior to being authorized to use the LPR system.

The LPR system shall be used as a specialized tool strictly for law enforcement purposes only and in accordance with this policy, the manufacturer's recommendations, respective CJIS policies, FCIC/NCIC regulations and appropriate legal mandates.

IV. DEFINITIONS

Confirmation – A verification that a Hit by the LPR is valid and active by comparison to the digital image displayed by the LPR.

Custom Hot List – An agency maintained Hot List of license plate numbers utilized for investigative purposes outside of the scope of the automated Hot Lists.

Hits – An audible alert or visual signal activated upon the read of a license plate by the License Plate Recognition system that indicates a potential match to a license plate contained in a Hot List or Custom Hot List.

Hot List – Files extracted from various law enforcement resources which contain listings such as stolen license plates, stolen vehicles, wanted persons, or other vehicles or persons actively being sought by a law enforcement agency. These data extracts are only updated several times per day, thus they do not represent real-time data and therefore all Hits require confirmation and independent corroboration.

License Plate Reader (LPR) – A specialized system consisting of equipment designed to read, store and analyze license plate data. The LPR is either mounted to a patrol vehicle and connected to a computer within the vehicle, in a fixed/stationary application, or mounted within a portable speed trailer. LPR data from these devices is uploaded and housed on a secured server managed by Information Technology.

V. PROCEDURE

A. RESPONSIBILITIES & ADMINISTRATION

1. Authority to issue or approve LPR Devices to specific qualified members shall be vested in the Law Enforcement Operations Division Chief or designee.
2. Only agency issued LPR Devices will be authorized for use.
3. Prior to using an LPR Device for law enforcement purposes, members will complete an agency approved LPR course and demonstrate proficiency on the device's capabilities.
4. The Director of Information Technology, or their designee, along with the manufacturer shall be responsible for coordinating the training on the LPR system.
5. The Director of Information Technology, or their designee, shall be responsible for overseeing the technology and security portion of the LPR system.
6. It is incumbent upon the Deputy or the supervisor to immediately contact the Information Technology Section to report malfunctioning, damaged, lost, or stolen LPR devices; this may be accomplished via e-mail. All repairs or replacements shall occur during Information Technology's normal business hours.
7. Supervisory personnel who oversee members equipped with LPRs shall ensure:
    a. Established procedures for the use and maintenance of the LPR are followed;
    b. Repairs and replacement of damaged or non-functional LPRs are documented;
    c. All statistical reporting requirements are being completed as required to ensure adequate program evaluation;
    d. Reports involving cases in which the LPR played an integral part in making an arrest shall be, on a monthly basis, documented in the responsible member's statistical report.

B. USE OF THE LPR

1. Improper or unauthorized use of the LPR system or associated Hot Lists will be in violation of general order *GO-026-02 Standards of Conduct*, section V. D. 9. n. Access, Use of Secure/Restricted Databases.
2. All users shall be required to have an individual account for the use of the LPR system.
3. LPR Equipment will not be disconnected, altered, or repaired by anyone except a technician authorized by the Director of Information Technology.
4. The LPR Device passively captures license plates of moving or parked motor vehicles and uses optical character recognition technology to compare them against a Hot List or Custom Hot List.
5. Manual additions to the Custom Hot Lists can be made to the system as needed for the agency's legitimate investigative needs. Examples of possible scenarios where manual entry of a license plate number include, but are not limited to:
    a. Be On the Look Out (BOLO);
    b. Attempt to Locate;
    c. Motorist overdue to destination;
    d. AMBER/SILVER/BLUE Alert;
    e. Child Abduction;
    f. Wanted Person;
    g. Missing Person;
    h. Registered Sexual Predator

6. LPR Operation

    a. For Mobile applications, the Veriplate application on the MDC shall be used to monitor Hits in the LPR system. For Fixed/Stationary Applications and the Portable Speed Trailer, the VISCE web application shall be used to monitor Hits in the LPR system, or perform historical searches of the LPR data.

    b. During operation, LPR Hits are indicated by an audible or visual alarm. An LPR Hit shall not be used as the sole reason for a traffic stop or enforcement contact until all provisions contained in this section have been satisfied. Contact with the vehicle and its occupants shall only be made after the Hit is confirmed.

    c. The user receiving the notification shall verify that the Hot List entry matches the digital image displayed by the LPR for Confirmation.

    d. If, for any reason, the Hot List entry does not match the LPR's digital image, the Hit shall be rejected.

    e. If the Hot List entry is confirmed with the LPR's digital image, the Hit shall be accepted and the user shall verify the Hit through FCIC/NCIC/DAVID.

    f. When verifying the Hit, the user shall notify Central Communications that the verification request is the result of an LPR Hit.

    g. After verifying the Hit through Central Communications, the user may attempt to stop the vehicle.

    h. It must be noted that all Hits are based on the tag on the vehicle and not necessarily the person operating the vehicle at the time of the Hit.

C. TRAINING

1. Training shall be based on manufacturer's recommendations and suggestions from the Law Enforcement Operations Division Chief, the Information Technology Director or their designees.
2. Only employees trained by the manufacturer or appointed VSO Instructor shall operate an LPR system. The LPR system shall at all times be used according to the manufacturer's instructions and for Law Enforcement purposes.
3. Training shall at a minimum include:

    a. Setup procedures

    b. Proper use guidelines

    c. Potential issues involved with the use of the LPR Device

    d. Reporting requirements

    e. Usage of the VISCE web application such as Custom Hot List creation/entry, Hot List Hit Alerting, and Intelligence Searching

    f. Other issues, as deemed necessary

D. DATA SECURITY: ACCESS, STORAGE AND RETENTION

1. The Director of Information Technology, or their designee, is responsible for overseeing the LPR system/server. The server houses all captured license plates from the LPR system and stores the Hot Lists and Custom Hot Lists.
2. Standardized reports or intelligence inquiries can be accessed via the LPR system by authorized personnel only. These reports can be used to demonstrate effectiveness and efficiency of the LPR system and are for criminal investigative or intelligence purposes only.
3. Reports generated for intelligence purposes shall be considered confidential and treated accordingly.
4. Local data base Custom Hot Lists shall be maintained by the originator of the Custom Hot List to ensure all license plates entered still have a validated purpose for being contained in the list. The originator shall ensure that all Custom Hot Lists that are no longer valid be deleted from the LPR system.

5. The VSO shall maintain images of captured license plates and their associated metadata such as Global Positioning Systems (GPS) coordinates, time and date stamps, and the digital image that captures the license plate. These records shall be stored within a secured database accessible only by authorized users. All LPR scanned data will be retained as required by law.
6. The VSO recognizes the importance of sharing LPR data with other law enforcement agencies. Sharing data in this manner provides a force multiplier and increases the probability of deterring, detecting, or solving crime. LPR data sharing supports a key element of thwarting acts of criminal activity/terrorism. Once the data is shared, the shared records become property of the requesting agency governed by the policy and procedures of that agency. LPR records may be subject to the provisions of Chapter 119, Florida Statutes.
7. The VSO shall conduct monthly verification checks through the Volusia County Crime Center (VC3) to ensure the automatic data purging process is functioning in accordance with the established ninety (90) day retention period. This review shall be documented using the VSO form *LPR Automated Purge-Verification Log*, VSO Form # 052217.001.

VI. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 41.3.9

VII. FORMS (Click here to access forms)

- LPR Automated Purge Verification Log, VSO Form # 052217.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-001-18**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **PUBLIC RECORDING OF POLICE ACTIVITIES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish the guidelines and procedures for the Volusia Sheriff's Office (VSO) regarding agency policy governing the photographing, video or audio recording of law enforcement and general policing activity by the public.

II. DISCUSSION

The VSO recognizes that members of the public who are lawfully in public places or locations where they have a legal right to be present, such as their home, place of business or the common areas of public or private facilities, have a First Amendment right to record things in plain view or hearing, including police activities.

To ensure the safety of the deputy(s) and to protect the safety and rights of both the subject(s) of police activity as well as members of the public who are recording, this right to responsibly record is subject to reasonable time, place and manner restrictions.

III. POLICY

The VSO recognizes that members of the public have a First Amendment right to audio/video record or photograph VSO deputies while they are engaged in official business in a public place unless such recording or photography unduly interferes with the conduct of official business or the safety of any of the participants involved.

It is the policy of the VSO that persons who are lawfully and responsibly recording will not be interfered with, threatened or otherwise discouraged in regards to the recording of police activities.

IV. DEFINITIONS

Media – The type of storage source for visual or audio recordings.

Public Settings – Public place includes all walks, alleys, streets, roads, highways or other ways of thoroughfares dedicated to public use or owned or maintained by public authority; and all grounds and buildings owned, leased by, operated or maintained by public authority excluding common areas designated as secure. EXCLUDES any part of an active crime scene that has been roped off or taped off or segregated in some manner, to preserve the integrity of an investigation and the evidence-gathering process as well as designated perimeters involved in active threats/operations under the verbal authority and direction/command of a deputy sheriff.

Recording – Capturing of images, audio, or both, by means of a video camera, cell phone, audio recorder or other device.

Video Recording Device – Any device capable of capturing a still or moving image(s), regardless of whether or not a simultaneous audio recording is included.

V. PROCEDURE

A. GENERAL GUIDELINES

1. Video recording of an agency member who is engaged in official duties is not a crime or a violation of any county/municipal ordinance.
2. Persons who are lawfully in public places or locations where they have a legal right to be present, such as their home, place of business, or the common areas of public and private facilities and buildings, have a First Amendment right to record things in plain view or hearing, including law enforcement/policing activity.
3. Deputies shall not threaten, intimidate, or otherwise discourage or interfere with the recording of law enforcement/policing activities. However, the right to record is subject to reasonable time, place and manner restrictions. Examples include, but are not limited to:
    a. The recording of the deputy's activity from a reasonable distance, without any action that obstructs or threatens the deputy(s) or otherwise creates a legitimate safety concern, is not considered interference.
    b. Persons engaged in recording activities may not obstruct law enforcement/policing activities by means of:
        - Physically intervening or interfering with the subject or a witness;
        - Persistently engaging a deputy with questions or interruptions;
    c. The fact that recording or overt verbal criticism, insults, or name-calling may be annoying, does not in and of itself justify a deputy taking corrective or enforcement action or ordering that recording be stopped, as this is an infringement of the individual's First Amendment rights.
    d. The safety of deputies, subjects, victims, witnesses or third parties cannot be jeopardized by the recording party.
    e. The recording must be conducted in a manner that does not unreasonably impede or interfere with the movement of emergency equipment and personnel or the flow of vehicular or pedestrian traffic. If a person is photographing or recording police activity from a position that impedes or threatens the safety of deputies or the public, the deputy shall direct the individual to move to a position that will not interfere. However, deputies shall not order the person to stop photographing or recording.
4. As long as photographing or recording takes place in a setting at which the individual has a legal right to be present and does not interfere with a deputy's safety, deputies shall not inform or instruct people that photographing or recording of deputies, the law enforcement/policing activity or individuals who are the subject of the action is not allowed, requires a permit, or requires the deputy's consent. Additionally, deputies shall not:
    a. Order that person to cease such activity;
    b. Demand that person's identification;
    c. Demand that the person state a reason why they are taking photographs or recording;
    d. Detain that person;
    e. Intentionally block or obstruct cameras or recording devices;
    f. In any way threaten, intimidate or otherwise discourage an individual from recording law enforcement/policing activity;
    g. Confiscate a device;
    h. Computer queries are prohibited without an articulable law enforcement purpose.
5. Deputies may ask questions during the course of a contact, but are reminded that there is no justification for ordering a person to stop or requiring that they answer unless the officer reasonably suspects that a person has committed, is committing or is about to commit any crime.
6. Members of the press and members of the general public enjoy the same rights in any area accessible to the general public.

7. No individual is required to display “press credentials” in order to exercise their right to observe, photograph, or video record law enforcement/policing activity taking place in an area accessible to, or within view of the general public.

B. ARRESTS

1. Persons who violate the foregoing restrictions should be informed that they are engaged in prohibited activity and given information on acceptable alternatives, where appropriate, prior to making an arrest.
2. Arrest of a person who is recording deputies in public shall be related to an objective, articulable violation of the law unrelated to the act of recording. The act of recording does not, in itself, provide grounds for detention or arrest. If a person video recording law enforcement/police activity is arrested, the deputy must articulate clearly the factual basis for the arrest (e.g. disorderly conduct, assault, battery, etc.).
3. Arrest of an individual does not provide an exception to the warrant requirement justifying search of the individual’s recording equipment or media. Any recording equipment or media seized incident to a lawful arrest should not be downloaded, viewed, or otherwise accessed without a search warrant or consent. *Files and media shall not be erased under any circumstances*.

C. CONSENT TO SEARCH RECORDING DEVICE/MEDIA

1. Deputies may not order an individual to show recordings that have been made of enforcement actions or other police activities/operations, or compel someone to delete same.
2. If there is probable cause to believe that a camera or other recording device contains images or sounds that are evidence a serious crime has been recorded, the deputy shall:
    a. Summon a supervisor to the scene;
    b. Ask the person(s) in possession of the recording if they will consent to voluntarily and temporarily relinquish the recording device or media so it may be viewed or copies made as evidence. If equipped with the body worn camera (BWC), the full consent process will be recorded in accordance with general order *GO-041-20 Body Worn Cameras*.
3. If the individual consents to the request, deputies must exercise due care and caution with any of the individual’s property or electronic device(s).
4. Prior to accepting the device, the deputy shall complete a VSO *Consent to Search Computer* form indicating the temporarily relinquished property. The form must be signed by the individual and the deputy and a copy given to the individual.
5. After receiving the device/media, the deputy shall:
    a. Submit a report indicating the circumstances surrounding the relinquished device/property;
    b. Submit the report and immediately turn over the device/media for forensic examination;
    c. At no time make an attempt to view, download, or otherwise access any material contained on the device.
6. Whenever a recording device or media is obtained by consent, the item shall be held in VSO custody no longer than reasonably necessary for law enforcement, acting with due diligence, to view or copy the recording.
7. The device must be returned at the earliest possible time and its owner/operator given instruction on how and where it can be retrieved.

D. WARRANTLESS SEIZURE OF RECORDING DEVICE/MEDIA

1. If the individual declines to voluntarily provide the device or recording medium, or to electronically transmit the sound or images where possible and practicable and there is probable cause to believe that evidence exists on the device, and there is probable cause to believe that the evidence is in immediate jeopardy of being tampered with, altered, deleted, or destroyed, the device may be seized and secured as evidence while the appropriate application(s) for a search warrant is made.
2. Prior to seizing the device, a supervisor must confirm there is probable cause to believe that the device holds contraband or evidence of a crime, and that the exigencies of the circumstances demand it or some other recognized exception to the warrant requirement is present.

3. In **exigent situations** where it is objectively reasonable to believe that immediate viewing of recordings is necessary to prevent death or serious bodily harm of another before a warrant can be authorized, the recording device or media may be confiscated and viewed.

4. In the case of an arrest of the recording party, the deputy shall document the seizure on a Property Report.

E. PACKAGING AND SUBMISSION OF ELECTRONIC EVIDENCE

1. Electronic devices shall be packaged and submitted in accordance with general order *GO-083-01 Collection of Evidence*.

F. SUPERVISORY RESPONSIBILITIES

1. A supervisor shall respond to any incident in which an individual recording law enforcement/policing activity is going to be, or will most likely be arrested or when recording equipment may be seized without a warrant or lawful consent.

VI. ACCREDITATION STANDARDS

A. CALEA Law Enforcement Accreditation

- 1.2.4
- 1.2.5
- 83.2.2

VII. FORMS (Click here to access forms)

- Consent to Search Computer, VSO Form # 042607.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-001-19**	**Distribution** All Personnel	**Reissue/Effective Date** 10/24/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 06/10/2024
Title **RISK PROTECTION ORDERS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines and procedures for identifying individuals for whom a Risk Protection Order is appropriate, processing Risk Protection Orders, and ensuring compliance with all applicable legal requirements regarding seeking an order, executing an order, maintaining seized and surrendered firearms and ammunition and returning firearms and ammunition surrendered pursuant to a Risk Protection Order.

II. POLICY

It is the policy of the Volusia Sheriff's Office (VSO) to petition for and serve Risk Protection Orders (RPO) in compliance with Florida law and to properly account for and store firearms and ammunition obtained by the VSO pursuant to such orders.

III. DEFINITIONS

Affidavit – A sworn written document establishing probable cause. A law enforcement officer or citizen can write an affidavit attesting to the probable cause; usually made by a law enforcement officer but may be attested to by a citizen or informant. If attested to by a citizen or informant, law enforcement must obtain a sworn written statement. The affidavit will outline the factual justification for why a judge should issue a Temporary RPO or RPO.

Compliance Hearing – A hearing scheduled no later than three (3) business days after the issuance of a temporary risk protection order for the purpose of determining if the respondent has surrendered all firearms, ammunition, and/or Florida Concealed Weapon or Firearm License (CCW) owned by the respondent and/or in the respondent's custody, control, or possession. The court may cancel the hearing upon a satisfactory showing that the respondent is in compliance with the order.

Family/Household Member – For purposes of a risk protection order, a relative can include, but is not limited to, a spouse; persons related by blood or marriage; persons who are presently residing together as a family or any other person living in the same house regardless of the relationship.

Final Hearing – A hearing scheduled no later than fourteen (14) days after the issuance of a temporary RPO to determine if a final order should be issued for a period of up to one (1) year.

Petitioner – The law enforcement officer or law enforcement agency that petitions a court for an RPO pursuant to Fla. Stat. § 790.401.

Respondent – The individual against whom a risk protection order is sought.

Risk Protection Order – An order (temporary ex parte order or final order) granted under Fla. Stat. § 790.401 and entered by a Judge that prohibits the possession or purchase of firearms or ammunition for the time the order is in effect.

Service – The delivery of any item of civil process that is completed with the act of delivery and does not require the physical or legal seizure of a person or thing.

IV. PROCEDURE

A. CRITERIA FOR RPO

1. There are a number of circumstances where it may be appropriate to seek a risk protection order (RPO). Members shall follow all procedures and requirements in Fla. Stat. § 790.401, governing risk protection orders.
2. An RPO is appropriate if a Deputy believes that a person poses a significant danger of causing personal injury to themself or others by having a firearm or any ammunition in their custody or control or by purchasing, possessing, or receiving a firearm or ammunition. There can be an RPO investigation/determination for circumstances that do not involve Baker Act considerations.

B. BAKER ACTS

1. Under the Baker Act, a firearm or ammunition can only be seized when at least one of the following criteria exists:
    a. The person who is taken into custody is believed to suffer from mental illness, and there is substantial likelihood that without care or treatment, the person will cause serious bodily harm to themself or others in the near future, as evidenced by recent behavior **AND** that person has made a violent threat against another person.
    b. The firearm is used in the commission of a crime; the person is arrested.
    c. There is an existing ex parte temporary RPO (TRPO)
    d. The person taken into custody is barred by a firearm or ammunition ownership or purchasing disability.
2. If none of the above conditions applies, seizure under the Baker Act is not immediately authorized. However, the Deputy may ask the person being taken into protective custody for consent to seize any firearms or ammunition in their possession or custody for safekeeping.
3. If the person refuses consent, the Deputy may consider applying for a TRPO/RPO.

C. THE RPO PROCESS

1. The determination as to whether an RPO will be sought is very fact specific and must be made on a case-by-case basis.
2. A Respondent qualifies for an RPO if all three of the following (A-C) are met:
    a. Respondent poses a significant danger of causing personal injury to themself (note, mental illness or other Baker Act (BA) criteria are not required);
    b. Respondent has firearms in their custody or control or has the ability to purchase, possess or receive firearms/ammunition:
        (1) Custody or Control
            (a) Actual possession
            (b) Constructive possession
        (2) You should presume the person has the ability to purchase, possess, or receive a firearm unless you have knowledge the person has been disqualified and is unlikely to become eligible to purchase or possess in the near future.
    c. Respondent poses a significant danger of causing personal injury to themself or others in the near future by having a firearm or ammunition in their custody or control or by purchasing, possessing, or receiving a firearm or ammunition:
        (1) To obtain a temporary RPO, some person who has personal knowledge of why the respondent is a danger in the near future must fill out a sworn written statement. The person with personal knowledge can be the Deputy or a civilian witness. There can be more than one sworn written statement, and everyone with personal knowledge should complete a sworn written statement.

(2) In addition to any incident outlined in an affidavit, the court will also consider other factors when determining whether the respondent poses a significant danger of causing personal injury. There is no minimum number of factors that must be present. Any factor that applies to the respondent should be identified in your affidavit. Factors the court will consider are whether the respondent:

(a) Was involved in a recent act or threat of violence against themself or others whether or not such violence involves a firearm

(b) Engaged in an act or threat of violence in the past 12 months against self or others

(c) Is seriously mentally ill or has recurring mental health issues

(3) Has been the subject of, or has violated, a previous or existing order pursuant to:

(a) Domestic Violence Injunction

(b) Repeat Violence Injunction

(c) Dating Violence Injunction

(d) Sexual Violence Injunction

(4) Injunction for Protection Against Stalking

(5) Is the subject of a previous or existing RPO

(6) Has violated a previous or existing RPO

(7) Has been convicted of, had adjudication withheld on, or pled nolo contendere to a crime that constitutes domestic violence in Florida or any other state

(8) Has used, or threatened to use, against themself or others, any weapons

(9) Unlawfully or recklessly used, displayed, or brandished a firearm

(10) Recurring use of threat to use physical force against another or stalked another person

(11) Has been arrested for, convicted of, had adjudication withheld, or pled nolo contendere to a crime involving violence or a threat of violence in any other state.

(12) Corroborated evidence of the abuse of controlled substances or alcohol

(13) Evidence of recently acquired firearms or ammunition

(14) Any relevant information from family/household members

d. The fear of future harm is related to the respondent having ***custody***, ***control***, or ***being able to obtain*** a firearm or ammunition.

3. **COMPLETION OF RPO FORMS**

a. Deputies who believe that an RPO might be required shall articulate all facts based on personal knowledge or provided by sworn statements regarding the factors for the court to consider. This affidavit must be sworn. Therefore, prior to submission, ensure it is attested pursuant to Fla. Stat. §§ 92.525 and 117.10. Typically, a joint Petition for Temporary Ex Parte RPO and Petition for Final RPO should be sought at the same time.

b. Witnesses must complete a sworn written statement indicating the facts they know, including any relevant information regarding factors the court will consider. This written statement must follow Fla. Stat. § 92.525.

c. The affidavits submitted must establish probable cause for the issuance of an RPO. The criteria can be met solely by a Deputy's affidavit where the Deputy has personal knowledge of the incident. The criteria can also be met solely by a witness statement where the witness has personal knowledge of the incident and the factors the court will consider. The criteria can also be met through a combination of witness statements by two or more deputies and/or witnesses. However, the criteria cannot be submitted to the court unless an affidavit is completed, signed, and attested to.

d. The Deputy should also provide the name of any other witness(es) and indicate what that person knows and whether that person was present at the scene but refused to complete a witness statement.

e. The Deputy shall enter a list of firearms and ammunition in the custody or control of the respondent. If the respondent voluntarily turns over all firearms and ammunition, the Deputy will inventory and receipt such and provide the respondent with a copy of the receipt. A copy of the receipt shall be emailed by the end of the work shift to the VSO General Counsel for filing with the court. The email address is RPOsubmissions@volusiasheriff.gov.

f. The Deputy shall document the names of any known family or household members or any person identified as at risk of personal injury by respondent and provide a notice of intent to petition the court for an RPO providing referrals to appropriate resources in accordance with Fla. Stat. § 790.401(2)(f) utilizing *VSO Form # 080719.001, Risk Protection Order Notification*.

g. The Deputy will provide such notice to all people identified when possible. For any person who has not been given notice, indicate the steps that will be taken to provide notice to remaining people.

4. **DISTRIBUTION OF RPO FORMS**

a. **All forms generated shall be submitted to VSO General Counsel no later than the end of the shift. The forms shall be scanned or photographed then emailed to RPOsubmissions@volusiasheriff.gov and shall include, at a minimum**:

(1) Deputy's Affidavit

(2) *Firearms and Ammunition Receipt*

(3) *RPO Notification to Family/Household*

(4) Any additional forms that may be applicable, including *Additional Witnesses*.

b. The Deputy shall ensure all forms include the VSO case number and are forwarded to Central Records. It is suggested that deputies keep a copy of the affidavit and petition in the event that the deputies need to make changes after review by the General Counsel.

5. **DECISIONS REGARDING FIREARMS AND OR AMMUNITION IN CUSTODY/CONTROL**

a. A Deputy can never SEIZE firearms or ammunition before entry of a TRPO or RPO unless authorized in the above BAKER ACTS section. A person must be asked to surrender their firearms and ammunition if you intend to file a TRPO/RPO unless seizure is authorized under the Baker Act. The person has the choice to refuse. Seizure is only authorized if the **Baker Act** seizure criteria is met, as noted herein.

b. All firearms and ammunition the respondent possesses, owns, or controls must be included in the list submitted. The list includes surrendered firearms and ammunition and the firearms and ammunition that have not been surrendered.

(1) For those items that have been surrendered, the Deputy shall indicate that the respective firearms and ammunition are in the Deputy's possession.

(2) For any firearm or ammunition that has not been surrendered, the Deputy shall indicate where the item can be located (house, car, business).

c. A person who meets the criteria for an RPO can voluntarily surrender some or all of their firearms and/or ammunition. Ensure that:

(1) If the firearms and/or ammunition are located in a place where the Deputy cannot legally enter, then consent is needed for **both** the entry into that place and for the surrender of the firearms and/or ammunition.

(2) If the Deputy cannot lawfully gain access to retrieve the firearms and/or ammunition, then the Deputy should make a note and consider whether a search warrant is an option or whether there is some other judicially recognized exception to retrieve the firearms.

6. **ADDITIONAL RESPONSIBILITIES OF LAW ENFORCEMENT**

a. Submission of surrendered Firearms and Ammunition to Evidence Section:

(1) All firearms and ammunition that have been surrendered and are listed on the RPO receipt must be placed in authorized and designated VSO evidence containers and properly labeled as "RPO" or "RPO- surrender."

(2) The firearms and ammunition must be submitted to the Evidence Section no later than the end of the shift.

(3) If the person was arrested for a criminal charge, the firearms and/or ammunition were seized as evidence pursuant to the criminal charge, and the Deputy is seeking an RPO, both the arrest and the RPO procedures shall be followed.

(a) If the firearm is seized as evidence, criminal seizure procedures shall be applied. However, an RPO *Firearms and Ammunition Receipt* shall also be completed.

(b) If the firearm is not seized as evidence, the Deputy shall seek the surrender of the firearms and/or ammunition as indicated above.

(4) If the firearm is seized as evidence and the Deputy is seeking an RPO, the Deputy shall indicate on the label "RPO."

(a) The seized evidence shall first be processed according to the criminal procedures until the items are no longer needed as evidence.

(b) At that time, the items will be held pursuant to the RPO procedures.

(c) Any release of any firearms must comply with both the criminal and RPO procedures.

(5) If the person claims they are not the owner of the firearms or ammunition, they will be submitted into the Evidence Section as described above.

(a) The Deputy shall attempt to determine ownership of the firearms and/or ammunition.

(b) If the Deputy is unable to determine ownership, then seek the surrender of the firearms and/or ammunition as outlined above.

(c) The Deputy shall document their findings regarding ownership of the firearms and/or ammunition in the incident report.

(6) All Firearms will be transported unloaded, made safe, and with ammunition packaged in a separate bag/container.

b. Surrendered or seized firearms, ammunition, and CCW will be released or disposed of through the Evidence Section according to law and VSO policy.

(1) Firearms and/or ammunition may be released to a third party only after appropriate transfer affidavits are completed and submitted to the Evidence Section.

7. **FILING FOR TEMPORARY RPO**

a. Upon review and filing with the court, the court must hold a Temporary RPO hearing within 48 hours of receipt.

b. The General Counsel will appear in court for the hearing. At the hearing, the court will review the submission and grant or deny the Temporary RPO. If granted, the court will also provide a Compliance Hearing date and a Final Hearing date in the order granting the Temporary RPO.

c. Upon entry of the Temporary RPO, the Clerk will forward the order to the General Counsel and Civil Services for processing.

(1) The Deputy shall review upon receipt and determine the petitioning agency.

(2) The Deputy will contact the petitioning agency for assistance with service if other than VSO.

(3) No less than two (2) Deputies/Officers shall be on scene to serve the RPO

d. Once a respondent is served with the Temporary RPO by the Deputy, the respondent is required to surrender all firearms and ammunition in their possession, custody, and control. It is a third-degree felony to possess firearms and/or ammunition after being served with a Temporary or Final RPO.

e. Nevertheless, if the respondent still will not surrender all firearms and ammunition, as noted previously, the RPO does **NOT** give the authority to seize the weapons. If a Deputy believes

the respondent is in possession of firearms and/or ammunition after being served, the Deputy needs to determine if there is probable cause to arrest for violation of the order.

f. If the Deputy has probable cause to believe that there are firearms or ammunition owned by the respondent that have not been surrendered then the Deputy shall coordinate with Investigative Services Section/petitioning agency so a search warrant can be sought to conduct a search for firearms and ammunition owned by, or in the custody, control, or possession of the respondent.

g. The Temporary RPO is valid until the Final Hearing.

8. **COMPLIANCE HEARING**

a. Within seventy-two (72) hours of granting the Temporary RPO, the Court will hold a Compliance Hearing to ensure the respondent has surrendered all of their firearms and ammunition unless the court is notified that all firearms and/or ammunition have been surrendered.

(1) If all firearms and/or ammunition have **NOT** been surrendered, the Deputy will notify the General Counsel, who will attend the Compliance Hearing and notify the court.

(2) If appropriate, the Deputy shall also notify the Investigative Services Section so that a search warrant can be sought for the seizure of all firearms, ammunition, and ccw.

9. **FINAL RPO**

a. Within 14 days of the submission of the petition, the court will hold a final hearing for the RPO. The affidavits and BWC footage may be admitted as evidence.

(1) Prior to giving testimony at the final hearing, Deputies shall review the case, including but not limited to the incident report, petition, affidavits, and body worn camera (BWC) video/audio. For the BWC footage to be admitted into evidence, the Deputy must testify to viewing the footage and that the footage accurately depicts the events that transpired.

b. Once the Final RPO is granted, if the respondent has any other firearms or ammunition in their possession, the respondent will be required to surrender them. If the respondent refuses, the same process shall occur, as with the above section FILING FOR TEMPORARY RPO, paragraphs V.C.7c. through V.C.7f.

10. **CRIMINAL VIOLATION OF RPO**

a. Fla. Stat. § 790.401(11)(b) states that any person who has in their custody or control a firearm or any ammunition or who purchases, possesses, or receives a firearm or any ammunition with knowledge that they are prohibited from doing so by a Risk Protection Order commits a felony of the third degree.

(1) Deputies must confirm the RPO was served and remains active prior to making an arrest pursuant to the above statute.

(2) Confirmation is obtained by calling the Teletype Unit at (386) 248-1783. A person is available to answer any request for confirmation 24/7.

b. If a person is arrested pursuant to this statute for a violation of the RPO order, any firearms and/or ammunition should be seized and processed as follows:

(1) The firearms and/or ammunition should be seized as evidence for the criminal case and processed and submitted to the Evidence Section pursuant to the criminal policies and procedures. Additionally, deputies should clearly mark the evidence container “RPO.”

(2) Deputies shall also update the firearms and/or ammunition list for the corresponding RPO and submit it to VSO General Counsel.

(3) Once the criminal case is concluded, Evidence Section shall retain the firearm and/or ammunition pursuant to the RPO. The Evidence Section shall comply with all applicable laws regarding the release procedures for items submitted as evidence and regarding release procedures for items surrendered pursuant to RPO.

11. **SEARCH WARRANT**

a. If a Deputy has probable cause to believe a person who has been served with an RPO has possession, custody, or control of a firearm and/or ammunition, the Deputy can seek a search warrant pursuant to the RPO statute and/or pursuant to the criminal process.

(1) RPO CIVIL SEARCH WARRANT: If the respondent refuses to surrender all firearms and ammunition after being served with the RPO, the civil/patrol Deputy shall contact the Investigative Services Section to draft a search warrant to obtain any other firearms or ammunition for which the Deputy has probable cause. All civil search warrants issued pursuant to the RPO statute must be initiated by the civil/patrol Deputy. Civil/patrol deputies shall initiate the process by first contacting the VSO General Counsel. The State Attorney's Office has no role in obtaining a search warrant pursuant to the RPO statute. The General Counsel shall review and approve a search warrant affidavit before the civil/patrol Deputy presents it to the court.

(2) CRIMINAL SEARCH WARRANT: Any Deputy can seek a criminal search warrant when that Deputy has probable cause to believe a person, after being served with a TRPO/RPO, is in possession of firearms and/or ammunition. To possess or purchase any firearm or ammunition is a violation of Fla. Stat. § 790.401(11)(b). In seeking a criminal search warrant, deputies shall follow the same policies and procedures that are followed for all criminal search warrants, including contacting the on-duty Assistant State Attorney (ASA) to contact the duty judge and accompany the Deputy when presenting the search warrant affidavit the duty judge. VSO General Counsel has no role in obtaining a search warrant pursuant to a criminal violation.

12. **RESPONSIBILITIES OF THE GENERAL COUNSEL**

a. Legal shall review all RPO documents for sufficiency prior to any filing. If insufficient, Legal will contact the Deputy for correction.

b. Legal will file the TRPO and RPO petition.

c. Legal will attend the Compliance Hearing.

d. Legal will attend the Final Hearing.

13. **NOTICE OF VACATED OR EXTENDED RPO ORDERS**

a. The Clerk notifies VSO Legal of RPO expirations within 60 days of expiration. VSO Legal reviews the case to determine whether to seek an extension.

(1) If an extension is not sought or the RPO is vacated, then Legal notifies Civil Services and the Evidence Section by email of the pending expiration or order to vacate.

(2) The Evidence Section shall release any firearms and/or ammunition according to law and VSO policy pending expedient verification of the respondent's current legal entitlement to possess firearms and/or ammunition.

(3) Civil notifies the Teletype Unit of expiring and vacated RPOs.

(4) For vacated orders, the Teletype Unit promptly removes the entry from the FCIC/NCIC computer system.

(5) For expiring orders, the FCIC/NCIC system automatically changes the entry's status to expired on the expiration date.

14. **RETURN OF FIREARMS/AMMUNITION/CCW**

a. The Evidence Section shall attempt to notify by phone those individuals listed in the report and document all attempted and actual contacts made in accordance with established Evidence Section standard operating procedures.

V. FORMS (Click here to access forms)

- Affidavit – In Re: Petition for Risk Protection Order
- Affidavit Continuation – In Re: Petition for Risk Protection Order, VSO Form # 061118.001
- Petition for Temporary Ex Parte Risk Protection Order and Risk Protection Order
- Affidavit – Risk Protection Order/Baker Act Return of Firearms or Ammunition to Third Party Designated by Respondent, VSO Form # 051618.001

- Affidavit – Risk Protection Order/Baker Act Return of Firearm or Ammunition to Third Party Owner, VSO Form # 051618.002
- Affidavit – Owner Requests Transfer of Firearms or Ammunition to Third Party, VSO Form # 091418.001
- Affidavit – Risk Protection Order/Baker Act Transfer of Firearm(s) or Ammunition to Owner (Respondent Is Not the Owner), VSO Form # 091418.002
- Risk Protection Order/Baker Act Firearms and Ammunition Receipt, VSO Form # 051618.003
- Risk Protection Order/Baker Act Firearms and Ammunition Receipt Continuation, VSO Form # 051618.004
- Risk Protection Order Notification, VSO Form # 080719.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-001-21**	**Distribution** All Personnel	**Reissue/Effective Date** 10/24/2025
		Original Issue Date 10/24/2025	**Previous Revision Date** None
Title **SUSPECTED UNAUTHORIZED ILLEGAL ALIENS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish procedures and guidelines for conducting investigations under the Immigration and Nationality Act (INA), Section 287.

II. POLICY

Volusia Sheriff's Office policy is that all Deputies, while in the normal course of their official duties, shall collect and document specific information when in contact with a suspected unauthorized illegal alien, as defined in 8 USC Section 1101, and report said contact to the Department of Homeland Security (DHS).

Deputies who are certified Designated Immigration Officers (DIOs) shall conduct investigations in accordance with this general order and comply with directives set forth under INA, Section 287.

All Deputies shall strictly adhere to Fla. Stat. Ch. § 908 and Florida State Board of Immigration Enforcement administrative rules in relation to interactions with unauthorized illegal aliens.

III. DEFINITIONS

287(g) Agreement – Section 287(g) of the Immigration and Nationality Act (INA), codified at 8 U.S.C. § 1357(g), as amended by the Homeland Security Act of 2002, Public Law 107-276, authorizes the Secretary of Homeland Security, or their designee, to enter into written agreements with a State or any political subdivision of a State so that qualified officers and employees can perform certain functions of an immigration officer. The Volusia Sheriff's Office has entered into an agreement with the Department of Homeland Security/ICE permitting limited enforcement of immigration laws after receiving specialized training and credentials for DHS/ICE.

Administrative Warrant – A civil document issued by ICE (e.g., Form I-200 or I-205) for immigration enforcement; it is not a judicial warrant and does not authorize arrest by non-federal personnel.

I-200 – A DHS form that, when signed by an authorized immigration officer, directs any immigration officer of the United States to arrest an alien for the purposes of removal proceedings under US immigration law, based on probable cause obtained by the signing officer.

I-205 – A DHS form that, when signed by an authorized immigration officer, directs any immigration officer of the US to arrest and remove/deport an alien from the US, as determined by final order from the noted competent authority.

Alien – Any person not a citizen or national of the United States.

Biased-Based Policing – Taking any law enforcement action based solely on a person's race, color, ethnicity, gender, physical handicap, gender identity, sexual orientation, national origin, economic status, age, cultural group, or religion.

Basic Ordering Agreement (BOA) – An agreement with the US Immigration and Customs Enforcement (ICE) delineating processes and requirements of housing detainees in violation of federal immigration law on behalf of ICE.

Designated Immigration Officer (DIO) – A law enforcement officer who has been trained and authorized by the DHS to perform the specified authorities of an Immigration Officer pursuant to section 287(g) of the Immigration and Nationality Act.

Enforcement and Removal Operations (ERO) – The division within ICE responsible for identifying, arresting, detaining, and removing individuals who are in violation of US immigration laws.

Immigration and Nationality Act (INA) – Sections within Title 8, US Code (USC) governing immigration to and citizenship in the United States.

Immigration Alien Inquiry (IAQ) – An NLETS transaction that sends a request for information about a person suspected of being a foreign national and under active law enforcement investigation to the ICE Law Enforcement Support Center, for the purposes of obtaining information held by the DHS on the person's immigration status.

I-203 (Order to Detain or Release Alien) – A DHS form that, when signed by an authorized immigration officer, directs a holding facility to detain or release an alien in their custody.

I-247 (Immigration Detainer-Notice of Action) – A DHS form that, when signed by an authorized immigration officer, notifies a holding facility and a detained alien that DHS is placing an immigration detainer on the alien, and intends to assume custody of said alien within forty-eight (48) hours of their release from the current facility.

Law Enforcement Support Center (LESC) – A twenty-four hour/seven days per week (24/7) national center operated by ICE to provide real-time assistance to federal, state, tribal, and local law enforcement agencies regarding aliens suspected, arrested, or convicted of criminal activity. It is the designated point of contact for confirmation of immigration warrants via NCIC.

Suspected Unauthorized Illegal Alien – A person whom law enforcement has reasonable suspicion to believe is unlawfully present in the US according to the terms of the Federal Immigration and Nationality Act, 8 USC Section 1101 et seq.

Supervisor Detention and Deportation Officer (SDDO) – An employee of the U.S. Immigration and Customs Enforcement, Enforcement and Removal Operations (ERO) with responsibilities for overseeing detention and deportation operations of the federal government.

United States Immigration and Customs Enforcement (ICE) – A federal agency within the United States Department of Homeland Security that is responsible for enforcing federal laws governing customs, trade, and immigration.

IV. PROCEDURE

A. DETERMINING UNAUTHORIZED PRESENCE

1. Deputies will ask all individuals contacted during their official duties the individual's city, state, and country of birth. When a Deputy has reasonable suspicion that an individual they have encountered may be in violation of federal immigration laws, the Deputy must assess whether the person is potentially in the US illegally. Factors which may lead to this determination include, but are not limited to:

    - The individual admits they are in the US illegally.
    - When asked to identify themselves, an individual presents foreign identification or a foreign passport that lacks a visa, an immigration stamp showing inspection/entry, or either of these with expired dates may be indicative of unauthorized presence in the US.
    - The individual is unable to provide any identification upon request.
    - In cases of failure to produce a standard form of identification, such as a driver's license, state issued ID card, or other form of common government issued identifiers, the Deputy shall ask further questions to clarify the person's legal status.
    - Contradictory statements are made about the individual's identity or reason for being in the US, which suggest the individual is not legally residing in the US.

- The individual is listed as an alien who is illegally present in the US or is documented to have previous violations of immigration law in National Crime Information Center (NCIC) or other law enforcement databases.
- Reasonable suspicion is developed based on objective information available to the Deputy at the time of the interaction with the individual and shall be made without bias in accordance with general order *GO-001-10 Biased-Based Policing*.

2. In addition to information learned during the Deputy's interaction with a suspected unauthorized illegal alien, an Immigration Alien Query (IAQ) shall be sent to ICE via NCIC by Central Communications. If a Deputy is physically present with a suspected unauthorized illegal alien, the word "ROADSIDE" shall be placed in the comment section of the IAQ to request an expedited response to the query.
    a. If a timely response is not received, the Deputy shall contact the ICE LESC at (877) 999-5372 or (802) 872-6020.
    b. Upon receipt of a response from the IAQ, the LESC Query ID shall be documented, which will allow the Deputy to receive verbal confirmation of the subject's status and further details of federal information on the subject via telephone from the LESC at (877) 999-5372 or (802) 872-6020. The LESC can only verify what information ICE has regarding the legal status of the individual and does not place holds or direct a physical ICE response.
    c. *GO-001-21-C Sample Responses for Immigration Violator File Query Responses from NCIC* is found in this general order's appendices.

B. AUTHORIZED LEGAL ALIEN

1. When an individual is determined to have lawful status in the US, no further action by the Deputy is required.

C. ENCOUNTERS WITH UNAUTHORIZED ALIEN WHO IS A VICTIM OR WITNESS

1. In certain circumstances a person's detainer status need not be reported to federal immigration officials, when the person is a victim or witness to a crime. Pursuant to Fla. Stat. § 908.104(7), a Deputy or DIO is not required to provide a federal immigration agency with information related to a victim of or a witness to a criminal offense if:
    a. The victim or witness is necessary to the investigation or prosecution of a crime, and such crime occurred in the United States; and
    b. The victim or witness timely and in good faith responds to the VSO's request for information and cooperates in the investigation or prosecution of such offense.
2. If a Deputy withholds immigration information of a victim or witness, pursuant to Fla. Stat. § 908.104(7), the Deputy shall document the victim's or witness's cooperation in the investigative record.

D. PROHIBITED PRACTICES

1. Deputies shall not engage in biased-based profiling or detain individuals based on ethnicity, language, or perceived immigration status alone.
2. Deputies shall not detain victims or witnesses of crime based solely on immigration status, per Fla. Stat. § 908.104(9).

E. UNAUTHORIZED ILLEGAL ALIENS WITH EXISTING ADMINISTRATIVE WARRANTS

1. When a Deputy arrests an individual on local criminal charges and determines that a suspected unauthorized illegal alien has an active ICE administrative warrant for arrest (an I-200 or I-205), the Deputy shall:
    a. Contact the Interoperability Response Center (IRC) by calling (305) 207-2187 (primary) or (305) 222-5424 (secondary) to confirm the warrant. If no answer is received, the Deputy shall contact the Krome Supervisory Detention and Deportation Officer at (305) 207-2100, followed by the Krome SPC Control Room at (305) 207-2154 to confirm the warrant. Once confirmation of the warrant is received, the Deputy shall notify the IRC that the alien is being arrested on local criminal charges, and request that the ICE Form I-203 (Order to Detain or Release Alien)

and Form I-247 (Immigration Detainer-Notice of Action), along with the Form I-200 (Warrant for Arrest of Alien) or Form I-205 (Warrant of Removal/Deportation), whichever is applicable, be sent to the Volusia County Branch Jail.

b. Follow standard agency procedure for the arrest and transportation of the unauthorized illegal alien to the Volusia County Branch Jail, and notify intake personnel of the confirmed ICE warrant and pending detainer.

2. When a Deputy who is a certified DIO determines that a suspected unauthorized illegal alien has an existing active ICE administrative warrant for arrest (an I-200 or I-205), and the individual is not under arrest on local criminal charges, the Deputy shall arrest the individual after confirming the administrative warrant and the person's identity. The Deputy shall confirm the civil immigration warrant prior to transporting the individual to a county jail or an approved ICE office.

   a. If transported to a county jail operating under a Basic Ordering Agreement (BOA) with ICE, IRC will complete a Form I-203 (Order to Detain or Release Alien), I-247 (Immigration Detainer-Notice of Action), and the I-200 or I-205 (Warrant of Removal/Deportation), which will be signed by an ICE officer. The DIO shall advise the IRC via telephone what county jail the unauthorized illegal alien will be transported to, prior to transporting the individual, and shall direct IRC staff to email the completed paperwork to the identified jail. The DIO will not leave the jail until the appropriate charging documents have been received by jail staff.

   b. If the DIO is working with a federal officer who has Title 8 authority and the authority to issue detainers, warrants, and ICE holds, the federal officer may provide the documents to the DIO in the field who will deliver the documents to the jail with the alien in lieu of the documents being issued to the jail by the IRC.

   c. If at any time during contact with a suspected unauthorized illegal alien the DIO becomes aware or suspects that the person may in fact be a US citizen, legal permanent resident (LPR), makes "fear claims" that may afford the person asylum eligibility, or is the victim of human trafficking, the DIO must confer with a Supervisory Detention and Deportation Officer (SDDO) before making an arrest or placing the person in detention. Contact with a SDDO can be completed by calling the IRC as previously described in this section.

   d. When a Deputy who is not a certified DIO determines that a suspected unauthorized illegal alien has an active ICE administrative warrant for arrest (I-200 or I-205), and the individual is not under arrest on local criminal charges, the Deputy shall detain the individual only long enough to notify their immediate supervisor, who shall direct an on-duty certified DIO to respond to assume the investigation immediately.

3. A flowchart giving a visual representation of this process is found in the appendices of this general order and is named *GO-001-21-A Arrest With Existing Administrative Warrant*.

F. UNAUTHORIZED ILLEGAL ALIENS WITHOUT EXISTING ADMINISTRATIVE WARRANTS

1. The following process shall be used when a Deputy who is a certified DIO under Section 287 of the INA establishes reasonable suspicion that an individual is a non-United States citizen who is illegally in the country and meets ICE criteria for arrest and removability, and the individual is not under arrest on local charges:

   a. The Deputy shall contact the IRC by calling 1-305-207-2187 (primary) or 1-305-222-5424 (secondary), and speak to the on-duty SDDO to obtain direction on the arrest of the individual and seek issuance of an arrest warrant (I-200). If no answer is received, the Deputy shall contact the Krome Supervisory Detention and Deportation Officer at 1-305-207-2100, followed by the Krome SPC Control Room at 1-305-207-2154.

   b. If the SDDO issues an arrest warrant based on the DIO's contact, the SDDO will inform the DIO that they have issued the warrant and approved the arrest, and the DIO will then make the physical arrest.

      (1) A DIO cannot arrest a person without first calling the IRC and receiving authorization from the SDDO and the SDDO having issued the arrest warrant (I-200).

      (2) DIOs must consult with IRC or an ICE officer with database access to properly ensure positive identification of the person and determine alienage and removability.

(3) DIOs shall confer with an ICE officer before making an arrest and must bring any claims of citizenship, LPR, mistaken identity, or any other status that may affect the decision to arrest and detain, to the ICE officer's attention.

c. Once directed by the SDDO to arrest on the warrant, the DIO shall transport the unauthorized illegal alien to an approved ICE office or a county jail and shall notify the IRC of the location where the unauthorized illegal alien is being transported to. If transported to a county jail, the IRC will send via email to the facility specified by the DIO an I-203 (Order to Detain or Release Alien), I-247 (Immigration Detainer-Notice of Action), and the I-200 (Warrant for Arrest of Alien) or I-205 (Warrant of Removal/Deportation), all signed by an ICE officer.

d. If at any time during contact with a suspected unauthorized illegal alien the DIO becomes aware or suspects that the person may in fact be a U.S. citizen, Legal Permanent Resident (LPR), makes "fear claims" that may afford the person asylum eligibility, or is the victim of human trafficking, the DIO shall confer with a SDDO before making an arrest or placing the person in detention.

e. A flowchart giving a visual representation of this process is found in the appendices of this general order and is named *GO-001-21-B Arrest Without Existing Administrative Warrant*.

G. NON-DESIGNATED IMMIGRATION OFFICER CONTACT

1. In the event that a Deputy who is not a DIO under Section 287 of the INA develops reasonable suspicion that they are in contact with a suspected unauthorized illegal alien, and no DIO is available to respond to assume the investigation, the Deputy shall:

   a. If contact with the suspected unauthorized illegal alien is made between 0800 hours and 1700 hours, Monday through Friday (excluding government holidays – 'business hours'):

      (1) Make contact with ICE personnel on-duty and assigned to the facility, who will assist in determining the alien's legal status and if any civil arrest actions may be affected.

      (2) In the event ICE personnel are unavailable, proceed to after-hours contact procedures.

   b. If contact with the suspected unauthorized illegal alien is made after 1700 hours and before 0800 hours Monday through Friday, or on Saturday, Sunday, or a government holiday ('after hours'):

      (1) Contact Central Communications and request an IAQ be sent to ICE, containing the basic identifying information of the individual.

         (a) If the Deputy is physically present with the suspected unauthorized illegal alien, the word "ROADSIDE" shall be requested to be placed in the comment section of the IAQ by the CIC operator.

         (b) Upon receipt of response from the IAQ, the LESC Query ID shall be documented, which will allow the Deputy to receive verbal confirmation of the subjects' status via telephone from the LESC at 1-877-999-5372.

         (c) If no timely response is received from an IAQ message sent with the "ROADSIDE" indicator, the Deputy shall contact the LESC via telephone to confirm receipt of the message and obtain an update on a response to the message. If the Deputy receives no response from either the IAQ or telephone contact with the LESC, they shall proceed with contacting the appropriate agency delineated within the following section (IV. D. 3. b.) of this general order.

   c. Upon confirmation from the LESC that the individual in question is in the United States illegally, or that federal databases lack any information on the individual, the Deputy shall:

      (1) Contact ICE Enforcement and Removal Operations (ERO) via telephone at 1-305-207-5126 or 1-305-207-5127, when the individual is being arrested on local criminal charges. If ICE ERO is unable to be reached, the Deputy shall contact the LESC at 1-802-872-6020 for the information to be relayed.

      (2) Contact Homeland Security Investigations (HSI) via telephone at 1-800-973-2867, when the individual is not being arrested on local charges. If HSI is unable to be reached, the Deputy shall contact the LESC at 1-802-872-6020 for the information to be relayed.

(3) If no response is received based on the process as delineated in this general order, the Deputy shall continue with the standard booking process (if the individual is arrested on local criminal charges) or release the individual (if there are no local criminal charges), and complete the submission of data via the Ready-OP form in ERMS, documenting their steps taken to prove compliance with the law.

H. COLLECTION AND REPORTING OF DATA

1. The Florida State Board of Immigration Enforcement administrative rules require that all local law enforcement agencies and detention facilities in Florida collect specific data on interactions with suspected unauthorized illegal aliens, to include the number of DIO investigations and arrests, along with summary information of detainers placed by ICE. This data shall be submitted to the Florida Department of Law Enforcement by the 15th of each month, documenting the previous month's activity as required by law, by the Domestic Security Unit.
2. When a Deputy comes into contact with a suspected unauthorized illegal alien, the following items are mandatory to collect for reporting per state law:
    a. Date of contact;
    b. Contacting agency;
    c. County of contact;
    d. City of contact;
    e. Address of contact;
    f. Suspected unauthorized illegal alien's personal information:
        (1) First, Middle (NA if none), Last Name;
        (2) Country of Citizenship;
        (3) Alien Registration Number, if available;
        (4) Date of Birth; and
        (5) Sex.
    g. Current home address, including city, state zip code, and phone number;
    h. Current employer;
    i. Gang affiliations;
    j. Vehicle associated with suspect;
    k. Does the suspected unauthorized illegal alien have a criminal history;
    l. Verification of citizenship status of the suspected unauthorized illegal alien via the ICE Law Enforcement Support Center (LESC), including the LESC operator name and query ID;
    m. Arrest information;
        (1) If the suspected unauthorized illegal alien was arrested, each local criminal charge must be provided in order of severity.
        (2) If the suspected unauthorized illegal alien was not arrested, was ICE contacted?
            (a) If ICE was contacted: Did ICE respond to the scene?
            (b) If ICE responded to the scene: Was the unauthorized illegal alien detained by ICE? If not, why was the unauthorized illegal alien not detained?
            (c) If ICE did not respond: Why did ICE not respond?
    n. Photo of suspected unauthorized illegal alien if not taken into custody;
    o. If the contact was made by a DIO;
    p. If the investigation by a DIO resulted in an arrest, and if the arrest is based on civil immigration charges only or accompanied by local criminal charges;
    q. If the Deputy transported the arrestee directly to an ICE facility at the request of ICE; and

r. Any vehicle mileage incurred based on transporting an alien arrested on civil immigration charges only.

3. All Deputies shall document the information required within this general order Ready-OP form in ERMS prior to the end of their assigned duty shift. The supervisor of a Deputy documenting this contact shall review the submission for accuracy, completeness, and ensure there is no evidence of bias-based profiling.

I. TRAINING

1. All sworn members shall receive training on constitutional limits, statutory changes, and legal enforcement of immigration laws.

2. Deputies must complete training from ICE prior to being deputized as a DIO.

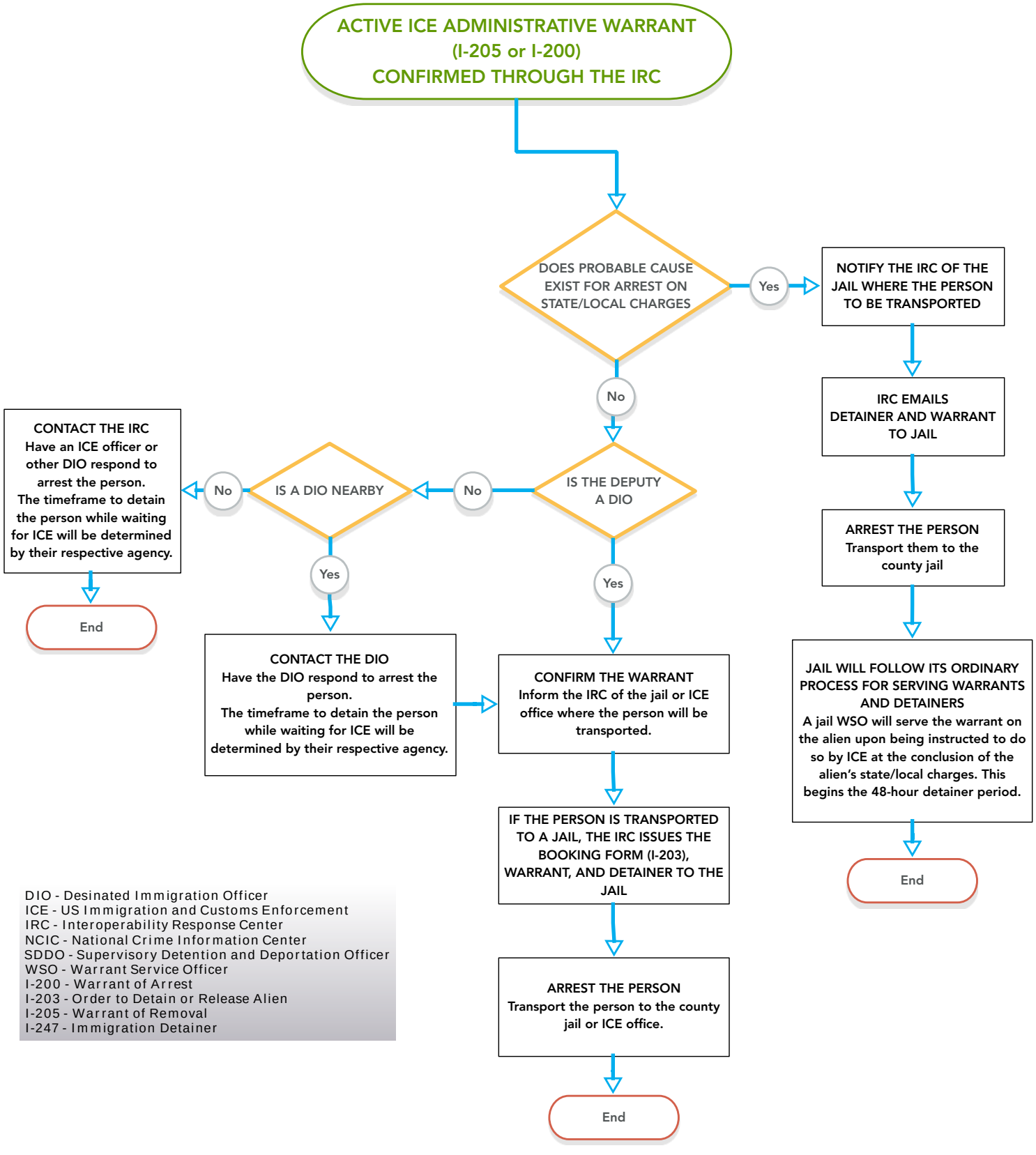
V. APPENDICES

- GO-001-21-A Civil Immigration Arrest Workflow Arrest With Existing Administrative Warrant
- GO-001-21-B Civil Immigration Arrest Workflow Arrest Without Existing Administrative Warrant
- GO-001-21-C Sample Responses for Immigration Violator File Query Responses from NCIC

VI. REFERENCES

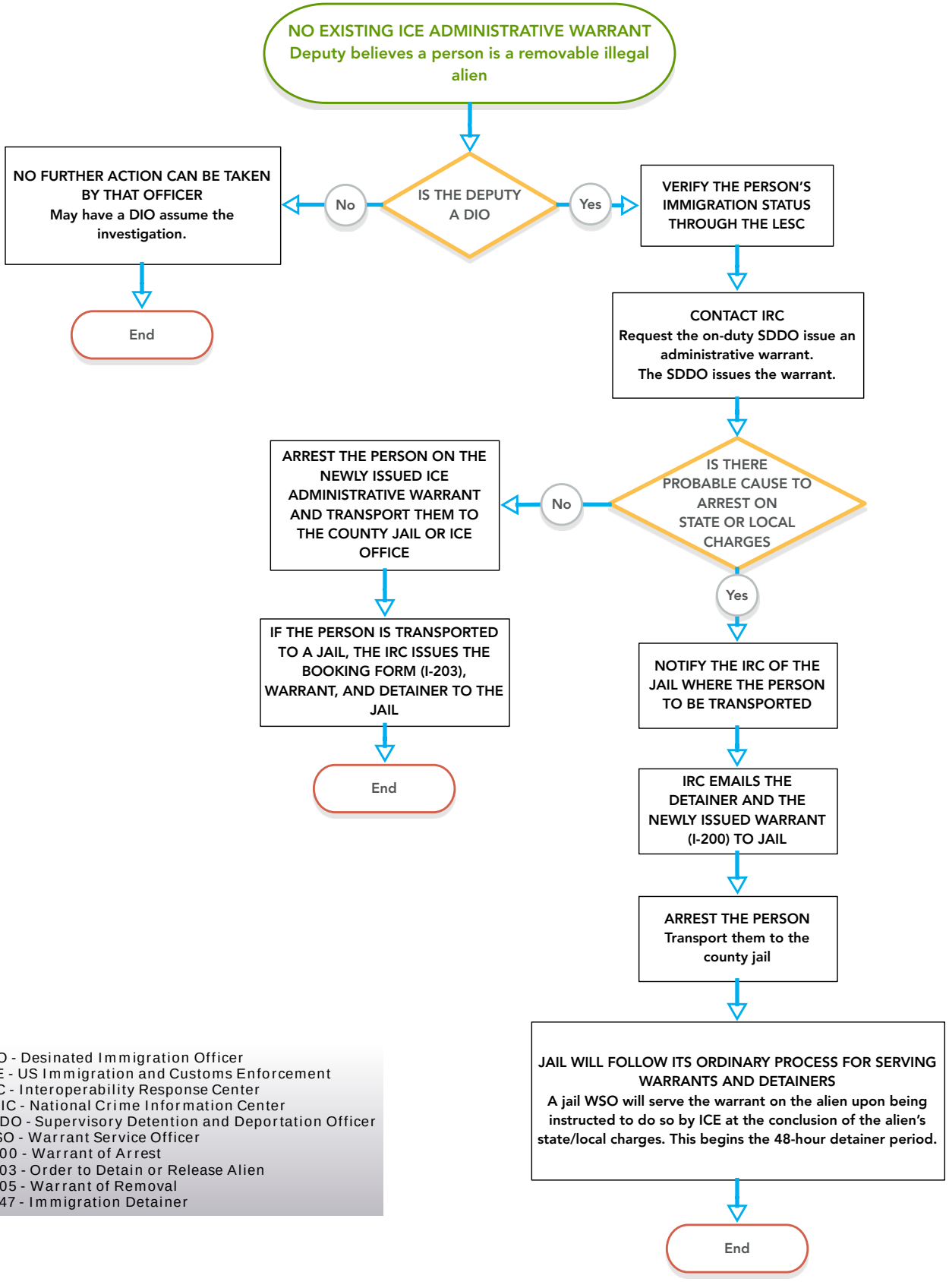
- Fla. Stat. Ch. § 908 Federal Immigration Enforcement
- United States Code, Title 8 Aliens and Nationality, Chapter 12 Immigration and Nationality, Subchapter II Immigration, Part IX Miscellaneous, Section 1357 Powers of Immigration Officers and Employees

CIVIL IMMIGRATION ARREST WORKFLOW
ARREST WITH EXISTING ADMINISTRATIVE WARRANT



DIO - Desinated Immigration Officer
ICE - US Immigration and Customs Enforcement
IRC - Interoperability Response Center
NCIC - National Crime Information Center
SDDO - Supervisory Detention and Deportation Officer
WSO - Warrant Service Officer
I-200 - Warrant of Arrest
I-203 - Order to Detain or Release Alien
I-205 - Warrant of Removal
I-247 - Immigration Detainer

CIVIL IMMIGRATION ARREST WORKFLOW
ARREST WITHOUT EXISTING ADMINISTRATIVE WARRANT



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I-203 - Order to Detain or Release Alien
I-205 - Warrant of Removal
I-247 - Immigration Detainer

SAMPLE RESPONSES FOR IMMIGRATION VIOLATOR FILE QUERY RESPONSES FROM NCIC

ICE hit for the individual failing to appear for removal proceedings

```
WARNING REGARDING FOLLOWING RECORD - SUBJECT OF NIC/[redacted] HAS AN
OUTSTANDING ADMINISTRATIVE WARRANT OF REMOVAL FROM THE UNITED STATES. CONTACT
LESC AT (877) 999-5372 FOR IMMEDIATE HIT CONFIRMATION AND AVAILABILITY OF BUREAU
OF IMMIGRATION AND CUSTOMS ENFORCEMENT DETAINER.
MKE/IMMIGRATION VIOLATION - FAILURE TO APPEAR FOR REMOVAL
ORI/VTICE0900 NAM/[redacted]-C0RTES, SANT0S SEX/M RAC/W POB/EL
DOB/[redacted] HGT/501 WGT/104 EYE/BRO HAI/BLK FBI/[redacted]
FPC/RSRSRSRSRSLSLSLSLSLS MNU/[redacted]
OFF/ALIEN UNLAWFULLY PRESENT DUE TO ORDER OF REMOVAL OR EXCLUSION FROM THE USA
OCA/[redacted]
VLD/20240709
DNA/N
ORI IS BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT, LAW ENFORCEMENT SUPPORT
CENTER 877 999-5372
AKA/[redacted], SANT0S
AKA/[redacted], SANT0S
AKA/[redacted], SANT0S
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***** THIS RECORD MAY ONLY BE USED BY CRIMINAL JUSTICE AGENCIES FOR CRIMINAL
JUSTICE PURPOSES. ***** END OF IMMIGRATION VIOLATOR FILE RESPONSE. *****
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ICE hit for more serious crimes; Deported Felon, Aggravated Felon, etc.

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WARNING REGARDING FOLLOWING RECORD - SUBJECT OF NIC/[redacted] IS A PREVIOUSLY
DEPORTED FELON. CONTACT LESC AT (877) 999-5372 FOR IMMEDIATE HIT CONFIRMATION
AND AVAILABILITY OF BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT DETAINER.
MKE/IMMIGRATION VIOLATION - DEPORTED FELON
ORI/VTICE0900 NAM/[redacted]-MENDEZ, [redacted] SEX/M RAC/W POB/MM
DOB/1982[redacted] HGT/502 WGT/140 EYE/BRO HAI/BLK FBI/[redacted]
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DNA/N
ORI IS BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT, LAW ENFORCEMENT SUPPORT
CENTER 877 999-5372
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***** THIS RECORD MAY ONLY BE USED BY CRIMINAL JUSTICE AGENCIES FOR CRIMINAL
JUSTICE PURPOSES. ***** END OF IMMIGRATION VIOLATOR FILE RESPONSE. *****
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	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-002-01**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **JURISDICTIONAL RESPONSIBILITIES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this policy is to delineate the geographical jurisdictional boundaries of the Volusia Sheriff's Office (VSO) and establish guidelines relating to the concurrent jurisdictional responsibilities and mutual aid.

II. DISCUSSION

It is advantageous for law enforcement agencies within Volusia County, Florida, and in adjoining jurisdictions, to be available to assist each other. Therefore, VSO personnel should be aware of the jurisdiction boundaries of the VSO, mutual aid agreements and the services available from other agencies as outlined in the Florida Sheriff's Disaster Assistance Mutual Aid Agreement, Florida Sheriff's Combined Operational Assistance and Voluntary Cooperation Mutual Aid Agreement, and the Combined Operational Assistance and Voluntary Cooperation Agreement for Volusia County, Florida/Mutual Aid Agreement.

III. POLICY AND PROCEDURE

A. GENERAL

1. The legally authorized geographical area under the Sheriff of Volusia County, Florida, is Volusia County. The enforcement of Florida Statutes and Volusia County ordinances are authorized in Volusia County, Florida unless specifically prohibited or allowed elsewhere by State Statute.

B. BOUNDARIES

1. The boundaries of Volusia County, Florida, are described in Chapter 7, Florida Statutes.
2. A detailed official map, which includes the boundaries of the jurisdiction of Volusia County, Florida, is maintained in the Communications Section.

C. JURISDICTIONS

1. VSO maintains jurisdiction in all of Volusia County and has primary jurisdiction of all law enforcement in the unincorporated areas of Volusia County and in the cities of Deltona, DeBary, Pierson and Oak Hill.
2. **CONCURRENT JURISDICTIONS**
   a. VSO possesses concurrent jurisdiction with the cities of Ormond Beach, Holly Hill, Daytona Beach, Daytona Beach Shores, Ponce Inlet, South Daytona, Port Orange, New Smyrna Beach, Edgewater, DeLand, Orange City, and Lake Helen. In addition, VSO retains concurrent law enforcement jurisdiction in Volusia County, Florida with the Daytona Beach Regional Airport Security Force, Volusia County Beach Safety/Ocean Rescue, the Florida Department of Law Enforcement, Florida Highway Patrol, Florida Marine Patrol, Florida Game and Fresh Water Fish Commission, Florida Division of Alcoholic Beverages and Tobacco.

b. There are also several federal law enforcement agencies assigned to Volusia County, Florida. They include the Federal Bureau of Investigation, Drug Enforcement Agency, United States Customs, United States Department of Immigration, United States Wildlife Service, and the United States Coast Guard.

c. The Sheriff, by law, is the Chief Law Enforcement Officer in Volusia County with the full authority and responsibility to uphold the law and preserve the peace.

d. Traffic crash investigative duties are the responsibility of the Florida Highway Patrol in the unincorporated areas and the respective local police departments within the incorporated areas. The VSO investigates traffic crashes in the cities of Deltona, DeBary, and Oak Hill.

e. The VSO Communications Center shall maintain communications with the following:

- All police departments within Volusia County;
- The Florida Highway Patrol;
- EVAC ambulance units;
- Fire Service Stations, fire and rescue vehicles;
- Surrounding County Sheriff's Offices.

D. MUTUAL AID AGREEMENT

1. The VSO, as allowed under Florida Statute 252, has mutual aid agreements/Voluntary Cooperation Agreements with all cities within Volusia County, Florida, all counties within the state of Florida, and the surrounding Counties of Brevard, Orange, Indian River, Seminole, Lake, Putnam, Marion, Flagler and Osceola.

2. State Statute provides guidelines and establishes emergency management powers. The Mutual aid agreement provides the following terms.

3. **PROVISIONS FOR OPERATIONAL ASSISTANCE**

a. Law enforcement agencies may request and render assistance to one another, including but not limited to, dealing with riots, civil disturbances, large protest demonstrations, aircraft disasters, fires, natural or man-made disasters, sporting events, spring break, motorcycle weeks, automobile race events, concerts, parades, escapes from detention facilities, and incidents requiring the utilization of specialized units.

4. **PROVISION FOR VOLUNTARY COOPERATION**

a. Each agency may request or render assistance to one another in dealing with any violations of Florida State Statutes including but not limited to investigating homicides, sex offenses, robberies, assaults, burglaries, larcenies, gambling, motor vehicle thefts, drug violations, backup services during patrol activities, and inter-agency task forces, including but not limited to: traffic enforcement and drug enforcement task forces or joint investigations.

E. REQUESTING OR RECEIVING AID

1. Resources that are assigned to assist the VSO shall be under the immediate command of a supervising officer designated by the assisting agency. Such supervising officer shall be under the direct supervision and command of the Incident Commander for that event as designated by the Sheriff.

2. **COMMUNICATIONS WITH ASSISTING PERSONNEL**

a. Communications with assisting personnel shall be maintained via the County 800MHz radio system. Communications Section personnel shall monitor the 8 Call 90 talkgroup, PSAP talkgroup, and All Points frequency channels in order to receive communications from assisting personnel. When assisting personnel need to talk with a VSO field unit or supervisor, Communications Section members will direct the VSO member to switch to the appropriate talk group.

b. The VSO will utilize shared mutual aid channels or utilize the Florida Interoperable Network (FIN) when cooperating with agencies on disparate radio systems. The VSO may temporarily issue portable 800 MHz radios to the supervisors of assisting units. The assisting supervisors could then communicate with their personnel via their own radio equipment and relay information to Central Communications using the temporarily issued portable radio.

c. In the event that radio equipment does not provide sufficient compatibility for effective communications, cell phone equipment shall be used to maintain communications with VSO and assisting agency supervisors.

d. Communications with assisting agency personnel shall be conducted using clear speech. Codes and signals shall be avoided to prevent misunderstanding.

F. RENDERING ASSISTANCE

1. The supervisor of the assisting unit or Deputies shall be under the direct supervision of the agency requesting assistance.
2. Employees rendering assistance outside their jurisdiction pursuant to agreements shall have the same powers, duties, rights, privileges and immunities as if they were performing duties in the political subdivision in which they are normally employed.
3. Should a Deputy be in the jurisdiction of another for routine matters, such as traveling through the area on routine business and a violation of Florida Statutes occurs in his presence and enforcement action is taken, the Deputy will notify the appropriate agency. Upon the arrival of the appropriate agency, the Deputy will turn the situation over to them and offer any assistance requested, including a follow-up written report documenting the event and actions taken.
4. The accused will be processed under the jurisdiction of the arresting agency.
5. Routine investigations and follow-ups may be accomplished between VSO personnel and the respective agency.
6. The agency furnishing the equipment and work force will bear the loss or damages to such equipment and compensate the employees.
7. All costs relating to equipment and work force shall be borne by the sending agency.
8. The agency head or designee whose assistance is sought shall evaluate the situation and the availability of the agency's resources. The agency head or designee will respond in a manner they deem appropriate.
9. The terms of the Mutual Aid Agreement are in effect as stated in the formal agreement that is on file with the Florida Department of Law Enforcement. The procedures for review and revision of the Mutual Aid Agreement are included within the document.

G. PROVIDING OR REQUESTING AID

1. Any Deputy may provide or request back-up support or routine aid from other agencies as availability of resources permit.
2. The VSO will coordinate with other agencies when jointly investigating crimes committed in their jurisdiction and VSO personnel involved will complete a report documenting their investigations in connection with the crime.
3. Deputies shall advise the communications center of the jurisdiction of an agency that is a party to the mutual aid agreement/voluntary cooperation agreement and requests assistance prior to making an arrest as the result of an investigation. A copy of the report will be forwarded to the other Police agencies involved.
4. Should an unplanned law enforcement situation arise within a jurisdiction that is a party to the mutual aid agreement/voluntary cooperation agreement, that respective agency's communications center shall be notified and the appropriate action taken. Upon arrival of the appropriate agency, the situation shall be turned over to them.
5. Deputies shall offer assistance, including but not limited to, a written report documenting the event and the actions taken.
6. In multi-jurisdictional matters within the 7th Judicial Circuit, the VSO will coordinate the investigation with the respective counties and the State Attorney's Office.
7. Citizens requesting service that normally falls within the jurisdiction of an incorporated area of Volusia County shall be referred to the respective jurisdiction, unless that citizen specifically requests the services of the VSO.
8. A copy of any required reports shall be forwarded to the jurisdiction involved.

9. The Watch Commander is empowered to authorize emergency non-routine aid to other agencies.

H. COUNTY EMERGENCY MANAGEMENT PLAN

1. The Volusia County Emergency Management Plan, which is reviewed annually, has provisions for:
   a. Requesting assistance from the National Guard, local and Federal agencies; and
   b. Procedures for maintaining radio communication with outside personnel. The primary communications network consists of:
      - The County 800 MHz radio system
      - Inter-City
      - All Points

I. REGIONAL SERVICES

1. The VSO shall maintain radio communications with other law enforcement agencies.
2. The VSO shall participate in the Florida Department of Law Enforcement Centralized Fingerprint System.
3. The VSO shall participate in a state wide criminal information system.
4. The VSO shall participate in the Uniform Crime Reporting System maintained by the Florida Department of Law Enforcement.

IV. ACCREDITATION STANDARDS

A. CALEA COMMUNICATIONS ACCREDITATION

- 2.3.2

B. CALEA LAW ENFORCEMENT ACCREDITATION

- 2.1.1
- 2.1.2
- 2.1.3
- 2.1.4

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-002-02**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **DEPARTMENTAL LIAISON**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to encourage, promote and maintain cooperation between Volusia Sheriff's Office (VSO) and the various criminal justice, juvenile justice and social service agencies with which the Department deals.

II. DISCUSSION

Interagency cooperation, coordination and planning are indispensable assets. Effective liaison results in a safe, competent and cost effective service to the public. It is also important for VSO personnel to be cognizant of the various resources and services at their disposal.

III. POLICY

It shall be the policy of the VSO to cooperate with all agencies engaged in the administration of the criminal justice system and other agencies involved in service to the public. The VSO will utilize and give the aid or provide timely and accurate information to members of the community in need.

IV. PROCEDURE

A. GENERAL

1. VSO personnel who conduct liaison duties with local courts, State Attorney's Office, Probation and Parole, Department of Juvenile Justice, or other law enforcement agencies shall maintain a written record of suggestions, criticisms or relevant information deemed of value to the VSO.
2. Personnel who conduct or are temporarily assigned liaison duties shall forward, via chain of command, a report to the Sheriff outlining any deficiencies or suggestions.
3. Department personnel shall maintain a collaborative working relationship with other agencies to ensure information exchange and coordination.
4. The VSO General Counsel shall meet as needed with a representative of the State Attorney's Office for the purpose of:
    - Ensuring the exchange of information as it applies to VSO deputies' performance of law enforcement duties, including courtroom procedures and investigative errors.
    - Exchanging information which would allow for a greater understanding of the difficulties and complexities encountered by law enforcement personnel.
    - Reporting the results and suggested corrective actions of these meetings in periodic legal bulletins.

B. PAROLE AND PROBATION

1. A member of the Career Criminal unit shall periodically meet with a representative of Probation and Parole for the purpose of exchanging information as it applies to the tracking of habitual/serious offenders.
2. Law Enforcement Operations personnel are encouraged to assist Probation and Parole personnel, i.e., supplying information about the defendant during probation/parole investigations, assisting with violators.

C. JUVENILE AND ADULT CORRECTIONAL AGENCIES

1. The Law Enforcement Operations Division Chief or designee shall meet quarterly with a representative of the adult correctional facilities.
2. All Deputies shall maintain a cooperative working relationship with juvenile and adult correctional agencies.
3. Problems, concerns and suggestions regarding a Deputy working with the juvenile and adult correctional agencies shall be brought to the attention of the Deputy's supervisor. The information will be reported in writing to the attention of the Law Enforcement Operations Division Chief, via chain of command.
4. The Juvenile Services Director and District Juvenile Detectives shall meet with juvenile authorities and detention facility representatives to ensure an exchange of information.

D. FUGITIVES

1. VSO personnel shall assist other local, state and federal law enforcement agencies on a case-by-case basis in the apprehension and arrest of fugitives.
2. Deputies may stop and detain persons meeting a detailed description of subjects wanted by other law enforcement agencies. When the person detained matches the information contained in a warrant, the initiating agency shall be contacted to confirm the existence of the warrant and wishes a "HOLD" placed on the individual. If confirmed, the individual will be arrested and placed in the Volusia County Jail until transfer is affected.

E. EXCHANGE OF INFORMATION IN CRIMINAL INVESTIGATIONS

1. The VSO will supply reports and aid to law enforcement agencies as requested. The Volusia County Crime Center and Intelligence Unit shall provide information to other agencies as requested.
2. Deputies are encouraged to cooperate and notify other law enforcement agencies of investigations or crimes which affect that particular jurisdiction or agency.
3. The VSO encourages attendance at the monthly Detectives' intelligence meeting for an exchange of criminal information.

F. OTHER LAW ENFORCEMENT AGENCIES

1. Division and District Commanders shall periodically meet with representatives of other agencies having concurrent and adjoining jurisdictions to plan and discuss special events, joint enforcement efforts, problems, concerns and mutual aid agreements.
2. Each District Commander or designee shall meet at least quarterly for purposes described above.
3. The Sheriff meets periodically with the heads of other agencies having concurrent and adjoining jurisdictions.

G. FIRE OFFICIALS

1. County staff meetings provide a forum for law enforcement and fire service personnel to resolve and coordinate problems and develop plans.

H. TRAFFIC

1. The Traffic supervisor or designee shall meet with a representative of Traffic Engineering, as needed.
2. Traffic Deputies shall periodically meet with representatives of other agencies concerned with traffic safety, to objectively, intelligently and analytically provide a united approach to traffic safety and efficient highway use. This includes but is not limited to:

- The traffic supervisor of another agency to discuss and plan school zones
- Highway Patrol to discuss traffic enforcement activities
- Reports or studies from national agencies

3. Community Relations shall meet with and provide information to concerned groups.

I. COURTS

1. The Juvenile Services Director or designee shall maintain liaison with juvenile court system personnel.
2. The Court Services Section Commander or designees shall maintain liaison with judges in Volusia County Florida.

J. REFERRAL SERVICES

1. VSO personnel shall refer persons in need of assistance to the law enforcement agency having jurisdiction, or when not related to criminal matters, to the agency best able to provide the requisite aid.
2. Consideration should be given to, but not limited to:
   - The age of the individuals in need of assistance
   - The root of the problem
   - The agencies available
   - The financial status of the individuals involved
   - The welfare of children involved
   - Whether the problem is of immediate concern or an emergency
   - Transportation needs
3. All VSO personnel shall provide timely, accurate and courteous service to members of the community.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 44.1.2

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-003-01**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **WRITTEN AGREEMENTS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish procedures for preparing written agreements governing contractual law enforcement services.

II. DISCUSSION

The provision of law enforcement services for which a fee is paid should be based on a precise contractual agreement. Necessary elements of the agreement include a description of the services to be provided, the cost of the services, how payments are to be made, the issuance of reports and keeping of records, as well as procedures for amendment, renewal, and cancellation. Provisions for any lawsuits or payments of damages that arise from the provided services should be included in the written agreement, as should provisions for hiring and disciplining provider personnel, for assigning specific duties to provider personnel, and for establishing equipment and property ownership and use.

Law enforcement service includes the following traditional public safety activities, which are performed over a specified time period: patrol services; investigative services; communications performed for another law enforcement agency; automated or manual fingerprint identification; record keeping for law enforcement files; and property management.

This general order does not pertain to those services which may be furnished by a commercial vendor, i.e., photo development, laboratory services, towing services, etc. Additionally, this general order does not address extra duty assignments, e.g., security at high school or university functions, sporting events, etc.

III. POLICY

It shall be the policy of the Volusia Sheriff's Office (VSO) to develop contractual agreements for the provision of law enforcement services requested by other governmental agencies.

IV. PROCEDURE

A. GENERAL

1. A written agreement shall exist whenever the VSO agrees to provide law enforcement services for a fee.
2. The written agreement shall include:
    - A statement of the specific services to be provided
    - Specific language dealing with financial agreements between the parties
    - Specification of the records to be maintained concerning the performance of services by the provider agency

- Language dealing with the duration, modification, and termination of the written agreement
- Specific language dealing with legal contingencies
- Stipulation that the provider agency maintains control over its personnel
- Specific arrangements for the use of equipment and facilities, and
- A procedure for review and revision, if needed, of the agreement.

3. Additional clauses may clarify other identified needs or agreements. If any duties beyond that normally provided are to be performed, they shall be specifically identified in the agreement.
4. Employment rights of personnel assigned under a written agreement for law enforcement services are not abridged by the VSO. Participation in a contracted law enforcement service arrangement shall not penalize participating employees nor shall it in any way threaten their employment rights, promotional opportunities, training opportunities, or fringe benefits.
5. Employees of the VSO who are assigned to positions providing contracted law enforcement services shall be classified in the same manner as employees assigned to any other division or section in the VSO and shall remain subject to all of the same VSO rules, general orders, and division/section manuals.
6. Employees who are assigned to positions providing contracted law enforcement services shall perform their duties under the direction of their normal VSO chain of command and shall not be subject to direct supervision by agents of the contracting organization.
7. The VSO may utilize different written agreement formats for agencies it contracts with dependent upon the scope of services provided and the degree of comprehensive language deemed necessary to describe the contractual relationship to the satisfaction of both parties.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 3.1.2

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-011-01**	**Distribution** All Personnel	**Reissue/Effective Date** 01/13/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **VOLUSIA SHERIFF'S OFFICE ORGANIZATIONAL DESCRIPTION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to describe the organizational components and structure of the Volusia Sheriff's Office (VSO) and to provide a description of the functions of its various subdivisions.

II. DISCUSSION

The VSO provides an organizational structure with lines of command in order to facilitate formal communication and the various functional responsibilities required by its mission and goals. These responsibilities may be assigned to an individual position or a component specifically created and staffed as such. Functional responsibility for several activities may also be assigned to a single position or a designated component, as needed, and may be reorganized or streamlined at the direction of the Sheriff in order to successfully further the overall goals of the agency.

III. POLICY

It shall be the policy of the VSO to provide an organizational structure that reflects formal lines of authority, command and communication within the agency while allowing rapid response, innovation and flexibility in achieving its overall mission.

Organizational subdivisions shall be grouped by function and shall be depicted graphically on an organizational chart. This chart shall be reviewed at least annually and updated as needed. The agency's organizational charts shall be made available to all personnel and shall be maintained on the agency's intranet, I Drive and internet website at www.volusiasheriff.org.

IV. PROCEDURE

A. GENERAL

1. It shall be the responsibility of each Division Chief to review their respective command structure for effective organization and functional distribution of personnel resources at least annually.
2. Any areas requiring operational review for potential restructuring due to increased manpower needs, specialized units, streamlining/technology, etc., shall be brought to the attention of the Chief Deputy in a timely manner to allow for strategic and operational planning.
3. Approved changes to the organizational chart shall be documented in a memorandum providing a brief description of the new/revised functional responsibilities and placement of the component within the respective command; a copy shall be provided to Professional Standards for updating and posting of the revised organizational description and the organizational chart.

B. ORGANIZATION

1. The VSO is organized into areas of functional responsibility and levels of authority. Areas of functional responsibility include division, district, section, shift, squad, unit, details, programs and teams. Levels of authority include rank or position and are based on functional responsibility. All VSO supervisors (sworn and civilian) receive their delegated authority from and are accountable to the Sheriff.

2. Through the Sheriff's authority, functional lines of command authority and communication are established downward and upward within the organizational hierarchy through each successive level of command. This chain-of-command establishes and designates supervisory accountability for the respective component and provides the formal communication lines that maintain basic organizational principles such as delineating responsibility, delegating authority and ensuring unity of command.

    a. **Office of the Sheriff** – The Office of the Sheriff is the top organizational component that includes functions of the Sheriff, Chief Deputy, General Counsel, Office of Public Affairs & Media Relations, and Juvenile and Community Relations Programs. The Sheriff's authority establishes all organizational levels and functions that comprise the VSO.

    b. **Office of the Chief Deputy** – The Chief Deputy is the second level of command subordinate only to the Sheriff. The Office of the Chief Deputy includes staff and command functions of the Chief Deputy, Law Enforcement Operations Division, Support Operations Division, Administrative Services Division, Professional Standards Section (Internal Affairs Unit and Professional Compliance Unit).

    c. **Division** – A division is the third level of command subordinate to the Chief Deputy and is commanded by a Division Chief as appointed by the Sheriff.

    d. **District** – A district is a subordinate organizational component within a Division; Districts perform related functions within a geographic boundary and are commanded by a Captain as appointed by the Sheriff.

    e. **Section** – A section is an organizational component that performs related functions and tasks under the direction of one supervisor.

    f. **Shift** – A shift is a subordinate organizational component within a district or section and is composed of a squad(s) of personnel.

    g. **Squad** – A squad is the principle subordinate organizational component within a shift and is supervised by a Sergeant.

    h. **Unit** – A unit is an organizational group of personnel that are assigned a specialized function or task and is under the command of a single supervisor.

    i. **Detail** – A sub-component of a district, division, shift, section or squad in which personnel are assigned a specialized activity.

    j. **Team** – A team is a work-group whose primary assignments are in functional areas; teams are assembled for a special purpose as needed. Team supervisors report to higher authority as designated by the Sheriff. A team may also be comprised of members, as designated by the Sheriff, who work independent of each other towards a common operational goal as a means to facilitate various activities and services throughout the VSO. (E.g. Critical Incident Stress Debriefing Team, Clandestine Laboratory Response Team, various ad hoc management teams, committees, etc.)

C. COMMAND STRUCTURE

1. The order of sworn rank and comparative non-sworn supervisory positions for the VSO is as follows:

SWORN	NON-SWORN
SHERIFF	
CHIEF DEPUTY	
DIVISION CHIEF	
CAPTAIN	PROGRAM MANAGER

SWORN	NON-SWORN
LIEUTENANT	SECTION SUPERVISOR
SERGEANT	UNIT SUPERVISOR
DEPUTY	CIVILIAN STAFF
RESERVE	VOLUNTEERS

D. OFFICE OF THE SHERIFF

1. The Sheriff is the Chief Law Enforcement Executive Officer/Director of Public Safety for Volusia County, Florida. The Florida Constitution and Florida law delineate the duties and responsibilities of the Sheriff.
2. The Office of the Sheriff provides various specialized executive, administrative, and managerial services to the Sheriff. Reporting directly to the Sheriff are the Chief Deputy, General Counsel, Office of Public Affairs & Media Relations, and Juvenile and Community Relations Programs:
    a. **Chief Deputy** – The Chief Deputy is second in command of the VSO and is responsible for the day-to-day operations of the VSO.
    b. **General Counsel** – Is responsible for all legal matters as deemed appropriate by the Sheriff.
    c. **Office of Public Affairs & Media Relations** – The Section is composed of a Public Information Officer and Public Information Assistant. They are responsible for contact with all areas of the media.
    d. **Juvenile and Community Relations Programs** – The section is supervised by a Director and is comprised of the following units:
        - **Juvenile Services Unit** – The unit is responsible for monitoring all juvenile arrests, coordinating with the Department of Juvenile Justice (DJJ), providing liaison and guidance for all juvenile related diversion programs, and functions as a juvenile services liaison/resource for VSO Deputies and Detectives, as well as surrounding law enforcement agencies.
        - **GPS Monitoring Unit** – The unit manages tracking of DJJ youth on global positioning satellite/electronic monitoring (GPS/EM) for the Seventh Judicial Circuit, coordinating directly with respective law enforcement agencies, Judges, Juvenile Probation Officers (JPO), and other criminal justice system partners.
        - **Youth Services Unit** – The Unit provides recreational sports activities in conjunction with tutorial functions, summer camps, etc. for the agency's directed high-profile crime prevention/community engagement.
        - **Community Relations Program**
            - **Citizen Observer Program** – Provides an enhanced mobile neighborhood watch program comprised of volunteers. The program is supervised by the agency's COP Coordinator and is comprised of trained volunteers and a Staff Assistant. This program provides trained civilian volunteers to assist Deputies in the observation of activities in assigned areas and also provides traffic direction and ancillary assistance during special events and natural disasters. In addition, COPs provide a wide variety of community support and engagement activities to the Community.
            - **Community Relations Unit**

E. OFFICE OF THE CHIEF DEPUTY

1. **CHIEF DEPUTY** – The Chief Deputy is the second in command of the VSO and is responsible for overseeing the day-to-day operations. Reporting to the Chief Deputy is the Law Enforcement Operations Division Chief, the Support Operations Division Chief, and the Administrative Services Division Chief.
2. Also reporting to the Chief Deputy is the Professional Standards Section, comprised of Internal Affairs and Professional Compliance.

- **Internal Affairs Unit** – Internal Affairs is supervised by a Lieutenant and is responsible for ensuring the integrity of VSO operations by investigating complaints against the agency or its personnel. Internal Affairs also monitors and facilitates the agency's Personnel Early Intervention System.
- **Professional Compliance Unit** –Professional Compliance is supervised by a Lieutenant and is responsible for various activities associated with management of the agency's CALEA Accreditation Program including required compliance audits, the research/development/maintenance of policies and procedures, staff inspections, and planning and research.

F. LAW ENFORCEMENT OPERATIONS DIVISION

1. The Law Enforcement Operations Division (LEOD) is commanded by a Division Chief. The Division is responsible for all uniform operations throughout four (4) geographically designated Districts (Districts 2, 3(North/South), 4, and 6), county-wide Watch Commanders, the Investigative Services Section, and the Special Investigations Section. The LEOD also augments its operations with various tactical and crime suppression teams and joint-agency/task force operations.
2. Reporting to the Law Enforcement Operations Division Chief is the LEOD Executive Officer, District Commanders, the Investigative Services Section Commander, and the Special Investigations Section Commander.
3. **LEOD EXECUTIVE OFFICER**
   a. The LEOD Executive Officer provides executive support to the Division Chief in areas requiring liaison activities, resource coordination, special project oversight, strategic planning initiatives and facilitating various meetings and plans in support of the agency's goals. The VSO Watch Commanders report directly to the LEOD Executive Officer.
4. **TEAMS**
   a. Bomb Team – The Bomb Team is responsible for the handling and disposing of explosive and incendiary devices for the VSO.
   b. Special Weapons and Tactics (SWAT) Team – The VSO Special Weapons and Tactics Team is comprised of specially trained individuals who utilize expertise, training and specialized equipment.
   c. Crisis Negotiations Team – Crisis Negotiators are specially trained Deputies, who are used to communicate with barricaded suspects that have committed acts of violence and are hostage takers. These Deputies are also used to communicate with subjects in crisis, including suicidal or emotionally disturbed individuals.

G. DISTRICT OPERATIONS

1. **District Commanders** – VSO jurisdiction is comprised of four (4) Districts. Each District is comprised of a District Commander (Captain) and at least one Assistant Commander (Operations Lieutenant) to oversee each of the following Districts:
   a. **District 2** is the Northwest district running from the north county line southward along its western border of the St. Johns River. The eastern boundary runs approximately the north-south centerline of the county. The southern boundary runs along SR 472 in the southeast and then continues to the St. John's River from the intersection of SR 472 and N. Volusia Ave. in the southwest. The cities of DeLand, Lake Helen, and Pierson are in this district, as well as the communities of Seville, Cassadaga, Barberville, DeLeon Springs, and Glenwood.
   b. **District 3 (North and South)** is the Eastside district running from the north county line to the south county line. Its eastern border is the Atlantic Ocean; its western border is approximately the north-south centerline of the county with the western border in the north running to Interstate 4 (I-4) on the mainland and to Main St. in Daytona Beach on the peninsula. Its western border in the south runs west of CR 415 until it reaches the District 4 border, south of Lake Ashby. The cities of Ormond Beach, Holly Hill, Daytona Beach, Daytona Beach Shores, Ponce Inlet, New Smyrna Beach, Edgewater, Port Orange, South Daytona, Oak Hill, as well as the community of Ormond by the sea, are located in this district. District 3 operates a North and a South office.

c. **District 4** is a Southwest district and runs from the south county line to the northern city limits of Deltona. The city of Deltona is located within the district. The western border is shared with the northeastern city limits of DeBary and eastern city limits of Orange City. The eastern border encompasses the community of Osteen and runs north along CR 415 until meeting the District 3 border south of Lake Ashby. The community of Enterprise runs along the southwest border.

d. **District 6** is a Southwest District and runs from its western border on the St. John's River in the south to SR 472 in the northeast. The northwest border continues from the intersection of SR 472 and N Volusia Ave. until it reaches St. John's River towards the northwest. The cities of DeBary and Orange City are located within the district. The western border is the St. John's River, and the eastern border comprises the southwestern city limits of Deltona and western city limits of Orange City.

2. Each District has a minimum of four squads (Alpha/Bravo/Charlie/Delta), and a Sergeant supervises each squad. Each of the four Districts is staffed with clerical support personnel. [For geographical assignment purposes only, Detectives, a Detective Sergeant, a Community Services Sergeant and School Resource Deputies may work out of each District but report to/through their respective organizational commands].

H. SPECIAL INVESTIGATIONS SECTION

1. The Special Investigations Section is commanded by a Captain and is comprised of the West Volusia Narcotics Task Force, East Volusia Narcotics Task Force, Deltona Narcotics Enforcement Team, Volusia Bureau of Investigation, DEA Task Force, Central Florida High Intensity Drug Trafficking Area, FBI Safe Streets Task Force, the US Marshals Florida/Caribbean Fugitive Task Force and the Domestic Security Unit. The Domestic Security Unit consists of the Volusia County Crime Center, Intelligence Unit, Crime Stoppers Unit, Central Florida Intelligence Exchange, and the FBI Joint Terrorism Task Force.

   a. **Volusia Bureau of Investigation (VBI)** – The Volusia Bureau of Investigation is supervised by two VSO Sergeants. VBI is a federally funded High Intensity Drug Trafficking Area (HIDTA) initiative belonging to the Central Florida HIDTA. VBI is a multi-agency task force that pools resources from local, state and federal law enforcement agencies in order to target mid- and upper-level drug trafficking organizations as well as racketeering and organized crime.

   b. **DEA Tactical Diversion Task Force, DEA Task Force, United States Marshall's Fugitive Task Force** – VSO Detectives are assigned to each Task Force and report to the VBI Sergeant for administrative responsibilities. The respective Task Force's Supervising Special Agent is responsible for the day-to-day administration of all operations and personnel, and shall have the authority to make routine assignments and determine case priority, as needed.

   c. **Narcotics, Vice and Street Level Crime** – These units are responsible for street level narcotic, and vice related investigations throughout Volusia County. Each Task Force Unit is supervised by a Detective Sergeant. These units are assigned to specific geographical areas of the county. East Volusia Narcotics Task Force (EVNTF) is responsible for the entire eastside of the Volusia County. West Volusia Narcotics Task Force (WVNTF) is responsible for District's 2 and 6 and Deltona Narcotics Enforcement Team (DNET) is responsible for District 4.

   d. **High Intensity Drug Trafficking Area (HIDTA) Analyst Section** – VSO Analyst is assigned to the Central Florida HIDTA and report to the VBI Sergeants for administrative responsibilities. The HIDTA Supervising Analyst is responsible for the day-to-day administration of all analytical activity and personnel, and shall have the authority to make routine assignments and determine case priority, as needed.

   e. **Domestic Security Unit** – The Domestic Security Unit consists of the Volusia County Crime Center, Intelligence Unit, Crime Stoppers Unit, Central Florida Intelligence Exchange, and the FBI Joint Terrorism Task Force.

      - **The Volusia County Crime Center** – the Volusia County Crime Center (VC3) daily operations are supervised by a Detective Sergeant (VC3 Supervisor). The center is staffed by VC3 operators including Intelligence Detectives, Crime-Intelligence Analysts, and Office Assistants as support personnel. The VC3 will provide dispatchers, patrol units, Detectives and other law enforcement personnel with valuable real-time information that will improve and enhance in-the-field decision making capabilities and

ultimately increase safety for both law enforcement and the public it serves. The Crime Center will provide relevant, investigative intelligence to Detectives actively working priority cases to include but not limited to; homicides, sexual battery, armed robbery, etc. The Crime Center will provide investigative support for all Operations approved by the VC3 Supervisor to include but not limited to; search warrants, narcotic operations, arrest warrant round ups, etc. The Crime Center will provide subject bios, tactical and strategic crime analysis and the collection, evaluation and dissemination of criminal intelligence. The VC3 will provide relevant information to the entire agency to ensure all divisions are aware of active day-to-day operational information. This intelligence will be provided through a daily Roll Call Briefing to be posted on the VSO Home Page.

- **The Intelligence Function** – The Intelligence Unit is supervised by the VC3 Detective Sergeant and is comprised of Intelligence Detectives and Crime-Intelligence Analysts. The Unit is responsible for collecting and disseminating intelligence information to the VSO and other law enforcement partners. The Unit will collect various facts and documents, circumstances, interviews, and other materials related to crime and places them in a logical, related framework to assist Law Enforcement Officers with the development of a criminal case, explain a criminal phenomenon, or describe crime and crime trends. The unit maintains liaison with other regional intelligence units in the state.

- **Crime Stoppers Unit** – the Crime Stoppers Unit is supervised by the VC3 Detective Sergeant. Crime Stoppers mission is to support all law enforcement agencies in Volusia, Flagler, St. Johns and Putnam Counties by providing citizens a means of anonymously reporting information on unsolved reported crimes and unreported crimes.
- **Central Florida Intelligence Exchange** – The Central Florida Intelligence Exchange (CFIX) is supervised by the Major Crimes Investigations Lieutenant and is responsible for providing investigative support through analytical products and both tactical and strategic intelligence through various intelligence products. This includes the collection, analysis, production, and dissemination of intelligence in order to support regional efforts to detect, deter, disrupt, and deny terrorist activity.
- **FBI Joint Terrorism Task Force (JTTF)** – The JTTF is supervised by the FBI Supervising Special Agent for the day-to-day administration of all operations and personnel, and shall have the authority to make routine assignments and determine case priority, as needed. A VSO Detective is assigned to the Task Force and reports to the VC3 Sergeant for administrative responsibilities. The JTTF collects resources of the member agencies for the prevention, preemption, deterrence and investigation of terrorist acts that affect United States interests, and to disrupt and prevent terrorist acts and apprehend individuals who may commit or plan to commit such acts. To further this mission, the JTTF shall serve as a means to facilitate information sharing among JTTF members.

I. INVESTIGATIVE SERVICES SECTION

1. The Investigative Services Section is commanded by a Captain and is responsible for the investigation of all major criminal activity, persons and property crimes, Homeland Security, Internet crimes against children, juvenile offenses, organized crime, and intelligence. The Investigative Services Section is comprised of two sub-sections: Major Crimes Investigations and Criminal Investigations each commanded by a Lieutenant. The sub-sections are comprised of the following units, each commanded by a Sergeant or Civilian Supervisor:

   a. **MAJOR CRIMES INVESTIGATIONS**

   - **Major Case Unit** – The Major Case Unit is supervised by a Detective Sergeant and is responsible for follow-up investigation of major crimes and incidents that have not been identified as related to organized crime.
   - **Crime Scene Unit** – The Crime Scene Unit is supervised by the Major Case Detective Sergeant and is responsible for the identification, collection and preservation of physical evidence on all major case and high profile investigations.
   - **Cold Case Squad** – The Cold Case Squad is supervised by the Major Case Detective Sergeant and is responsible for investigating any case considered to meet the criteria for a “cold case”.

- **Child Exploitation Unit** – The Child Exploitation Unit is supervised by a Detective Sergeant and is responsible for investigating all sex offenses in which the victim is 17 years of age or younger, cases involving severe child abuse and to protect children from predators, child prostitution rings, sex tourism operators, and other offenders that utilize technology to sexually exploit children. Digital Forensic Detectives are assigned to the Unit.
- **Traffic Homicide Unit** – The Traffic Homicide Unit is supervised by the Major Crimes Lieutenant and is responsible for the initial and follow-up investigation of fatalities resulting from motor vehicle collisions.
- **Volusia County SANE Program** – The Volusia County SANE Program is supervised by the Major Crimes Lieutenant and is responsible for providing medical and forensic services to victims of sexual violence.
- **Latent Print Unit** – The Latent Print Unit is supervised by an Administrative Coordinator and is responsible for Automated Fingerprint Identification System-A.F.I.S. as well as the analysis and identification of fingerprints.
- **The Career Criminal Unit** – The Career Criminal Unit is supervised by a Sergeant and is responsible for identifying and maintaining files on all habitual/serious offenders and sexual predators/offenders as defined in Florida Statute.

b. **CRIMINAL INVESTIGATIONS**

- **East Detectives Unit** - The East Detectives Unit is supervised by a Detective Sergeant and is responsible for conducting initial and follow-up investigations. East Detectives Unit will be responsible for all follow-up investigations within the respective District unless the investigation is re-assigned to a specialized unit.
- **Northwest Detectives Unit** - The Northwest Detectives Unit is supervised by a Detective Sergeant and is responsible for conducting initial and follow-up investigations. Northwest Detectives Unit will be responsible for all follow-up investigations within the respective District unless the investigation is re-assigned to a specialized unit.
- **Southwest Detectives Unit** - The Southwest Detectives Unit is supervised by a Detective Sergeant and is responsible for conducting initial and follow-up investigations. Southwest Detectives Unit will be responsible for all follow-up investigations within the respective District unless the investigation is re-assigned to a specialized unit.
- **Deltona Detectives Unit** - The Deltona Detectives Unit is supervised by two Detective Sergeants and is responsible for conducting initial and follow-up investigations. Deltona Detectives Unit will be responsible for all follow-up investigations within the respective District unless the investigation is re-assigned to a specialized unit.
- **Victim Advocate Program** – The Victim Advocate Program is supervised by the Criminal Investigations Lieutenant and is responsible for providing victim services to victims of crime within the county's municipal service district, (unincorporated Volusia), and any contracted cities. Victim Advocates will respond to the needs of victims of child abuse, child sexual abuse, domestic violence, sexual assault, sexual battery, robbery, survivors of homicide victims, burglary, DUI/DWI crashes and other crimes.

J. SUPPORT OPERATIONS DIVISION

1. The Support Operations Division is commanded by a Division Chief and is responsible for the agency's Special Operations Section, Training Section, Judicial Services Section, Information Technology Section, Communications Section, Evidence Section and Fleet Services Section.

2. **SPECIAL OPERATIONS SECTION**

a. The Special Operations Section is commanded by a Captain and two Assistant Commanders, both Lieutenants. The Section is organizationally responsible for the Airport (DBI) Unit, Aviation Unit, Marine Unit, Agricultural Crimes Unit, Traffic Unit, K-9 Unit, Dive Team, and the Special Services Unit. The Special Services Unit is organizationally responsible for the, Citizen Volunteer Auxiliary Program (CVAP), School Crossing Guards, and the School Resource Deputies.

- **Airport (DBI) Unit** – VSO in coordination with the TSA and FAA to ensure the security of the DBIA and surrounding properties. Two Sergeants, each on a rotating shift, provide daily operational supervision of the Unit and report to the Assistant Commander, Special Operations Section.

- **Aviation Unit** – The Aviation Unit is supervised by the Marine/Aviation/Range Sergeant and is responsible for routine patrol and flight operations in support of various ground strategies/actions within the VSO. The unit also provides medical evacuation services to the citizens of Volusia County and provides Paramedics and aircraft maintenance personnel.
- **Marine and Agricultural Crimes Unit** – The Unit is supervised by the Marine/Agricultural Crimes/Aviation Sergeant and are responsible for routine patrol activities within rural areas of Volusia County and calls concerning the abuse of animals; routine patrol of the inland and offshore waterways in search of hazards and criminal activity to include floating debris, game violations, narcotics trafficking and marine-related thefts.
- **Traffic Unit** – The unit is supervised by a Sergeant. It handles selective traffic assignments and is responsible for analyzing and coordinating the VSO traffic enforcement activities.
- **K-9 Unit** – This unit is responsible for all K-9 related activities in support of patrol operations and other specialized units, as well as court and airport security. The K-9 Units are also available to assist other agencies upon request.
- **Dive Team** – The Team is supervised by the Marine/Range/Aviation Unit Sergeant and is responsible for underwater search and rescue operations; team members are comprised of trained and certified participants from regular assignments throughout the agency and perform as a team when called upon.

(1) **Special Services Unit** – The Special Services Unit is supervised by a Lieutenant who reports directly to the Special Operations Section Commander. The Lieutenant oversees the functions establishing community outreach programs, the School Resource Deputy Program, School Crossing-Guard Program, facilitates the VSO Auxiliary Volunteer Programs, and coordinates with the Juvenile Services Director in support of Youth Activities and other community engagement initiatives.

- **School Resource Deputy Program** – Provides School Resource Deputies to schools to act as a resource with respect to delinquency prevention, provides guidance on ethical issues, individual counseling and mentoring to students, and explains the role and rule of law enforcement to students. The program is supervised by an Eastside and Westside Sergeant, respectively, and both report directly to the Special Services Lieutenant.
- **School Crossing Guards Program** – School Crossing Guards work out of each district office and are supervised by School Crossing Guard supervisors. The School Crossing Guard supervisors report directly to their respective Eastside or Westside School Resource Sergeant.
- **Volunteer Programs** – All volunteer auxiliary services provided to the VSO by dedicated members of the community are supervised by the respective Program Coordinator and report directly to the Special Services Lieutenant. This function also coordinates the VSO Awards Program and provides various administrative and support programs and activities, as directed:
  - **Citizen Volunteer Auxiliary Program** – Consists of volunteers supervised by the agency's CVAP Coordinator. The auxiliary program provides volunteer office/clerical assistance to all areas of the VSO; the Coordinator facilitates administrative activities for the agency's Chaplain Program, as well as other administrative functions as assigned by the Special Services Lieutenant.
  - **Chaplain Program** – Consists of various community Chaplains that volunteer their services in support of the VSO. The program is facilitated by a Senior Chaplain, with Chaplains assigned to each District. These Chaplains provide compassion services, guidance and counseling to employees and their families, as well as those that are victims of violent crimes, accidents, or natural disasters.

3. **TRAINING SECTION**

a. The Training Section is supervised by a Captain and is responsible for the recruitment and hiring of all sworn personnel, the entry-level New Deputy Training Program (NDT) for all newly

hired Deputies, the Deputy Training Officer Program (DTO), in-service training, and firearms/less-lethal weapons qualifications of all sworn personnel. In addition, the Training Section shall facilitate and administer the Reserve Deputy Program, and the following teams: Critical Incident Stress Debriefing Team, Emergency Response Team, and Honor Guard.

- **Crime Prevention Program** – Crime prevention function establishes and provides programs to educate children, adults, and the overall community based on requests or needs and concerns of the community. The unit utilizes a designated Community Relations/Crime Prevention Deputy, trained and certified in crime prevention through environmental design (CPTED). The Crime Prevention Deputy reports directly to the Training Section Lieutenant. The Crime Prevention Program works in conjunction with the Juvenile Services and Community Services Director.
- **Reserve Deputy Program**
- **Critical Incident Stress Debriefing Team** (CISD) – The CISD Team responds to all critical incident events providing assistance to agency personnel in coping with post-incident stress related to traumatic events.
- **Emergency Response Team (ERT)**
- **Honor Guard Team** – The Honor Guard Team performs ceremonial duties for the VSO. The participants have regular assignments and perform as team members on an as needed basis.

4. **JUDICIAL SERVICES SECTION**

a. The Judicial Services Section is supervised by a Captain and is comprised of the Court Security/Prisoner Transport (PT) Unit and the Civil Section; each unit is supervised by a Lieutenant:

(1) **Court Security/PT Unit** – The Court Security/PT Unit is supervised by a Lieutenant. The Court Security/PT Unit is responsible for the Extraditions Unit and all court services as listed below.

(a) **East Side Court Services**

- **Daytona Beach Annex** – This Unit is supervised by a Sergeant(s) and is responsible for serving both the County and Circuit Courts located in Daytona Beach and South Daytona with the exception of S. James Foxman Justice Center.
- **S. James Foxman Justice Center** – This Unit is supervised by a Sergeant(s) and is responsible for serving the Circuit Courts located in the S. James Foxman Justice Center in Daytona Beach, as well as First Appearance at the Volusia County Branch Jail.

(b) **West Side Court Services**

- **Volusia County Courthouse** – The Volusia County Courthouse Unit is supervised by a Sergeant(s) and is responsible for serving both the County and Circuit Courts in DeLand.

(c) **Extraditions Unit** – The Extraditions Unit is located in the Volusia County Courthouse and is supervised by a Sergeant.

b. **Civil Unit** – The Civil Unit is supervised by a Lieutenant and is responsible for service of all civil processes issued by the various courts of the State of Florida and from other states. The Civil Unit consists of the Civil Administrative Office in Daytona, the Civil Office in DeLand, and satellite offices located in District 3 South and District 4.

(1) **Daytona Civil Office** – The Daytona Civil office consists of the following functions:

- **Eastside Non-Enforceable Writs** – Supervised by the Daytona Office Sergeant and is responsible for the service of non-enforceable writs on the east side of the county.
- **Eastside Enforceable Writs** – Supervised by the Daytona Office Sergeant and is responsible for the service of enforceable writs on the east side of the county.
- **Court Liaison** – Supervised by an Administrative Coordinator and is responsible for the coordination of deputy witness subpoenas with their work schedules. This

provides for maximum on duty court time and prevents, when possible, witness subpoenas served during scheduled leave.

- **Clerical Staff** – Supervised by an Administrative Coordinator and is responsible for the preparation of all civil related processes for service.

(2) **DeLand Civil Office** – The DeLand Civil Office is supervised by a Sergeant and consists of the following functions:

- **Westside Non-Enforceable Writs Unit** – This unit is responsible for the service of non-enforceable writs on the west side of the county.
- **Westside Enforceable Writs Unit** – This unit is responsible for the service of enforceable writs on the west side of the county.

(3) **District Civil Offices** – Satellite Civil Offices are located in District's 3 South and 4. Each is supervised by a Sergeant and is responsible for the civil process within that district.

5. **COMMUNICATIONS SECTION**

a. The Communications Services Section is supervised by a civilian Communications Director (Program Manager II) and is responsible for the following units:

(1) **Dispatch Unit** – This unit is supervised by two Telecommunications Coordinators, divided into four shifts. Each shift is overseen by three (3) Supervisors. They are responsible for the operation of a full service communications facility that provides the various routine and emergency needs of the VSO and other governmental entities. It receives, processes, routes and dispatches calls for service and related communications in conjunction with a countywide emergency (E-911) telephone system and operates teletype and related automated data systems in conjunction with local, state and federal government systems.

(2) **Teletype Unit** – This unit is supervised by a Management Specialist. The Teletype Unit is responsible for persons and property records, including warrants, stored by VSO in the FCIC/NCIC teletype systems.

(3) **E-911 Unit** – This unit is supervised by an Administrative Coordinator II who is the VSO liaison with telephone companies. The unit is responsible for the management of the County's Emergency 911 System and the modification and maintenance of all Communications Center E-911 maps. It is also responsible for developing and helping to administer the E911 budget funded through telephone surcharges.

(4) **Administration Unit** – This unit is supervised by two Assistant Directors they are responsible for the day-to-day operations of the section, deployment of the Sheriff's Command Post, operational readiness of the Communications back-up facility, as well as the research and procuring of all VSO radio equipment in accordance with VSO policies.

6. **EVIDENCE SECTION**

a. The Evidence Section is supervised by a civilian Manager, who serves as the agency's Evidence Custodian. An Assistant Manager assists with administrative functions and various activities, as assigned by the Evidence Custodian. The Section is responsible for receiving, storing, and controlling all property that is found, recovered or seized as evidence by the VSO and other agencies, as requested. The Evidence Section is also responsible for researching/determining the final legal disposition and disposal of all cases involving the impoundment of property or evidence by this agency.

K. ADMINISTRATIVE SERVICES DIVISION

1. The Administrative Services Division is commanded by a Division Chief and is responsible for the agency's Information Technology Section, Human Resources, Financial Management, and Central Records Sections

a. **INFORMATION TECHNOLOGY SECTION**

(1) The Information Technology Section is supervised by a Director and is responsible for providing computer support for the VSO and maintaining various countywide public safety computer systems. The Section provides hardware and software support,

network administration, database administration, application development, geographic information system (GIS) support, digital records administration, computer training, and help-desk support. The Information Technology Section serves as the technical liaison with the Volusia County Information Technology VSO, computer hardware and software vendors, and other governmental entities.

- Application Services
- Infrastructure Services
- Support Services
    - Digital Records

b. **HUMAN RESOURCES**

- Human Resources
- Payroll

c. **FINANCIAL MANAGEMENT**

- Finance
- Grants
- Inventory
- Purchasing

d. **FLEET MANAGEMENT SECTION**

(1) The Fleet Management Section is supervised by a civilian Manager and is responsible for all VSO vehicles and related equipment; functions as the VSO fleet liaison with Volusia County Vehicle Maintenance.

e. **RECORDS SECTION**

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-011-02**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **PRINCIPLES OF ORGANIZATION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish the Volusia Sheriff's Office (VSO) policy on span of control and unity of command.

II. DISCUSSION

The nature of law enforcement service requires a system and chain of authority. Unity of command assures unity of effort by the coordinated action of all forces toward the common goal.

The breadth of the span of control is determined by such factors as native ability, the complexity of the tasks, separation by time or distance and other factors.

III. POLICY

It shall be the policy of the VSO that each employee shall be accountable to only one supervisor at a time and that each organizational component shall be under the direct command of only one supervisor. It shall also be the policy of the VSO that the number of employees under the immediate control of each supervisor during normal day-to-day operations shall be limited to promote adequate supervision and coordination.

All personnel and organizational components shall adhere to the principles of organization listed in this general order.

IV. PROCEDURE

A. UNITY OF COMMAND

1. The organizational structure of the VSO shall be designed so as to provide clear-cut channels of authority.
2. Each VSO employee shall be accountable to only one supervisor at any given time.
3. No unit, division or other component of the VSO shall have more than one person in direct command at the same time.
4. Each organizational component shall be under the direct command of only one supervisor.
5. Supervisors are responsible for acting in emergency situations requiring immediate supervisory attention.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 11.2.1

- 11.3.2

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-011-03**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **PLANNING AND RESEARCH**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to outline the responsibilities of planning and research. These responsibilities include development of long range plans, request for feasibility studies, budget research, equipment, keeps command staff up-to-date on any new developments or training concerning law enforcement, statistical analysis, and maintains liaison with other criminal justice planning agencies.

II. DISCUSSION

Planning and research functions are essential to effective management. Complex demands for services and declining public resources require that law enforcement agencies carefully research operational alternatives and plan future programs.

The planning and research function should include periodic analysis of field operations activities to facilitate accurate and timely decision making in the allocation or deployment of agency resources.

III. POLICY

It shall be the policy of the Volusia Sheriff's Office (VSO) to maintain and utilize a planning and research component.

IV. PROCEDURE

A. ADMINISTRATION

1. The planning and research function is located within the Professional Compliance Unit of the Professional Standards Section under the Office of the Chief Deputy.
2. Planning and research function members have ready access to the Chief Deputy and the Sheriff on tasks related to planning and research.
3. All available resources shall be made available to the planning and research function through assignment location, computer access to RMS, County, and VSO network systems, Internet access to state agencies.

B. RESPONSIBILITIES

1. The basic functions of the planning and research function shall include:
   - Prepare staff studies on law enforcement or related support duties;
   - Serve as a resource in law enforcement planning and research matters;
   - Develop or assist in development of short and long-range VSO plans;

- Analyze and report on various VSO programs, and prepare summary reports for management;
- Perform and assist in the development of projects as directed by the Sheriff, or designee;
- Conduct surveys;
- Act as liaison between the VSO and other agencies nationwide, in relation to planning and research activities;
- Analyze operational activities.

2. The Planning and Research Unit shall facilitate and update the VSO Multi-Year Plan that shall include:
   - Long term goals and operational objectives;
   - Anticipated workload and population trends;
   - Anticipated personnel levels;
   - Anticipated capital improvements and equipment needs;
   - Provision for review and revisions.
3. All components of the VSO may utilize the planning and research function. The analysis produced will be distributed to the unit requiring the information and any other component, which may be affected by the information.
4. At least every four (4) years or upon request from Command Staff, the planning and research function shall analyze field operational activities. The analysis shall contain a breakdown of data to include:
   - The type of activity;
   - Time of day;
   - Day of week;
   - Month;
   - Year;
   - District.
5. The analysis report will be used for decisions on the deployment and reassessment of personnel and equipment needs. The analysis shall be forwarded to the Sheriff and all affected divisions.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 15.1.1
- 15.1.2

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-011-04**	**Distribution** All Personnel	**Reissue/Effective Date** 04/06/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 03/12/2021
Title **ADMINISTRATIVE REPORTS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish and maintain an administrative reporting system to provide reliable information to be used in the management decision-making process.

II. DISCUSSION

To predict workloads, determine manpower and other resource needs, and prepare budgets, a law enforcement agency should maintain a system to provide management with information on the activities of the agency.

Administrative reports should reflect comparative data on activities and trends.

III. POLICY

It shall be the policy of Volusia Sheriff's Office (VSO) to establish and maintain an administrative reporting system to provide daily, quarterly, and yearly reports to administration management.

IV. PROCEDURE

A. DAILY REPORTS

1. Daily Reports are provided as a timely means of providing and exchanging information between various personnel, shifts, supervisors, commands and agencies. In addition, the VSO provides public access to daily report information by District. This report is maintained on the agency's website for ease of access.
2. All divisions will be responsible for reporting on a daily basis all major incidents, crimes, execution of search warrants, confiscated funds, and other important activity.
3. The VSO prepares and electronically maintains on the agency's intranet the following web-based daily reports:
    - Daily Consolidated Report System – prepared by Law Enforcement Operations Division (LEOD) shift supervisors as significant events occur on their respective shifts; available for view by all personnel and local law enforcement agencies.
    - Communications Center Daily Briefing and Information Tracking System – prepared by the respective Communications shift supervisor and available for view by all personnel and local law enforcement agencies.
    - Zone Incident Daily Log – web-based query application that provides incident information based on designated parameters; available to all personnel and local law enforcement agencies

- Criminal Activity Brief – produced by the Intelligence Unit; provides a law enforcement sensitive daily brief of criminal activity in the immediate area and throughout the State. Emailed to all VSO personnel daily by the Intelligence Analyst upon completion of the brief. Also maintained on the Intelligence Unit's webpage and available to all VSO personnel and law enforcement agencies in the State through CJIS (Criminal Justice Information System).

4. Daily reports may be viewed by all personnel via the agency's intranet homepage.
5. To view activity, open the respective report, enter desired parameters in the fields provided and click on the view links.
6. Daily Activity Report by District – public access to the Daily Consolidated report information via the agency website at https://www.volusiasheriff.org/

B. QUARTERLY REPORTS

1. All district/section commanders/directors shall submit a quarterly report to their respective Division Chief with copies to the Professional Compliance Unit. This report shall contain:
   - A summary of significant events completed and upcoming goals and objectives for the next quarter.
   - Information and statistics that may assist with performance goals of the section.
   - Quarterly comparisons, if appropriate.
2. Quarterly reports are due by the end of the month following the quarter.

C. ANNUAL REPORTS

1. In the last quarter of the year, the Professional Standards Section Commander will notify Division Chiefs, District and Section Commanders, and Directors requesting the following information for the annual report:
   - A short description of the Division/District/Section/Unit and its responsibilities;
   - A summary of any significant events not described in the quarterly reports;
   - A summary of the Division's/District's/Section/s/Unit's accomplishments throughout the year;
   - Annual statistics for the primary functions of the Division/District/Section/Unit;
   - Photographs, in digital format, of significant events that occurred throughout the year. The images must be suitable for public distribution.

   a. The information must be received by the Professional Compliance Unit no later than January 31.
2. The Professional Compliance Unit shall compile the quarterly reports and the above requested information into the VSO annual report for the Chief Deputy's review prior to posting. This report shall also provide for each section:
   - Agency Mission Statement/Value Statements
   - Comparative data and statistics
   - An account for the activities of the components
   - Accomplishments and significant events of the current year
   - Goals and Objectives for the upcoming year
3. The Information Technology Section shall electronically post the final annual report which shall be available to all personnel via the agency's intranet.

D. RMS/CAD SYSTEM

1. The VSO Records Management System (RMS) and Computer Aided Dispatch (CAD) System shall be utilized for the collection of statistical and comparative data.
2. The RMS/CAD System provide statistical and data summaries and is an important tool which shall be utilized as a data source for administrative reports and requested ad hoc reporting.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 11.4.1
- 53.1.1

VI. REFERENCES

- VSO Internet Website Daily Activity Report
- VSO Intranet Homepage

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-011-05**	**Distribution** All Personnel	**Reissue/Effective Date** 04/04/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **FORMS CONTROL**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish and maintain a system to ensure accountability for Volusia Sheriff's Office (VSO) forms.

II. POLICY [CALEA LE 11.4.2]

It shall be the policy of the VSO to maintain an approval and review process of the forms used by personnel throughout the agency.

III. PROCEDURE

A. RESPONSIBILITIES [CALEA LE 11.4.2]

1. The responsibility of the forms control process shall be with the Professional Compliance Unit.
2. The Professional Compliance Unit shall facilitate required modifications, approval, and review of agency forms. This does not apply to forms supplied by other agencies e.g., Florida Highway Safety and Motor Vehicles (FLHSMV) traffic crash forms and Federal Emergency Management Agency (FEMA) ICS forms).
3. The Professional Compliance Unit shall keep a record of all forms.
4. A file containing copies of all active forms shall be kept by the Professional Compliance Unit.
5. All VSO components are responsible for furnishing copies of forms or proposed forms, and information on the use of such forms, to Professional Compliance.

B. SUBMITTING FORM REQUESTS [CALEA LE 11.4.2]

1. When a new or modified form is desired, a *Forms Request* form shall be submitted, along with a copy of the proposed new/revised form, to the Professional Compliance Unit. This request shall contain:
   - A brief description of how the form is to be used and why;
   - The name of the division or unit requesting the form;
   - The names of all divisions with interest in the form;
   - Whether the form is for temporary or permanent use;
   - Whether the form is to be placed on the agency's intranet;
   - The desired date of implementation;
   - Approval of the requesting individual's Division Chief via chain of command.

2. Forms received by Professional Compliance without necessary authorization will result in a delay and may be returned to the requestor for proper authorization.

3. Forms may be submitted through the chain of command to Professional Compliance in hard copy format and electronically via email. If submitted electronically, a copy of the form must be attached to the email and the email forwarded via chain of command to the Division Chief. The email will include the required information listed above.

C. FORM RECOGNITION

1. Work Sheets are defined as intra-component forms that are utilized to gather information in preparation for reports; are utilized by a single individual or unit and are not distributed outside that unit. These work sheets do not require a form number.

2. Form Letters are defined as a standardized letter that can be sent to any number of individuals based on the nature/topic of the letter; personal information may be inserted as required, such as the name and address of the recipient, or specific contact/reference information. These form letters require a form number.

3. All approved forms, other than forms supplied by other agencies or one (1) time use forms, shall be issued a VSO form number.

4. The VSO form numbers assigned to new forms will consist of the prefix “VSO”. The number will be generated utilizing the date the form is logged in, followed by a three (3) digit sequential number. The sequential numbers will start at .001 each day.

    a. Example: The first form received by Professional Compliance Unit for processing on Feb. 16, 2013, the number will be “VSO Form # 021613.001”; the second form received in the same day will be “VSO Form # 021613.002”, etc.

5. Revised forms will retain the original form number with a revision date (MM/YY) added in parentheses reflecting that a revision was done, i.e., *(Rev 08/14)*.

D. ORDERING PRINTED FORMS

1. Standard orders for VSO approved forms that require an outside printing vendor for reproduction and require no modification may be ordered through the Purchasing Unit, using the enterprise resource planning (ERP) system.

2. The frequency and quantity of orders shall be as directed by the Division Chief or designee.

3. Any printed forms requiring a revision(s) will require signed authorization by the Division Chief and review by Professional Compliance for codification and to avoid duplication prior to submitting to the Purchasing Unit for printing. Professional Compliance will coordinate with the Purchasing Unit on any authorized forms requiring revision(s) prior to sending out for print.

E. COMPUTER GENERATED FORMS

1. To alleviate excessive expenditure and facilitate continuity, members are encouraged to utilize in-house resources and generate electronic forms when feasible.

F. REVIEW PROCESS **[CALEA LE 11.4.2]**

1. Professional Compliance shall periodically review and evaluate VSO forms in coordination with the components that use the respective form.

2. The review and evaluation shall ensure that each form fulfills its intended purpose, and the information collected is sufficiently useful to warrant continuance.

IV. FORMS (Click here to access forms)

- Forms Request, VSO Form # 062802.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-011-06**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **STRATEGIC PLANNING, GOALS, AND OBJECTIVES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish the process utilized for the development of goals, objectives and updating of the Volusia Sheriff's Office (VSO) Strategic Plan.

II. DISCUSSION

Establishing and routinely updating goals and objectives assists the agency in monitoring its progress in keeping with its overall mission, value statements, and to ensure the agency fulfills its law enforcement role and commitments to the community it serves.

Goals and objectives serve as an integral part of the VSO strategic planning process, which provides direction and oversight for VSO leadership and accountability for building upon Community trust and partnerships.

III. POLICY

It shall be the policy of the VSO to establish and annually update its goals and objectives through the strategic planning process.

IV. PROCEDURE

A. GENERAL

1. The Chief Deputy shall chair the VSO Strategic Planning Committee (SPC) and shall select various members/stakeholders throughout the agency to serve as subject matter experts/representatives and ad hoc sub-committee leaders.
2. Periodically throughout the year, the Chief Deputy shall convene the SPC for the purpose of reviewing progress on the agency's goals and objectives, opportunities for improvement/benchmarking, or to address any new or emerging elements contributing to potential future risks or challenges facing the agency.
3. The SPC shall develop goals and objectives for the following operational year for updating the VSO Strategic Plan. Input for these goals and objectives shall be gathered throughout the agency by the subject matter experts/representatives selected to the SPC.
4. Long-term goals shall be submitted along with the annual goals and objectives and shall be included in the review/update of the Strategic Plan (multi-year plan).
5. Division Chiefs and Section Commanders shall be held accountable for those portions of agency goals and objectives that relate to their respective functions. This process shall be monitored periodically throughout each year when the SPC convenes.
6. The Professional Compliance Section shall be responsible for placing the updated Strategic Plan on the agency's intranet for access by all agency personnel.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 15.1.3
- 15.2.1
- 15.2.2

B. CALEA COMMUNICATIONS ACCREDITATION

- 1.2.5

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-012-01**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **COMMAND AND CONTROL**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish the authority of the Sheriff and provide Volusia Sheriff's Office (VSO) command and supervisory guidelines.

II. DISCUSSION

The Sheriff is responsible for the administration and supervision of law enforcement functions for Volusia County consistent with Florida law.

III. POLICY

It shall be the policy of the Sheriff to meet their responsibility by exercising their authority to create, implement and administer VSO policy, procedure, rules and regulations governing the conduct and activities of all VSO employees as needed to fulfill the mission of the VSO.

IV. PROCEDURE

A. COMMAND

1. The Sheriff shall appoint such staff they deem necessary to assist them in the exercise of their command. They may appoint subordinates to supervise the divisions, sections, and other units within their command.

B. DELEGATED AUTHORITY

1. All supervisors are granted sufficient authority to effectively perform the tasks delegated them and to direct their subordinates. This authority is extended to acting supervisors for the period of their assignment.
2. Each employee shall have the authority to make those decisions that are commensurate with, and necessary for, the effective and efficient execution of assigned duties and responsibilities.

C. COMMAND AND SUPERVISORY AUTHORITY

1. The Sheriff may delegate authority but retains control of all tasks and duties. Each supervisor shall be accountable for the performance of the employees under their immediate supervision.
2. Each employee shall be accountable for the effective and efficient execution of their assigned duties and the use of, or failure to use, the Sheriff's authority delegated to them.

D. COMMAND SUCCESSION

1. To ensure continuity of command and make certain there is timely leadership available in situations when the Sheriff is out of county, incapacitated, or otherwise unable to act, command shall automatically succeed in the following order, unless otherwise directed by the Sheriff:

    a. **Chief Deputy**

    b. **Law Enforcement Operations Division Chief**

    c. **Support Operations Division Chief**

    d. **Administrative Services Division Chief**

E. COMMAND PROTOCOL

1. VSO supervisors shall follow the principle of unity of command. It is important that only one person is in command of each situation and that only one person is in direct command or supervision of each employee.

2. An incident shall be under the command and control of the operational division best suited to carry out the ultimate goal of the incident. Individual Deputies or units assisting shall operate within the procedures established for their own unit. Examples of assistance include, but are not limited to:

    a. When the Patrol Section has achieved control of a homicide scene or other major crime, the investigation and control of the scene shall be turned over to the Investigative Services Section.

    b. Narcotic and vice operations shall remain under the control of the Special Investigations Section (SIS), even when additional Law Enforcement Operations Divisional personnel and equipment are required for assistance.

    c. When searching for escaped prisoners or lost children, the Aviation Unit may be called to assist. However, the Patrol Section shall maintain command and control of the operation.

    d. The K-9 Unit may be called in to assist the Patrol Section, but the command and control of the incident shall remain the responsibility of the Patrol Unit Supervisor.

F. ASSUMING COMMAND

1. RANKING OFFICER

a. Ranking officers should avoid appearance at the scene of an incident unless they intend to take personal command.

b. A ranking officer will assume command only under one or more of the following conditions:

    (1) When a situation appears beyond the control of the officer then in charge;

    (2) During concurrent jurisdictional matters;

    (3) For disciplinary purposes;

    (4) When ordered to assume command by a superior officer.

c. In order to assume full command of any situation, the ranking officer must identify themself and announce their intentions to the officer then in charge.

2. RELIEF FROM DUTY

a. A Deputy of junior rank may relieve a superior officer from duty when the officer in charge is unable to perform their duties due to physical or psychological impairment.

b. The relieving Deputy shall identify himself and announce the reason to the officer being relieved, and advise all present or involved in the incident that they have assumed command.

c. A written report shall be submitted to the Sheriff detailing the circumstances and reasons the relieving Deputy assumed command, as soon as possible thereafter.

3. EQUAL RANK

a. Whenever supervisors of equal rank are present at the scene of an incident, the supervisor holding that rank for the longest continual period of time will assume command.

b. Watch Commanders shall not be included in this section. Watch Commanders are designated as "in charge" even though another supervisor of equal rank, with more time in grade, arrives

on the scene. However, the Watch Commander can relinquish command to the District Commander or the Assistant District Commander.

4. **COMMAND BY NON-SUPERVISORY PERSONNEL**

   a. Whenever more than one Deputy is present at a scene of an incident without a supervisor being present, the Deputy originally dispatched or assigned shall be in charge unless specifically relieved by a supervisor or senior Deputy.

G. CHAIN OF COMMAND

1. The chain of command must be rigorously followed. It designates the unbroken line of authority extending from the Sheriff through a single subordinate at each level of authority, down to the level of execution, through which all orders and communications are intended to flow.
2. Breaking the chain of command is permitted only in certain situations, such as:

   a. When a subordinate has reasonable cause to believe that a supervisor is involved in unlawful or immoral conduct;

   b. When a subordinate reasonably believes they have been given an unlawful order.

3. Under normal circumstances, the subordinate must request permission from their immediate supervisor to circumvent the chain of command. The request may be oral or in writing, and the supervisor receiving the request shall honor it.

H. OBEDIENCE TO ORDERS

1. Employees shall promptly obey all lawful orders issued by a superior or other competent authority. This includes orders relayed from a superior by an employee of the same or lesser rank.
2. **UNLAWFUL ORDERS**

   a. No employee shall obey an order that is contrary to law.

   b. No employee shall be disciplined for refusing to obey an unlawful order.

   c. An employee who receives such an unlawful order shall report the circumstances in writing, via chain of command, to the Sheriff, as soon as possible thereafter.

3. **CONFLICTING ORDERS**

   a. A subordinate given a lawful order that conflicts with a previous order, shall advise the person issuing the second order of this fact.

   b. Responsibility for countermanding the original order then rests with the person issuing the second order. If then so directed, the subordinate shall obey the latter order.

   c. The employee shall not be held accountable for disobeying the original order.

4. **UNJUST OR IMPROPER ORDERS**

   a. Employees receiving lawful orders they feel are unjust or contrary to VSO general orders shall first obey the order to the best of their ability, then report the circumstances, in writing, via the chain of command, to the Sheriff.

5. **UNCLEAR ORDERS**

   a. Employees in doubt as to the nature, meaning or details of a lawful order will seek clarification from the person issuing such order.

I. STAFF MEETINGS

1. To ensure certain minimum levels of direct communication occur, properly orchestrated and participatory meetings of VSO Staff are to be held at all levels within the VSO on a routine, regularly scheduled basis.
2. Staff meetings should have an agenda prepared noting topics or problems requiring discussion, including any old business carried over from previous meetings.
3. Facts necessary for the resolution of problems should be gathered, organized and transmitted to staff members ahead of time to allow them an opportunity to study the material beforehand.

4. The Sheriff shall meet monthly with all Executive Command Staff, Section Captains and Program Managers to discuss policy, operational decisions, or other matters of agency wide importance.

    a. Prior to a command staff meeting, Division Chiefs, Section Commanders and Program Managers are to conduct meetings with their supervisory staff to prepare any statistics or presentations for the staff meeting.

    b. Subsequent to a command staff meeting, Division Chiefs, Section Commanders and Program Managers shall conduct meetings with their respective supervisory staff to ensure the dissemination of appropriate information from the command staff meeting.

    c. Line supervisors shall insure this information becomes a part of the daily operational briefing with their employees.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 11.3.1
- 11.3.2
- 12.1.1
- 12.1.2
- 12.1.3
- 12.1.4
- 12.2.1

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-012-02**	**Distribution** All Personnel	**Reissue/Effective Date** 05/12/2023
		Original Issue Date 01/05/2021	**Previous Revision Date** 03/12/2021
Title **WRITTEN DIRECTION AND OFFICIAL CORRESPONDENCE**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF [CALEA LE 12.2.1 (b)]	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for implementing and managing the Volusia Sheriff's Office (VSO) written directive system and provide guidance for the issue and control of official correspondence.

II. DISCUSSION

The successful administration, direction, and control of the VSO require the Sheriff to have an effective and well-managed system for issuing and controlling written direction and other official correspondence.

The Sheriff has a duty to direct the actions of their employees. Direction must be precise, thorough, and consistent. It must inspire employee confidence and provide them with a clear understanding of the constraints and the expectations placed upon them by virtue of their employment. It must also provide guidance in the day-to-day performance of assigned duties.

Equally important, the Sheriff must ensure that information essential to VSO operations or required to keep agency employees informed is properly managed and disseminated effectively and timely.

III. POLICY [CALEA LE 12.2.1 (f)]

Official written directives and correspondence shall conform to the provisions of this general order.

Only the Sheriff has the authority to issue, amend, or rescind any policy, procedure, rule, or regulation promulgated by the VSO general orders. The Sheriff has granted the Chief Deputy the authority to issue, amend, or rescind any policy, procedure, rule, or regulation promulgated by the VSO general orders on their behalf. [CALEA LE 12.2.1 (b, e)]

Once a general order is adopted, authenticated, and distributed, it shall become part of the VSO's rules, regulations, and procedures.

Division Chiefs may issue, amend, or rescind standard operating procedures pertaining to their respective division. [CALEA LE 12.2.1 (c, e)]

IV. DEFINITIONS

General Order – General orders are the VSO's official written policies, procedures, rules, and regulations adopted and promulgated by the Sheriff for the permanent or long-term guidance of employee behavior and VSO operations.

Standard Operating Procedure (SOP) – Standard operating procedures are procedures developed to provide specific instructions for the day-to-day operations of a specific VSO component or components, e.g., division, district, section, or unit.

V. PROCEDURE [CALEA LE 12.2.1 (h)]

A. GENERAL [CALEA LE 12.2.1 (h)]

1. The VSO utilizes standards, general orders, standard operating procedures, and memorandums to direct the agency and its employees. Memorandums may be used as temporary general orders issued under the authority of the Sheriff. There are three types of written direction:

   - General orders that are applicable agency wide.
   - Standard operating procedures that apply to specific divisions, districts, sections, or units.
   - Memorandums may be used as temporary general orders issued under the authority of the Sheriff. Memorandums may also be used as temporary standard operating procedures issued under a Division Chief's authority.

2. While VSO official written policies, procedures, rules, and regulations govern employee behavior and VSO operations, the VSO recognizes that unusual situations and circumstances may arise which require the application of common sense and independent judgment. [CALEA LE 12.2.1 (g)]

B. GENERAL ORDERS

1. **PROPOSING NEW OR REVISIONS TO GENERAL ORDERS**

   a. Proposals for adopting a new general order, amendment, or rescinding of an existing general order are encouraged and may be initiated by any employee.

2. **DEVELOPMENT**

   a. Once the need for direction has been established in a specified area, the development of a general order requires adherence to strict review criteria. The information presented must be specific, accurate, dependable, and include all relevant data. In addition, it must be logical and organized for easy comprehension.

   b. General order text shall be written in the third person. Language should be as clear and simple as the subject permits.

3. **FORMAT** [CALEA LE 12.2.1 (d)]

   a. Each general order shall be assembled in accordance with the guidelines contained herein. A general order begins with a header section at the top of the first page, which gives information about the document and includes the Sheriff's authentication. Sections following the header are formatted in a standardized outline as described below.

      (1) A hyperlink to the general order template is in the references section below.

   b. **HEADER**

      (1) The header is the first section of the general order and contains the following information:

      - **Classification** – States the document is a VSO general order.
      - **Codification** – The general order's unique identifier is found below the classification and determines where the general order is integrated into the general orders manual. It consists of three (3) sections each separated by a hyphen. The first section consists of the letters "GO" identifying the document as a general order, followed by the three (3) digit chapter number, and ends with the two (2) digit number determining where the document is located in the chapter. E.g., GO-001-01 and GO-081-12.
      - **Distribution** – The distribution of a general order will be "all personnel."
      - **Reissue/Effective Date** – Date the issuance of the general order becomes effective.
      - **Original Issue Date** – Date the general order was originally issued.
      - **Previous Revision Date** – Date of the most recent revision before the current issuance.
      - **Title** –Title of the general order or standard operating procedure.
      - **Section** – Reserved for future use.

- **Authentication** – Space provided for the Sheriff's signature approving and authenticating the general order.

c. **PURPOSE**

The purpose section follows the header information. It provides a brief statement of the need for or the objective of the general order.

d. **DISCUSSION**

The discussion section follows the purpose section and provides a brief examination into the subject in support of and justification for the general order.

e. **POLICY**

The policy section follows the discussion section and is a statement of VSO policy. If the policy is so much a part of the procedure section, they may be combined into a policy and procedure section placed where the procedure section belongs.

f. **DEFINITIONS**

The definitions section follows the policy section and defines terms and phrases as they apply to the specific general order. The section is not included in the general order if no definitions are given.

The defined term is capitalized and formatted in underlined bold text, followed by an en dash, e.g., **Assisting Agency** – An agency contributing tactical or other direct resources.

g. **PROCEDURE** [CALEA LE 12.2.1 (h)]

(1) The procedure section follows the policy section and shall contain rules and regulations, a way of performing or effecting an act composed of steps or a course of action. A procedure is mandatory in tone and made so by using the term "shall" rather than "should."

(2) The procedure section is usually the lengthiest section of a general order because step-by-step instructions are written to execute the subject matter. There are five outline levels in the procedure section. The first level is used as a header, while the other four may serve as headers or informational levels. Headers consist of all capital letters and are in bold text.

(3) The outline order is used within the procedures section to differentiate and establish topical relationships and is as follows:

- The first level in the procedure section is used as a header. It is preceded by a capital letter of the alphabet followed by a period, e.g., A., B., and C.
- The second level in the procedure section is preceded by a number followed by a period, e.g., 1., 2., and 3.
- The third level in the procedure section is preceded by a lowercase alphabet character followed by a period, e.g., a., b., and c.
- The fourth level in the procedure section is preceded by a number in parentheses, e.g., (1), (2), and (3).
- The fifth level in the procedure section is preceded by a lower-case alphabet character in parentheses, e.g., (a), (b), and (c).

(a) Each item on an outline level may consist of more than one paragraph.

(b) Each outline level may have bulleted lists.

h. **APPENDIX**

The appendix section contains a list of appendices included with the general order. The appendixes will be listed in the order that they follow the general order. If there are no appendices, this section is not required.

i. **REFERENCES**

The references section contains an alphabetical list of references. Generally, the references will be hyperlinks to information supporting the general order or standard operating procedure. If there are no references, this section is not required.

j. **FORMS**

The forms section contains an alphabetical list of forms pertinent to the general order or standard operating procedure. The section's header contains a hyperlink to the VSO intranet's agency forms webpage. If there are no referenced forms, this section is not required.

k. **ACCREDITATION STANDARDS REFERENCES**

(1) Text within the general orders is used to prove compliance with accreditation standards. The reference is enclosed in brackets, "[ ]" containing the following information in the order listed:

(a) The initials of the accrediting body, e.g., CALEA;

(b) The code for the type of accreditation, e.g., communications "CM," law enforcement "LE," and training "TA." When more than one accreditation type appears in a reference, they are separated by a semicolon;

(c) The accreditation standard number, e.g., 12.1.4, 12.2.2;

(d) The accreditation standard's bullets when needed. Frequently accreditation standards include a bulleted list within the standard, and they are lowercase characters from the alphabet. Bullets are enclosed in parentheses, e.g., 31.4.6 (b), 12.2.2 (a, b, c).

Examples: [CALEA CM 2.2.2; LE 12.2.1 a., 12.2.1 (b), 12.2.1 (a, e, h)

(2) The reference is formatted with the text style "001 standard numbers."

(3) References are located at the end of the specific text passage used in the accreditation process and apply to that section and any subsections below the section unless the reference appears one or more times in the subsection. Then it applies only to each section in which it appears. Examples from within this general order:

- In section III. POLICY, [CALEA LE 12.2.1 f.] references the entire policy section, while [CALEA LE 12.2.1 b., 12.2.1 e.] and [CALEA LE 12.2.1 c., 12.2.1 e.] reference only the paragraph they are found in;
- In section V. B. 7. DISTRIBUTION OF GENERAL ORDERS, [CALEA LE 12.2.2 a.] references the entire section and subsections a., b., and c. found below it;
- In section III. POLICY, [CALEA LE 12.2.1 c., 12.2.1 e.] only the single paragraph but includes two (2) CALEA law enforcement accreditation standards.

4. **SUBMISSION**

a. Proposals for general orders shall be submitted under cover of a memorandum via the chain of command to the Professional Compliance Unit. Each level in the chain of command shall review the proposal ensuring proper form and content, then forward with appropriate endorsement.

5. **GENERAL ORDER REVIEW** [CALEA LE 12.2.1 (i)]

a. Upon receipt, the Professional Compliance Unit will review the proposed general order to ensure it:

- Meets minimum accreditation standards;
- Does not contradict existing VSO policy;
- Does not violate applicable laws.

(1) If necessary, the proposed general order will be returned to the author for revisions and review through the chain of command and Professional Compliance.

b. The proposed general order is then submitted to the Sheriff and Command Staff for review.

c. Upon approval of the Sheriff, the general order shall be codified and prepared for the Sheriff's endorsement.

6. **ADOPTION**

a. The general order is adopted and becomes effective upon endorsement (signing) by the Sheriff.

7. **DISTRIBUTION OF GENERAL ORDERS** [CALEA LE 12.2.2 (a)]

   a. The general orders are distributed through the training software system that tracks distribution and training.

   b. Adopted general orders are forwarded to the Training and Communications Sections by the Professional Compliance Unit. The Communications Section distributes the general orders to Communications Section personnel, while The Training Section distributes them to all other employees.

   c. Employees receive email notifications of a training assignment for distributed general orders, are required to log into the training software system, then open and complete the assignment. [CALEA LE 12.2.2 (c)]

8. **REVIEWING AND UPDATING** [CALEA LE 12.2.1 (e)]

   a. Each general order shall be reviewed biennially and revised, as necessary.

   b. Revisions may be proposed by any employee and follow the same procedure as that set forth for new general orders.

9. **GENERAL ORDERS FILE** [CALEA LE 12.2.2 (b)]

   a. Professional Compliance shall maintain a complete and readily accessible file of all current and purged general orders.

   b. Professional Compliance shall maintain a complete, current library of the reference material referred to or incorporated in any general order. It shall be the responsibility of the general order originator to supply the references to Professional Compliance.

10. **GENERAL ORDERS MANUAL**

    a. **ORGANIZATION** – The manual is organized as follows:

       (1) Title page;

       (2) VSO mission statement;

       (3) Acknowledgment form;

       (4) Introduction;

       (5) Table of contents;

       (6) Chapters – Sections containing related general orders;

       (7) General orders.

    b. **DISTRIBUTION OF THE GENERAL ORDERS MANUAL** [CALEA LE 12.2.2 (b)]

       (1) All adopted general orders will be compiled into a manual and posted to the VSO intranet and the agency-wide shared network storage drive, i.e., “I:” providing easy access to policies and procedures by agency personnel.

           (a) Electronic distribution is an economical way to track, maintain, and revise the general orders manual.

    c. **MANUAL KNOWLEDGE**

       (1) All VSO employees are charged with acquiring a sound working knowledge of the general orders contained in the manual within thirty days of receipt.

       (2) Training is provided for new or amended general orders. Employees are responsible for seeking clarification from their immediate supervisor if required.

       (3) Employees are responsible for becoming familiar with issued updates or revisions to general orders.

    d. **SEARCHING**

       (1) Electronic features allow for keyword search so that a topic, specifically or generally, can be quickly and easily located.

C. STANDARD OPERATING PROCEDURES (SOP)

1. The SOPs binding upon a component or components are contained within an SOP manual and are sorted by SOP's codification number.
2. SOP manuals are not binding on any other divisions, sections, or units of the VSO, unless adopted with the respective Division Chief's approval.
3. The codification or numbering for SOP manuals is maintained by the Professional Compliance Unit, which issues the file code for each manual.
4. The Professional Compliance Unit must review all SOP manuals for conflicts with VSO general orders and accreditation standards.
5. The Division Chief must approve SOP manuals within their command.
6. SOP manuals contain standard operating procedures, formatted as described in section *IV.C.7. Format* found below.
7. SOP manuals will be reviewed at least annually by the appropriate Division Chief or designee who is responsible for re-issuance to affected employees. A current copy will be provided to the Professional Compliance Unit by the Division Chief or designee.
8. **FORMAT**
    a. Standard operating procedures follow the format for general orders found above, with the following exceptions:
        (1) **Classification** – States the document is a standard operating procedure.
        (2) **Codification** – Under the classification, enter the standard operating procedure manual number and sequential procedure number under which it is to be integrated into the manual. This is assigned by the Professional Compliance Unit.

            The identifier begins with the initials of the Division, i.e., ASD, SOD, LEOD. The initials are followed by a dash, then the three (3) digit SOP manual number assigned to the manual, e.g., -001, -003, -010. The SOP manual number is followed by a dash, then the three (3) digit number assigned to the individual SOP, e.g., -001, -099, -101. Examples: LEOD-001-024, LEOD-001-025, SOD-001-001, SOD-002-001.
        (3) **Authentication** – Space provided for the Division Chief's signature approving and authenticating the standard operating procedure.
        (4) **Accreditation Standards References** – SOP manuals are not required to have references to accreditation standards.

D. TEMPORARY WRITTEN DIRECTION FORMAT

a. Any short-term or temporary written direction will either be by "memorandum" or "FYI."
b. Command and supervisory staff shall utilize this form of direction when there could be post-event requirements for data or when the information relates to performance, effectiveness, or accountability of operations or behavior.
c. Temporary written direction, however brief or temporary in nature, modifying, amending, or suspending the provisions of any policy, procedure, rule, or regulation, requires the express approval of the Sheriff.
d. Temporary written direction will be distributed electronically through the training management software as roll call training assignments.
    (1) Temporary direction affecting all agency personnel, all civilian personnel, or all sworn personnel shall be distributed by the Training and Communications Sections. Temporary direction affecting division or smaller component shall be distributed by the issuing supervisor or designee.
e. Only VSO personnel within their level of authority shall issue memoranda addressing short-term or temporary direction. [CALEA LE 12.2.1 (c)]
f. Memoranda shall be tracked via assigned file numbers as described in the official correspondence section found below and shall be stored by the issuing entity as required by public records laws.

g. Memoranda addressing short-term or temporary direction shall have a distribution list that identifies affected personnel and shall include the Professional Compliance Unit.

h. The affected personnel shall maintain FYIs and memoranda addressing short-term or temporary direction until no longer in effect.

E. OFFICIAL CORRESPONDENCE

1. Correspondence with any person or entity, public or private, is vital to the effective functioning of the VSO. Since correspondence creates an image of the agency, it must be acted on promptly and prepared with professional accuracy, clarity, and grammar.

2. **ACTION**

   a. All Sheriff's personnel receiving official correspondence, including but not limited to electronic mail, interagency correspondence, and U.S. mail, shall review same and take action as necessary, promptly. If unable to reply within a reasonable time, acknowledgment of receipt and an explanation of the delay must be made in writing and directed to the person inquiring. Failure to read official correspondence shall not be considered an acceptable reason for noncompliance.

3. **ROUTING**

   a. The designated person will route incoming correspondence to the division, section, or unit concerned for coordination, action, and reply.

4. **COPIES**

   a. The originating office will retain and file a copy of all correspondence. The file may be electronic, but hard copy reproduction on demand is required. Subject files shall be purged periodically in accordance with Florida records retention schedules.

5. **FILE NUMBERS**

   a. All correspondence originated by the VSO shall be assigned a file number in accordance with the alphanumeric system. Numbers are assigned serially to each piece of correspondence and begin each calendar year anew. Example: 055M0022.16 where "055" is the originator (Law Enforcement Operations Division, Fifth District), "M" is the type of correspondence (memorandum), "0022" is the next serially assigned correspondence number (twenty-second), and ".16" is the calendar year (2016).

   b. The Division Chief of the originating unit may exempt form letters.

6. **CONFIDENTIALITY**

   a. All correspondence is considered confidential, and the contents may not be released to unauthorized persons without the express permission of the Sheriff or his designee.

      (1) **REPRESENTING THE VSO**

         (a) The use of the VSO name or a member's official status or title in any personal communications to the media or other entity must be prefaced with a statement that the writer or speaker is imparting personal opinion and not speaking on behalf of the VSO.

7. **MEMORANDUMS**

   a. Memorandums shall be used for all official written communications within VSO.

   b. Memorandums shall also be used within VSO to transmit other correspondence or documents as attachments to ensure control.

   c. Memorandums shall not be used to communicate with entities external VSO.

8. **LETTERS**

   a. Letters are the agency's official means of written communication with outside entities. Letters are used when communicating with any individual or entity not part of VSO. They shall be prepared on Agency letterhead stationery in the generally accepted business letter format.

9. **SIGNATURE**

a. With the exception of Division Chiefs and above, letters must be prepared in the name of the Sheriff, followed by the signature of an authorized employee or person. The section supervisor must approve all letters before they are sent and ensure a copy is forwarded to the Sheriff's Executive Assistant.

10. **PERSONAL USE**

a. Agency letterheads shall not be used for personal or private correspondence, nor may an employee use the official VSO mailing address for purposes of receiving personal mail not connected with official VSO business except where provided by law, e.g., law enforcement officer personal vehicle registrations.

VI. APPENDICES

- GO-012-02-A Correspondence Identification Codes
- GO-012-02-B Sample General Order
- GO-012-02-C Sample Letter
- GO-012-02-D Sample Memorandum

VII. FORMS (Click here to access forms)

- VSO Letter
- VSO Memorandum, VSO FORM # 082813.001

VOLUSIA SHERIFF'S OFFICE
CORRESPONDENCE IDENTIFICATION CODES

Type of correspondence codes:

L = Letters

M = Memorandum

A = All other correspondence types

Number codes for the issuing entity:

Office of the Sheriff

Sheriff – 040

- General Counsel – 042
- Public Affairs and Media Relations – 044
- Youth Services/Community Relations – 045

Office of the Chief Deputy

Chief Deputy – 041

- Assistant Chief – 047
  - Internal Affairs Unit – 043
  - Professional Compliance Unit – 116
  - Watch Commanders – 119

Administrative Services Division

Administrative Services Division Chief – 091

- Budget and Finance – 096
  - Purchasing – 093
- Fleet Services – 111
- Human Resources – 094
  - Records – 073
- Information Technology – 115

Law Enforcement Operations Division (LEOD)

LEOD Division Chief – 050

- District I – 051
- District II – 052
- District III – 053
- District IV – 054
- District VI – 056
- Investigative Services Section – 057
- Special Investigations Section – 058
- Special Services – 065

Support Operations Division (SOD)

SOD Division Chief – 070

VOLUSIA SHERIFF'S OFFICE
CORRESPONDENCE IDENTIFICATION CODES

Central Communications – 113
    E-911 – 117

Evidence – 118

Judicial Services – 071
    Civil Services – 072

Training Section – 112

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-NNN-NN**	**Distribution** All Personnel	**Reissue/Effective Date** MM/DD/YYYY
		Original Issue Date MM/DD/YYYY	**Previous Revision Date** MM/DD/YYYY
Title **SAMPLE GENERAL ORDER**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this document is to explain the general order format.

II. DISCUSSION

Written directives have been migrated into the general order format.

The written directives were converted from Word Perfect to the current Microsft Word documents around 1997. The formatting used and many years of editing have made the documents difficult to modify. The new general order format continues to use Microsoft Word for the documents file type. The documents are stored in the most recent Word file format ".docx".

General orders consist of a descriptive header table, as above, followed by the text of the general order formatted into a 6 level heirarchal outline using paragraph styles. Each level uses sequential numbering and has prebuilt styles for follow-on paragraphs and bulleted lists. The utilization of paragraph styles for formatting is for continuity and a uniform appearance. The general orders automatically adjust numbering when a paragraph's outline level is changed or new paragraphs are added.

Each level of the outline begins with a uniquely formatted number or character and level of indention. Each level of the outline has provisions for bulleted lists and follow-on paragraphs. The 6 levels of the outline format are as follows, from top of heirarchy to the bottom: I., A., 1., a., (1), (a).

- The first level is used as the divider for major divisions within the general order.
  - The paragraphs are not indented.
  - They are preceded by a Roman numeral and period "**I.**".
  - The font is **Times New Roman, bold, 14 pt.**
  - Text is in all capital letters.
- The second level is used as a header/divider for sections within a major division of the general order and is subordinate to the first level.
  - Second level paragraphs are indented 0.5 inch.
  - It is preceded by a capital character followed by a period "**A.**".
  - The font is **Times New Roman, bold, 12 pt.**
  - Text is in all capital letters.
- The third level is used for both a sub-header and an informational paragraph subordinate to the second level. When used as a sub-header the text is in capital letters.
  - Third level paragraphs are indented 0.9 inch.

- It is preceded by an Arabic numeral and period “1.”.
- The font is Arial, 10 pt.

- The fourth level is used for both a sub-header and an informational paragraph subordinate to the third level. When used as a sub-header the text is in capital letters.
  - Fourth level paragraphs are indented 1.15 inches.
  - It is preceded by a small alphabet character followed by a period “a.”
  - The font is Arial 10 pt.
- The fifth level is used for both a sub-header and an informational paragraph subordinate to the fourth level. When used as a sub-header the text is in capital letters.
  - Fifth level paragraphs are indented 1.45 inches.
  - It is preceded by an Arabic numeral surrounded by parentheses “(1)”.
  - The font is Arial 10 pt.
- The sixth level is used for informational paragraphs subordinate to the fifth level.
  - Sixth level paragraphs are indented 1.8 inches.
  - It is preceded by a small alphabet character surrounded by parentheses “(a).
  - The font is Arial 10 pt.

For continuity, the top/first level headers are generally the same with the same ordering throughout the General Orders.

I. PURPOSE

II. DISCUSSION

III. POLICY

IV. DEFINITIONS (This section is used only when there are terms to be defined.)

V. PROCEDURE

VI. REFERENCES

VII. FORMS

VIII. APPENDIX

III. POLICY

This section is for the policy statement.

IV. DEFINITIONS

Definitions – Definitions are listed in alphabetic order. The term being defined is formatted with bold and underlined text, which is done with the template’s “001 bold and underlined” style. Following the term is a space, an En-dash “–“, a space, then the definition. The en-dash is typed by pressing Ctrl + - (On the number keypad.)

Sample Definition – A sample definition.

V. PROCEDURE

- This is an example of a bullet on the first level of the outline.

A. THIS IS THE SECOND LEVEL OF THE OUTLINE. It is used as a header.

- This is an example of a bullet on the second level of the outline.

1. This is the third level of the outline. TEXT IS CAPITALIZED WHEN USED AS A SUB-HEADER, or normal capitalization is utilized when used as an informational paragraph.
   - This is an example of a bulleted list on the third level of the outline.

- This is an example of a bulleted list on the third level of the outline
- This is an example of a bulleted list on the third level of the outline

a. This is the fourth level of the outline. It is used to give information that is subordinate to the third level.
   - This is an example of a bulleted list on the fourth level of the outline.
   - This is an example of a bulleted list on the fourth level of the outline.
   - This is an example of a bulleted list on the fourth level of the outline.

   (1) This is the fifth level of the outline. It is used to give information that is subordinate to the fourth level.
      - This is an example of a bulleted list on the fifth level of the outline.
      - This is an example of a bulleted list on the fifth level of the outline.
      - This is an example of a bulleted list on the fifth level of the outline.

      (a) This is the sixth level of the outline. It is used to give information that is subordinate to the fourth level.
         - This is an example of a bulleted list on the sixth level of the outline.
         - This is an example of a bulleted list on the sixth level of the outline.
         - This is an example of a bulleted list on the sixth level of the outline.

VI. APPENDICES

- Appendix documents are listed in this division and are inserted in the general orders manual following their associated general order. Example:
- GO-NNN-NN-A Appendix to this general order

VII. REFERENCES

- References used in the general order are listed here. The references may or may not be hyperlinked to the material referenced depending on availability. This division will not appear when there are no references listed.

VIII. FORMS (Click here to access forms)

- Forms utilized by this general order's procedures are listed here. A hyperlink to the Sheriff's Office SharePoint Agency Forms page is found in the FORMS division header. This division will not appear when there are no forms listed. Example:
- Some Form Name, VSO Form # DDMMYY.NNN

Sheriff
MICHAEL J. CHITWOOD
OFFICE
(386) 736-5961

VOLUSIA SHERIFF'S OFFICE
123 WEST INDIANA AVE • P.O. BOX 569 • DELAND, FLORIDA 32721-0569
(386) 822-5074 (FAX) • WWW.VOLUSIASHERIFF.GOV

May 4, 2023

Mr. Joe Public
123 W. Indiana Ave.
DeLand, FL 32721

Dear Mr. Public:

Thank you for your recent request concerning the proper format of official letters. It is my pleasure to be able to answer your questions.

As you know, the Sheriff's Office uses a standard business letter form to correspond with anyone who is not a part of Volusia county government. Each letter is assigned a unique, coded file number for tracking and accountability. You will also notice that each letter is signed by the writer underneath the name of the Sheriff.

If I can be of any further assistance, please do not hesitate to contact me.

Sincerely,

Michael J. Chitwood
SHERIFF

By:_____

Lieutenant Patrick Leahy
Professional Standards Section

040L0000.23

VOLUSIA SHERIFF'S OFFICE

MICHAEL J. CHITWOOD, SHERIFF

To: Distribution **Date:** 6/10/2024

From: Lt. Leahy **File:** 116M001.24

Subject: Memorandum Format

The following information is provided to assist employees in the preparation and use of a memorandum.

Memorandums are basically a short report intended for readers within an organization. They are versatile and serve a wide variety of purposes including reporting results, providing direction, making inquiry, submitting proposals, serving notice, and gathering information or other data where it is necessary to make a permanent record. A memorandum can serve as a vehicle for transmitting other documents such as an attachment.

The basic memorandum form provides space for heading information and the text or message.

Heading information includes:

- The persons who are to receive the memo (To);
- The originator (From:);
- Issue, theme, or topic of the message (Subject:);
- Date the memo was issued (Date:);
- The filing code for that particular memorandum (File:).

The memorandum will expire one year from the date written unless it contains a cancellation date or otherwise states it shall not expire.

Memorandum originators should either initial the memorandum beside their name in the heading or sign their name after the text.

Second and subsequent pages should be plain bond paper.

Routing and distribution information is appended after the text with addressees listed by rank from the highest to lowest:

- For "Distribution", explain by citing the distribution code or the individuals by name.
- For "Copies to:", explain by citing the distribution code or the individuals by name.
- "Via:" is used to provide for special routing such as through the chain of command.

VSO 082813.001 (Rev. 02/23)

Sample

If the memorandum is transmitting documents as an enclosure, list them following the text numerically in parenthesis in the order they are referred to.

Distribution: Standards Manual
All Sworn Personnel
All Civilian Personnel

Sample

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-012-03**	**Distribution** All Personnel	**Reissue/Effective Date** 03/05/2026
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **WATCH COMMANDER**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the Watch Commander Program.

II. POLICY AND PROCEDURE

A. SCHEDULING

1. Volusia Sheriff's Office (VSO) Staff is available Monday thru Friday from 0800-1600 hours. Additionally, the District Commanders or, in their absence, the Assistant District Commanders will be on-call Monday thru Friday from 0500-0800 hours and 1600-1700 hours. At all other times a Law Enforcement Operations Division Lieutenant shall serve as Watch Commander to provide staff level command twenty-four hours per day.
2. Four Law Enforcement Operations Lieutenants shall be assigned as a full-time Watch Commander under the supervision of the Law Enforcement Operations Division Chief. The full-time Watch Commander shall work in the field on the following schedule:
   - Two Lieutenants assigned to Alpha-Bravo shift, 7 days per week, 1700-0500 hours;
   - Two Lieutenants assigned to Charlie-Delta shift, 7 days per week, 1700-0500 hours.
3. The Watch Commander for the remaining time periods shall be a Law Enforcement Operations Division Lieutenant assigned on a rotational basis

B. RESPONSIBILITIES

1. The Watch Commander shall be kept informed and be aware and responsible for all VSO and Communication's Center activities during their tour of duty.
2. All non-lethal use of force incidents that result in serious injury requiring hospitalization occurring at times other than Monday thru Friday 0800-1600 hours shall be investigated by the Watch Commander.
3. The Watch Commander's responsibilities shall be county wide and will, include but not be limited to, the following:
   - Communication's Center supervisor.
   - Responding to all serious incidents including: protracted barricaded/emotionally disturbed persons calls, homicides, major crime scenes, Special Weapons and Tactics Team call outs, calls of unusual public interest, etc.
   - Notification of the District Commander when appropriate. The Watch Commander shall notify the District Commander or if unavailable the Assistant District Commander, of all serious incidents.

- Reassignments due to manpower shortages.
- Authorization of overtime to District Sergeants when reassignment is not possible.
- Authority to implement and authorize the use of Mutual Aid. The Watch Commander is empowered to authorize emergency, non-routine aid to other agencies.
- Any situation which may require interaction between Districts or other agencies outside the normal day-to-day activities.

4. Upon arrival at a serious incident, the Watch Commander shall serve as the Incident Commander and shall notify the appropriate VSO Staff. The Watch Commander will remain the Incident Commander until relieved by the District's Commander or Assistant Commander.
5. All other divisions shall notify the Watch Commander of any special detail or operation which may take place during the Watch Commander's tour of duty.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-016-01**	**Distribution** All Personnel	**Reissue/Effective Date** 10/24/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **AUXILIARY PROGRAMS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide a scope of duties, limitations of authority, and guidelines for the establishment and operation of the Volusia Sheriff's Office (VSO) civilian auxiliary function providing volunteer services to the community.

II. POLICY [CALEA LE 45.3.1 (b)]

It is the policy of VSO to prohibit the assignment of auxiliaries to duties requiring sworn law enforcement deputy status, as they are not sworn deputies. [CALEA LE 45.3.1 (a)]

VSO policy is to utilize auxiliaries to assist law enforcement related community service functions and to serve as a resource in emergency situations and during special events.

III. PROCEDURE

A. AUXILIARY PROGRAM [CALEA LE 45.3.1 (b)]

1. Civilian auxiliary programs are staffed by citizens who volunteer their time to work with the VSO without compensation. Civilian auxiliary programs are currently divided into three (3) distinct areas:
   - Citizen Volunteer Auxiliary Program (CVAP);
   - Chaplain Program;
   - School Traffic Safety Volunteer Program.
2. Each auxiliary program is distinct and separate from the other auxiliary programs. Membership in one does not necessarily qualify the member for the other programs.

B. AUXILIARY PROGRAM COORDINATORS

1. Each auxiliary program has a coordinator assigned that is a full-time VSO employee:
   - The CVAP Coordinator is the Youth Services and Community Relations Units Director.
   - The Chaplain Program Coordinator is the Special Services Section Commander or designee.
   - The School Traffic Safety Volunteer Program Coordinator is the School Crossing Guard Program Coordinator.
2. The coordinator maintains and coordinates all aspects of the auxiliary program including:
   - Day-to-day administration;
   - Processing applications;
   - Scheduling;

- Training:
  - Auxiliary qualifications and training requirements shall be frequently reviewed by the Coordinator and revised as necessary.
- Securing and maintaining personnel and other records pertaining to the auxiliary programs;
- Serving as liaisons between the program's members and Command Staff;
- Ensuring all auxiliary members whose duties require driving possess a valid driver's license. A driver's license check is completed at least annually.

C. AUXILIARY MEMBERS

1. QUALIFICATIONS

a. In addition to supplemental requirements which may be applicable to a specific auxiliary program, all citizen volunteers must meet the following minimum qualifications for membership:

(1) Applicants must be eighteen (18) years of age or older.

(2) Applicants must be of good moral character.

(3) Applicants must not have been dishonorably discharged from the United States Armed Forces.

(4) Applicants must not have been convicted or have plead no contest to a felony or any offense that would be a felony if committed in Florida.

(5) Applicants must not have been convicted of a misdemeanor involving perjury or false statements.

(6) Applicants must not have used marijuana in the past six (6) months or used marijuana other than for experimentation.

(7) Applicants must not have used, possessed, or sold narcotics or dangerous drugs.

(8) If the position applied for requires the member to drive a vehicle, then the applicant must possess and maintain a valid Florida driver's license.

(9) Applicants must not have had excessive traffic violations within the past three years.

(10) Applicants must have on file a completed, processed application.

(11) Applicants shall have the mental and physical capacities to perform the functional requirements of assigned duties.

b. Applicants must pass a background investigation that may include but is not limited to:

(1) Neighborhood check;

(2) Current or previous employment;

(3) FCIC/NCIC/local law enforcement record;

(4) Military history;

(5) Controlled substances.

c. If the background investigation establishes that the applicant has a significant history of prior unlawful or immoral conduct, the applicant will not be appointed. If the information comes to light after appointment, the member may be terminated.

d. Applicants must acknowledge and sign a confidentiality agreement; this agreement shall be maintained by the Human Resources Section.

2. TRAINING

a. All auxiliaries must successfully complete the online CJIS Security Awareness training.

b. The Training Academy keeps and maintains auxiliary member training records.

3. SUPERVISION

a. All auxiliary members shall be subject to supervisory control and follow the designated chain of command the same as any regularly compensated employee. The VSO organization and command and control are described in general orders *GO-011-01 Volusia Sheriff's Office Organizational Description*, *GO-011-02 Principles of Organization* and *GO-012-01 Command and Control*.

b. No auxiliary member shall hold any rank within the VSO structure. [CALEA LE 45.3.1 (b)]

c. Auxiliaries will not be assigned any tasks or duties requiring a sworn member to complete.

d. Under no circumstances shall an auxiliary be knowingly placed or exposed to a dangerous or potentially dangerous situation.

4. **EQUIPMENT**

a. While performing VSO duties, auxiliary members shall not be equipped with, carry, or have access to weapons, physical restraint devices or any other equipment that would place any VSO member in a position of potential danger or liability, including but not limited to:

- Firearms;
- Impact weapons;
- Aerosol irritant projectors, to include but not be limited to: Oleoresin capsicum (OC) aerosols, Sabre Red, Freeze +P;
- Tasers, handcuffs, and flex cuffs.

b. Auxiliary members are issued an appropriate VSO identification card.

c. Auxiliary members shall be issued equipment needed for their function as determined by the Division Chief or designee. Issued equipment, if any, is listed in *GO-022-06 Appearance, Uniforms, and Equipment*.

5. **APPEARANCE**

a. While representing VSO auxiliary members are expected to follow the appearance requirements for volunteers and auxiliaries listed in *GO-022-06 Appearance, Uniforms, and Equipment*.

b. Members shall not wear any item of VSO equipment or any part of the auxiliary uniform when not on duty. Members may wear the uniform when traveling directly to and from their residence and their assigned duty station.

6. **CONDUCT** [CALEA LE 45.3.1 (b)]

a. Volunteers represent the VSO while acting in the capacity of a member of an auxiliary program. As representatives, members must conduct themselves in such a manner as to demonstrate the highest standards of professionalism so as to earn the public trust.

b. Members shall be polite and courteous to the general public at all times.

c. Auxiliaries **are not** authorized to undertake any law enforcement or investigative actions. Violation will result in immediate termination from the program.

d. While on duty, auxiliary program members shall have in their possession a VSO issued identification card.

e. At no time will an auxiliary member display their identification card or uniform to secure special privileges or personal gain. They shall not be used for general identification purposes such as check cashing or to gain favorable treatment or gratuities. Violation of this general order may result in immediate termination from the auxiliary program.

f. Identification shall be displayed at all times while members are in VSO facilities. Whether in uniform or civilian clothing, auxiliary members shall display their issued VSO ID card on the outside of their clothing and in plain view for the public to see from the front.

g. A member's position within the VSO may provide them access to certain confidential or sensitive information. Whatever information is gained in this manner shall not be divulged to anyone else.

h. If a member cannot fulfill a scheduled duty assignment, the member shall notify their Program Coordinator.

i. No member shall consume alcohol or drugs likely to cause impairment while on duty or perform any duties for the VSO while under the influence of alcoholic beverages or any substance which may adversely affect physical or mental capabilities.

j. Commission of a crime during a member's tenure as a volunteer with the VSO shall subject the member to immediate dismissal.

k. The VSO reserves the right to dismiss any volunteer for such reasons as poor performance, poor attendance, and unwillingness to accept direction, disruptive behavior, sexual harassment, abusive and inflammatory language, or other applicable reasons as noted in general order *GO-026-02 Standards of Conduct*.

D. INJURIES

1. Injuries sustained by auxiliaries while performing volunteer services are subject to Workman's Compensation (for medical costs only.)

2. **REPORTING REQUIREMENTS**

   a. All injuries shall immediately be reported to the injured party's immediate supervisor and the auxiliary program's Coordinator.

   b. The auxiliary program's Coordinator is responsible for completing and emailing the First Report of Injury or Illness form and completing the BlueTeam notice of injury entry. See *GO-022-02 Benefits and Leave,* the Workers' Compensation section for directions and time limits. The form is required to be completed and emailed within twenty-four (24) hours of notification of the injury. The BlueTeam entry must be completed within twenty-four (24) hours as well.

   c. If the incident involved a vehicle, the Program Coordinator shall also complete a BlueTeam accident entry.

3. **REPORT DISSEMINATION**

   a. These reports will be forwarded through BlueTeam.

4. **SUBPOENAS**

   a. The response or appearance of auxiliary members subpoenaed as a result of their VSO volunteer duties shall be coordinated through the witness coordinator.

5. **STATISTICS**

   a. On a monthly basis, auxiliary members shall properly record and forward their hours of service and any other statistical information on activities performed to their respective auxiliary program coordinator. These statistics are used to track and report back to the community on the many types of services provided through the auxiliary programs and to better show-case this valuable contribution provided by its members.

E. APPLICATIONS

1. Applications are emailed to an inquiring prospective auxiliary when there is a position available.

2. Once completed the application is returned to the Human Resources Section and reviewed to ensure the required qualifications are met and a background and driver's license checks are completed.

3. The applications are forwarded to the Youth Services and Community Relations Units Director. The Director, in consultation with the Commander of the area where the auxiliary will work either accepts or rejects the applicant based upon factual information, then advises the applicant of the decision.

4. No application will be rejected because of an omission or error that can be corrected.

F. INDIVIDUAL PROGRAM INFORMATION

1. **CITIZEN VOLUNTEER AUXILIARY PROGRAM (CVAP)**

   a. CVAP members assist with clerical work within the various VSO offices. [CALEA LE 45.3.1 (b)]

   b. **TRAINING** [CALEA LE 45.3.2]

      (1) Auxiliaries receive on-the-job training in the tasks they are assigned.

c. **ASSIGNMENTS** [CALEA LE 45.3.1 (b)]

(1) The Program Coordinator or designee shall coordinate the allocation and distribution of CVAP members.

(2) The Commander or designee of the area to which the CVAP member is volunteering determines the tasks assigned.

d. **SUPERVISION OF CVAP MEMBERS**

(1) Upon assignment to a position, a CVAP member shall be directed to an immediate Supervisor, to whom they shall report.

(2) The Supervisor shall ensure each CVAP member is:

(a) Properly trained and qualified to perform the assigned tasks; [CALEA LE 45.3.1 (b)]

(b) Readily identifiable, via identification card;

(c) Appropriately attired;

(d) Adequately supervised.

2. **CHAPLAIN PROGRAM**

a. The program consists of community chaplains that volunteer their services providing compassion services, guidance and counseling to employees and their families and victims of violent crimes, accidents, or natural disasters. [CALEA LE 45.3.1 (b)]

b. The Chaplain Program's coordinator is the Commander or designee of the Law Enforcement Operations Division's Special Services Section.

3. **SCHOOL TRAFFIC SAFETY VOLUNTEER PROGRAM**

a. The program provides volunteers to assist with traffic safety at or near schools. They receive the same training as school crossing guards. [CALEA LE 45.3.1 (b)]

b. School Traffic Safety Volunteer assignments must be pre-approved by the Coordinator.

c. While performing the functions of a school traffic safety volunteer, members shall wear the issued safety vest and have a stop paddle and whistle.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-016-02**	**Distribution** All Personnel	**Reissue/Effective Date** 03/05/2026
		Original Issue Date 01/05/2021	**Previous Revision Date** 04/06/2022
Title **RESERVE DEPUTY PROGRAM**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish a Reserve Deputy Program within the Volusia Sheriff's Office (VSO) and define the duties, authority, and training for Reserve Deputies.

II. POLICY

The VSO maintains a volunteer Reserve Deputy Program that can assist the VSO in its mission. Trained and certified by the Criminal Justice Standards & Training Commission (CJSTC) as law enforcement officers under Fla. Stat. § 943.10(6). Reserve Deputies may be utilized for law enforcement functions in the same capacity as regular Deputies.

Reserve Deputies shall have the same liability insurance as provided they are representing the VSO in an official capacity.

Reserve Deputies may be scheduled to work a multi-officer extra-duty employment detail as a primary assignment, under the direct supervision of a full-time Deputy, and be paid at the regular detail rate. In this instance, time spent working the extra-duty employment detail, when combined with assigned tasks, shall not exceed forty (40) hours. With approval of the Sheriff, through chain of command, a Reserve Deputy may work an extra-duty employment detail on a voluntary basis at the Reserve pay rate.

Reserve Deputies may work overtime details, if no full-time Deputies can be found to fill the detail.

If the Reserve Deputy has completed the New Deputy Training (NDT) Phase One (Academic) and Phase Two (Field/Road Phase) training in Law Enforcement Operations Division (LEOD), they may work without restriction. If the Reserve Deputy has not completed this training, they must be under the direct supervision of a full-time Deputy. Such a Reserve Deputy could work a detail that is limited in the required duties such as those involving traffic control, safety, etc.

The Sheriff may require each Reserve Deputy to work a specified minimum number of hours each month or pay period.

III. PROCEDURE

A. QUALIFICATION AND SELECTION

1. Reserve Deputy applicants must meet the same background and pre-appointment qualifications as required of a regular Deputy Sheriff.
2. Reserve Deputy applicants must possess a current CJSTC Law Enforcement Officer certification.
3. Reserve Deputy applicants will submit their applications through the application system used by the Human Resources Section (HR) to review and screen applicants.
4. Qualified applicants will be processed, screened, and selected the same as full-time Deputy applicants.

B. SUPERVISION

1. The Special Services Section Commander serves as the supervisor of the Reserve Deputy Program and of the Reserve Deputies.
2. The Special Services Section Commander or designee is responsible for assigning Reserve Deputies duties. Assignments will be based upon agency need, training and experience.
3. Reserve Deputies are required to be under the supervision of a regular Deputy while representing VSO.

C. UNIFORMS AND EQUIPMENT

1. Reserve Deputies will be issued uniforms and equipment approved by the Special Services Commander.
    a. Reserve Deputies will only be issued weapons for which they have completed required training and are currently qualified to carry. [CALEA LE 33.5.1]
2. The Reserve Deputy uniforms are not distinguishable from those of regular Deputies assigned to District patrol.

D. TRAINING [CALEA LE 33.5.1]

1. The VSO shall provide Reserve Deputies with training equal to that of regular Deputies in those areas in which they are empowered to take police action.
2. Reserves are required to participate in mandatory training. This training includes initial and annual weapons qualification and training required by the CJSTC and VSO.

E. DUTIES AND RESPONSIBILITIES

1. Reserve Deputies work under the direct extension of the powers of the Sheriff. Therefore, any and all involvement in approved law enforcement activities or duties is done so as a representative of the VSO. No Reserve Deputy shall represent themself to any individual or entity, either directly or indirectly, as working on behalf of the VSO when in the performance of activities outside the control and prior authorization or approval of the VSO. When working in such a capacity, Reserve Deputies are not authorized to wear any part of the official uniform that may suggest they are working on behalf of the VSO and shall not utilize any VSO equipment or vehicles
2. Reserve Deputies are fully sworn Deputies and are required to adhere to the VSO general orders.
3. Reserve Deputies unless working under the supervision of a regular Deputy are prohibited from taking a law enforcement action with the exception of life-threatening emergencies.
4. In the event of disaster, hurricane, special events, or other threats to public safety, Reserve Deputies may be required to work with twenty-four (24) hours advance notification.
5. Reserve Deputy meetings are scheduled by the Special Services Section Commander or designee as needed. The purposes of meetings are to disseminate information, resolve any problems or conflicts, and to conduct training. Attendance by all Reserve Deputies is mandatory. Reserve Deputies may be excused from a meeting due to civilian work commitments or other valid reason.

F. RESERVE DEPUTIES REQUIRED HOURS

1. Reserve Deputies are required to volunteer twenty-four (24) hours per quarter.
    a. This requirement may be waived by the Sheriff or designee.

G. CERTIFICATE HOLDERS

1. **CLASSIFICATION AND STATUS**
    a. This classification deals with individuals who are carried on the roster of the VSO for the purpose of maintaining their State of Florida Law Enforcement Certification.
    b. These individuals are normally retired Deputies of the VSO but may be from other agencies. All members in this category are there at the discretion of the Sheriff.
    c. Members in this category have no arrest powers and are not issued any equipment.

d. Members in this category may apply for Reserve Deputy or Deputy status upon completion of all mandatory retraining requirements and the selection processes described in this and other general orders.

e. The VSO Academy notifies Certificate Holders of training required to maintain their certification and provides the training. The Academy notifies Human Resources of any change in status for the certificate holder, including if their certificate becomes inactive or they have left VSO.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-016-03**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **PERSONNEL ALLOCATION AND DISTRIBUTION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to delineate responsibility for personnel requirement evaluations, and the appropriate allocation of personnel.

II. DISCUSSION

A primary management function is the effective allocation of personnel. To this end, managers must evaluate personnel needs and measure resources against the delivery of services. With budgetary constraints often a limiting factor, personnel resources must be utilized in the most efficient and effective manner. Redistribution of personnel is often necessary to achieve the most effective delivery of services.

III. POLICY

It shall be the policy of the Volusia Sheriff's Office (VSO) to allocate and staff VSO components based upon documented workload assessments conducted at least once every four years. Allocation and staffing, as determined by the Sheriff, provides authorized staffing and personnel allocation information for each component by rank or job title, including civilian personnel.

IV. PROCEDURE

A. GENERAL

1. Information Technology shall provide to the Professional Compliance Unit a Computer Aided Dispatch (CAD)/Record Management System (RMS) tabulation of incidents by reporting areas/zones as requested. The tabulation will identify workload by date and time and include an analysis of the hourly distribution of incidents.
2. This report will include a tabulation of previously reported data and a percentage of the law enforcement service workload per shift and hourly distribution of incidents requiring a response by VSO personnel.
3. The Support Operations Division shall make available Computer Aided Dispatch (CAD)/Records Management System (RMS) tabulation of incidents by reporting areas/zones to the Sheriff, Chief Deputy, all Division Chiefs, and all District Commanders. The tabulation will identify workload by shift periods and include an analysis of the hourly distribution of incidents.
4. This report will include a percentage of the law enforcement service workload per shift and hourly distribution of incidents requiring a response by VSO personnel.
5. Division Chiefs shall review the above analysis in comparison with the number and distribution of employees.

6. The distribution of personnel within each VSO component shall be based upon workload assessments with a view toward equalizing to the extent possible individual workloads. The Division Chief, Commander, and Human Resource Director shall analyze workload assessments, considering all incidents and factors used in making the assessment, temporal and geographic factors necessary to complete a task.
7. The Human Resource Director will work with the Command staff in designating those positions to be assigned to civilian personnel.
8. Each Division Chief shall at least annually reassess the distribution of personnel within their respective division. The workload demands of the division will be evaluated and compared with the personnel allocated and the distribution of those personnel.
9. Division Chiefs will equalize the workload to the extent possible, as it relates to the shift/reporting area distribution of personnel.
10. Each Division Chief shall review all positions to determine whether those positions should be designated as civilian. Sworn personnel should not be permanently assigned to those positions designated as civilian.
11. Operational Commanders will monitor the distribution of personnel.
12. Temporal, special and geographic demands for service as well as shift hours and zone configurations should be analyzed to determine if any revisions are necessary.
13. General order *GO-041-04 Patrol Zone Boundaries*, contains a complete description of each patrol zone within Volusia County. Detailed maps of zones and reporting areas will be maintained by the Information Technology Section and updated when any changes are made. These maps are used by Operations Commanders and the Crime Analysis Section to facilitate the collection and analysis of information relating to crimes and services as they relate to the geographic distribution of patrol personnel.
14. The Professional Compliance Unit shall periodically, but not less than once every four years, initiate the agency's comprehensive personnel allocation/workload assessment process.

B. METHODOLOGY

1. Upon notification by the Professional Compliance unit, each Division Chief will submit a report utilizing the *Resource Allocation Worksheet, VSO Form # 021401.001*, for each component within their respective command, to include both civilian and sworn positions and number of personnel in each classification. These reports will be correlated and compiled by the Professional Compliance Unit and then provide a summary on the conclusions and recommendations for distribution/allocation of personnel prior to submitting to the Sheriff, via the chain of command for further action, as deemed necessary to accomplish VSO mission and goals.
2. The personnel allocation/workload assessment report will include:
    - A workload assessment analysis by component
    - A distribution of personnel analysis
    - The assignment/availability factor, where applicable
3. VSO workloads will also be reviewed annually in conjunction with the agency goals, objectives and budget to ensure the most efficient allocation and distribution of personnel and to identify areas for streamlining, use of technology, etc. to maximize available manpower.
4. The allocation of VSO personnel shall be based upon workload assessments containing an analysis of applicable duties, but shall not be limited to:
    - The number of incidents handled by patrol personnel during the specified period.
    - The average incident duration, or measurement of a sampling of cases.
    - Calculation of the percent of time, on the average, that should be available to patrol personnel for handling incidents during a specified period.
    - The time absorbed through days off, holidays, and other leave, compared to the total time required for each patrol assignment.
    - The number of civil processes handled during the specified period.

- The number of warrants handled during the specified period.
- Prisoner Transport and Extradition demands during the specified period.
- Security needs of court facilities to include the number of prisoners moved through the facilities and the number of participants involved in the criminal or civil process.
- The time absorbed through days off, holidays, and other leave, compared to the total time required for each assignment

5. These reports shall be made available to members of the Strategic Planning Committee for additional review and recommendations.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT STANDARDS

- 21.2.4

VI. FORMS (Click here to access forms)

- Resource Allocation Worksheet, VSO Form # 021401.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-016-04**	**Distribution** All Personnel	**Reissue/Effective Date** 04/04/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 12/20/2024
Title **SPECIALIZED ASSIGNMENTS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide a large base of candidates for specialized assignments, provide employees with a greater choice of career opportunities and specify criteria for appointment to specialized assignments.

II. POLICY

It shall be the policy of the Volusia Sheriff's Office (VSO) to advertise agency-wide for candidates for specialized assignments and to select candidates for assignment based on the skills, knowledge and abilities required for the assignment.

III. PROCEDURE

A. SPECIALIZED ASSIGNMENTS

1. All anticipated specialized assignments shall be advertised to all sworn personnel. Every effort shall be made to hire from within; however, should no qualified candidate be located within the VSO, the specialized assignment may be filled from outside the VSO membership. [CALEA LE 33.4.3 (b)]
2. The following will be considered in selecting personnel for specialized assignments: [CALEA LE 33.4.3 (b)]
   - The experience of the applicant;
   - The applicant's performance level;
   - The applicant's communication skills;
   - The applicant's interpersonal skills;
   - The applicant's ability to perform the required tasks;
   - The applicant's desire, attitude and initiative;
   - The applicant's attendance record, commendations, reprimands and prior experience;
   - The applicant's formal education. The basic educational requirements for sworn personnel applying for specialized assignments are equivalent to the criteria required for the position of Deputy Sheriff.
3. The following positions shall be considered specialized assignments: [CALEA LE 33.6.1]
   - Aviation Pilot;*****
   - Aviation Paramedic;*****

- K-9;*****
- K-9 Trainer/Lead Trainer;*****
- Dive Team;*****
- SWAT;*****
- Motorcycle Unit;*****
- Detective;*****
- Child Exploitation Unit;*****
- Crisis Negotiator;***** [CALEA LE 46.2.4]
- Hazardous Device Technician.*****

4. The following assignments shall be considered specialized positions: [CALEA LE 33.4.3 (b), 33.6.1]
   - Clandestine Lab Team;
   - Deputy Training Officer;
   - Marine Unit;
   - Range Unit;
   - Honor Guard;
   - School Resource Deputy.
5. In most cases the VSO provides the required training for personnel selected to occupy a position; however, some specialized assignments have special requirements, or candidates may be required to meet specific criteria. Supervisors of specialized functions are responsible for ensuring that personnel assigned to the respective function receive adequate training as needed in support of the specialty.
6. Candidates for specialized assignments must be sworn personnel and have completed the initial one (1) year probationary period. This requirement may be excluded in cases where no qualified candidate can be located within the VSO. Any additional selection requirements will be posted on the position announcement.
7. Upon selection, candidates will be required to successfully complete the appropriate training program for the specialized assignment.
8. Candidates applying for the above listed positions marked with an "*****" may be required to meet the requirements listed below for that position in addition to the basic requirements listed in IV.A.5.-IV.A.7. The full list of requirements will be listed in the position announcement.
9. **AVIATION PILOT** [CALEA LE 33.7.2]
   a. The candidate must be licensed by the Federal Aviation Authority to operate aircraft utilized by the VSO.
   b. The candidate must maintain a current first or second-class medical certificate as required by the Federal Aviation Authority.
   c. The Division Chief or designee shall determine the class of the certificate.
   d. The candidate must have a minimum of three hundred (300) hours of flight time in the aircraft being operated and have graduated from the factory flight school.
   e. The candidate must maintain a commercial aircraft/rotary wing rating as required by the Federal Aviation Administration.
10. **AVIATION PARAMEDIC** [CALEA LE 33.7.2]
    a. The candidate must be a State of Florida licensed Paramedic.
11. **K-9 UNIT** [CALEA LE 41.1.5 (c)]
    a. The candidate's residence must have adequate space for housing and exercise of the dog.

b. Deputies leasing or renting must have, in writing, the landlord's permission to keep the dog on the property.

c. The candidate must be willing to perform the duties of a K-9 Deputy for a minimum of three (3) years.

12. **K-9 TRAINER** [CALEA LE 41.1.5 (c)]

a. Must be a certified K-9 Deputy/handler and attend required training courses once selected.

13. **DIVE TEAM**

a. The candidate must be certified as a diver by a nationally recognized and accredited certification agency.

b. The candidate must be certified by a physician to be free of injuries or conditions that would preclude participation.

c. Each candidate must complete a prescribed physical agility test.

d. Each candidate will be required to demonstrate their knowledge and abilities, as they relate to SCUBA Diving and participate in training dives.

14. **SWAT TEAM** [CALEA LE 46.2.2]

a. The candidate must complete the battery of physical tests and oral interview described in the job announcement that are designed to assess their potential performance and mental suitability for tactical assignment.

15. **MOTORCYCLE UNIT**

a. Each candidate must have a current Florida motorcycle operator license.

b. Each candidate must complete a police motorcycle course.

16. **CRISIS NEGOTIATOR** [CALEA LE 46.2.4]

a. Each candidate shall have completed at least two (2) years as a law enforcement officer.

b. Each candidate shall be required to submit to an oral board.

c. Temperament, experience, verbal and problem-solving skills will be a preeminent factor in the selection for this position.

17. **BOMB TEAM**

a. Each candidate must be willing to participate in the Basic Bomb Technician training, a five (5) week school in Huntsville, Alabama.

b. Each candidate must meet FBI Bomb Data Center application requirements, i.e. physical examination, full extended federal background investigation.

c. Each candidate must complete a prescribed physical agility test.

d. A panel consisting of no less than the Bomb Team Commander, Bomb Team Assistant Commander, and a representative from Law Enforcement Operations Command Staff, or their designee, will orally interview each candidate.

B. SPECIALIZED TRAINING REQUIREMENTS [CALEA LE 33.6.1 (a, b)]

1. **AVIATION/PILOT** [CALEA LE 33.7.2]

a. All pilots must maintain a commercial aircraft/rotary wing rating as required by the Federal Aviation Administration. Pilots must complete a flight review every twenty-four (24) calendar months through the Bell Factory school; maintain both initial and recurrent (every twelve (12) months) curriculum segments under FAA Part 135 Approved Training Program Manual; hold a valid First or Second Class Medical Certificate renewed every twelve (12) calendar months; have at least five hundred (500) hours of flight time including at least one hundred (100) hours of cross-country flight time at least twenty-five (25) hours of which are at night; attend initial and recurrent annual night vision goggle training at the Bell Factory School.

2. **AVIATION/PARAMEDIC** [CALEA LE 33.7.2]

a. All paramedics must hold a State of Florida Paramedic License renewed every two (2) years and attend a thirty-two (32) hour Air Crew curriculum course. Initial training also includes Volusia County Advanced Airway Program, EMS protocol test, HIV/AIDS updates (renewed every two (2) years) annually attend the FAA Part 135 Air Crew course, and attend night vision goggle course. If selected to the program, attend sixteen (16) hour infection control officer course.

3. **K-9 DEPUTY**

   a. Initial certification and recertification training requirements, maintenance training and proficiency assessments for all K-9 teams are outlined in general order *GO-041-09 K-9 Units*.

4. **K-9 TRAINER**

   a. Initial training required attending an FDLE approved instructor techniques course and a forty (40) hour K-9 Trainer course; no recertification required.

5. **DIVE TEAM**

   a. Initial training includes eighty (80) hours of basic skills, open water and cavern diving, search and rescue, navigation and CPR. Annual forty (40) hour recertification in all diving skills and biennial CPR recertification.

6. **SWAT** [CALEA LE 33.6.2]

   a. All new operators will successfully complete an approved eighty (80) hour Basic SWAT School/Seminar within one (1) year of selection. If no eighty (80) hour Basic SWAT School/Seminar is offered during the year, the SWAT Team Commander may approve a forty (40) hour SWAT School/Seminar.

   b. Recertification training is required every year on chemical munitions, impact munitions and diversionary devices, and tactical vehicles driving. Completed in house by SWAT operators who are instructors in the respective areas.

   c. Bimonthly training is provided for SWAT operators to include qualifications on assault rifles, for a total of twenty-four (24) times a year; Snipers receive additional training for a total of thirty-six (36) times a year.

7. **MOTORCYCLE UNIT**

   a. Initial training requires attending an approved eighty (80) hour motorcycle school; annual recertification will consist of in-house training.

8. **CRISIS NEGOTIATOR**

   a. Upon appointment, team members will be required to complete the forty (40) hour basic crisis negotiation course at an approved training center within one (1) year. Additional specialized crisis negotiation training courses may be deemed necessary and approved by the Crisis Negotiation Team Commander.

   b. The Crisis Negotiations Team will train monthly.

   c. The Crisis Negotiations Team will train at least annually with the Special Weapons and Tactics (SWAT) Team.

9. **CRITICAL INCIDENT STRESS DEBRIEFING (CISD)**

   a. Upon appointment, team members will be required to complete the fourteen (14) hour group crisis intervention course at an approved training center within one (1) year. Additional specialized CISD training may be deemed necessary and approved by the team leader.

10. **BOMB TECHNICIAN**

    a. Initial certification training is a six (6) week school conducted by the Federal Bureau of Investigation (FBI) at the Red Stone Arsenal in Huntsville, AL; Recertification is through the FBI. Recertification is conducted every three (3) years at a one (1) week school also conducted at the Red Stone Arsenal.

11. **CLANDESTINE LAB TEAM MEMBERS** [CALEA LE 33.7.2]

    a. Initial training and retraining requirements for team members will be in accordance with general order *GO-042-14 Clandestine Laboratory Response*.

12. **BREATH ALCOHOL TEST OPERATOR**

    a. Initial training requirements include a twenty-four (24) hour breath test operator school; with an eight (8) hour recertification every four (4) years.

13. **MARINE UNIT**

    a. Initial training requires a forty (40) hour operator class for mono hull vessels, a forty (40) hour airboat school and Federal Law Enforcement Training Centers (FLETC) Advanced Boat Operator Anti-Terrorist Training (BOAT) school; no recertification requirements.

14. **DEPUTY TRAINING OFFICER (DTO)** [CALEA LE 33.4.3 (e)]

    a. Candidate must have attended a forty (40) hour DTO course for certification. A transfer request is used to document activation to the training function; eight (8) hours of retraining are required annually thereafter; this can be accomplished through in-house training.

15. **SCHOOL RESOURCE DEPUTY (SRD)**

    a. Initial training requirements include the Florida Attorney General's Office forty (40) hour Basic School Resource Officer Training course before or soon after beginning the assignment. SRDs are encouraged to seek certification by the Attorney General's Office as an SRO Practitioner through additional specialized training opportunities periodically offered.

    b. SRDs shall be required to complete a forty (40) hour mandatory retraining every four (4) years. Training may include FASRO, NASRO and any other appropriate related training as determined by the Law Enforcement Operations Division Chief.

C. SPECIALIZED POSITIONS WITH NO REQUIRED SPECIALIZED TRAINING

1. **DETECTIVE**

    a. Assignment to Investigative Services requires no special training, however each Detective is encouraged to attend a basic detective or interview class. Continued pursuit of enhanced skill development and specialized training opportunities periodically offered throughout assignment.

2. **CRIME SCENE INVESTIGATOR**

    a. Initial training is conducted in-house upon assignment. Training is conducted once every two to three (2-3) months and consists of hands-on training on the use of equipment, review of DNA collection/preservation, latent print recovery, etc. Although not mandatory, a basic crime scene school is encouraged and preferred; advanced crime scene training is sought as funding permits. Crime scene investigators also receive refresher training every two (2) years in accordance with general order *GO-083-01 Collection of Evidence*. Members are encouraged and supported to enhance skill development and specialized training opportunities periodically offered throughout assignment. [CALEA LE 33.6.1 (c)]

3. **HONOR GUARD**

    a. The VSO Honor Guard Unit is designated as the primary ceremonial unit within the VSO. All training for unit members is facilitated through "on-the-job-training: utilizing the latest edition of the "FM 22-5" Drill & Ceremony military manual. The primary focus of training is basic drill techniques, honor cordon ceremonies, funeral services, gravesite services and civilian type ceremonial military events. Honor guard training is conducted periodically throughout the fiscal year to maintain unit proficiency. [CALEA LE 33.6.1 (c)]

4. **RANGE UNIT**

    a. Initial training is conducted in-house upon assignment as determined by the Special Operations Commander.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-016-05**	**Distribution** All Personnel	**Reissue/Effective Date** 01/31/2023
		Original Issue Date 01/05/2021	**Previous Revision Date** 11/01/2021
Title **SUCCESSION PLAN**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

This general order aims to give sworn members opportunities for exposure to various assignments to develop skills and experience in preparation for possible future roles in agency leadership.

II. DISCUSSION

To accomplish a development path for sworn employees and a succession plan for future leadership of the Volusia Sheriff's Office (VSO), it is preferred that sworn employees be exposed to as many positions as possible within the agency throughout their careers.

III. POLICY

VSO policy is to encourage sworn employees to apply for various assignments accomplishing a succession plan and their development path for future leadership of the agency

IV. DEFINITIONS

Recommended Term – The suggested length of time a sworn employee spends in an assignment before applying for another position or promotion.

V. PROCEDURE

A. GENERAL

1. The recommended term denotes the suggested length of time a sworn employee should hold an assignment but does not:
   - Restrict their option to leave the assignment early once the minimum required time in the assignment has been met;
   - Preclude the Sheriff from directing their transfer before they have been in the assignment for the suggested term.
2. The time a Deputy is on a military deployment does not count toward their tenure in a job assignment.
3. Upon transfer from an assignment, sworn employees are required to fill another assignment for a three (3) year period before reapplying for the assignment they left. The Sheriff may waive this requirement.

B. RECOMMENDED TERMS

1. The following recommended terms apply to Deputies assigned to the following:

a. Assignments to the following have a recommended term of **three (3)** years:
   - Crime Suppression Team

b. Assignments to the following have a recommended term of **five (5)** years:
   - Agricultural Crimes Unit
   - Career Criminal Unit
   - Civil Section
   - Extraditions Unit
   - Marine Unit
   - Street level narcotics units
   - Traffic Unit

c. All Detective assignments not specifically listed in this general order have a recommended term of **five (5)** years.

d. Assignments to the following have a recommended term of **seven (7)** years:
   - Child Exploitation Unit
   - Federal Task Forces
   - Major Case Unit
   - School Resource Deputy
   - Volusia Bureau of Investigations (VBI)
   - Volusia County Crime Center (VC3)

e. Recommended term for the K-9 Unit is suggested to be for the assignment of **two (2) K-9s**.

f. Recommended terms for assignment to the following are based on **annual review**:
   - Crime Scene Unit
   - Deputy Training Officer (DTO)
   - Digital Forensics
   - K-9 Lead Trainer
   - Training Section

g. Assignments to the following are collateral duty to another full-time assignment and do not have recommended terms:
   - Aerial Response Team/Drone Pilot
   - Bomb Team
   - Clandestine Lab Team
   - Crisis Negotiator
   - Critical Incident Stress Debriefing (CISD) Team
   - Dive Team
   - Emergency Response Team
   - Honor Guard
   - Special Weapons and Tactics (SWAT) Team
   - Traffic Homicide Investigation (THI) Team

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-017-01**	**Distribution** All Personnel	**Reissue/Effective Date** 04/02/2024
		Original Issue Date 01/05/2021	**Previous Revision Date** 11/01/2021
Title **FINANCIAL MANAGEMENT**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to identify the authority and responsibility for the financial management of the Volusia Sheriff's Office (VSO), fix responsibility for financial management functions, and specify procedures for budgeting, appropriating, disbursing, and accounting of public funds.

II. DISCUSSION

Authority and responsibilities for fiscal management should be established for the agency. There should be provisions for obtaining the input of the heads of major organizational components within the agency and for the Sheriff to participate in the budget deliberations of the agency. There should be provisions for managing the purchasing process consistent with authorized budget approvals and making purchases as effective and efficient as possible.

Some functions/components within the agency may maintain funds for informants, buy-money, and undercover expenses. Support functions may receive cash for fees, licenses, fines, or other purposes. In addition, fees are frequently charged for services such as photocopying, fingerprinting, and record checks. The accounting system is intended to prevent budget discrepancies and ensure the projected flow of funds proceeds as planned.

III. POLICY

The Sheriff is designated as having authority and responsibility for the fiscal management of the VSO, as defined in Florida Statutes. The Budget and Finance Director is delegated the authority and responsibility for the routine financial management of the VSO. [CALEA LE 17.1.1]

IV. DEFINITIONS

Accounting – a precise list or enumeration of monetary transactions. The accounting basis and procedures used in making financial transactions and the preparation of statements concerning the assets, liabilities, and operating results of an organization.

Audit – a review of the VSO's financial well-being to ensure that financial records are accurate and in compliance with all legal requirements for the processing of public funds.

Cash – includes currency, debit cards, checks, and money orders.

Enterprise Resource Planning (ERP) System – an integrated business application system streamlining essential human resources and financial business processes sharing real-time information across the entire organization.

V. PROCEDURE

A. BUDGET [CALEA LE 17.2.1, 17.2.2]

1. The Budget and Finance Director is responsible for budget preparation and management within the Volusia Sheriff's Office.
2. The Budget and Finance Director will work closely with the Division Chiefs to develop the annual budget proposal.
    a. For each Section with a budget, the Commander/Manager shall annually prepare written budget recommendations for their assigned areas of responsibility to include at a minimum:
        (1) operating needs;
        (2) capital purchases needs; and
        (3) personnel needs.
    b. The Budget and Finance Director and the Division Chiefs will present the budget proposal to the Sheriff and Chief Deputy.
3. The proposed expenditures in the budget shall be submitted to the County Council by June 1 each year.
4. The fiscal year of the Sheriff's Office commences on October 1 and ends September 30 of each year.

B. ACCOUNTING SYSTEM [CALEA LE 17.4.1]

1. The VSO utilizes an Enterprise Resource Planning (ERP) system that includes, at a minimum, provisions for monthly status reports showing:
    a. initial appropriation for each account (or program);
    b. balances at the commencement of the monthly period;
    c. expenditures and encumbrances made during the period; and
    d. unencumbered balance.
2. The ERP system used by the VSO is designed to support the functions for and widely adopted by law enforcement agencies in Florida. Core financial functions include:
    a. accounts payable;
    b. accounts receivable;
    c. payroll;
    d. general ledger;
    e. asset management;
    f. cash management;
    g. procurement;
    h. vendor management; and
    i. inventory control.
3. The system also allows seamless integration with Human Resources recruitment, onboarding, benefits enrollment, personnel management, and retirement administration.
4. The system has a real-time database capable of producing various detailed and summary-level reports on demand.

C. CASH FUND/ACCOUNTS MAINTENANCE [CALEA LE 17.4.2]

1. Cash funds or accounts are maintained where agency personnel are permitted to receive, maintain, or disburse cash.
2. The following is a list of cash funds/accounts and those persons or positions authorized to disburse or accept cash. [CALEA LE 17.4.2 (e)]

a. Civil Process Service Fee Account – The Civil Services Unit Lieutenant is responsible for the management and oversight of this account. Personnel assigned to the Civil Services Unit are authorized to receive payment of fees for docketing and service of process.

b. Evidence Tow Fee Account – The Evidence Section Director is responsible for the management and oversight of this account. Personnel assigned to the Evidence Section are authorized to receive payment for tow fees.

c. Fingerprinting/Photo Service Fee Account – The Forensic Services Manager is responsible for the management and oversight of this account. Personnel assigned to the Latent Print Unit are authorized to receive payment for fingerprinting and photographing services.

d. Public Records Request Fee Account – The Records Unit Supervisor is responsible for the management and oversight of this account. Personnel assigned to the Records Unit are authorized to receive payment for public records requests.

e. Civilian Firearms Safety Course Fee Account – The Training Academy Captain is responsible for the management and oversight of this account. Personnel assigned to the Training Academy are authorized to receive payment for the Civilian Firearms Safety Course.

f. Special Investigations Confidential Fund – The Special Investigations Section Captain is responsible for the management and oversight of this fund. Personnel assigned to the Special Investigations Section are authorized to receive and disburse funds pursuant to the Confidential Funds General Order, GO-043-03 Confidential Funds.

3. The manager/supervisor of each cash fund/account must maintain a balance sheet, ledger, or other system that identifies initial balance, credits (cash income received), debits (cash disbursed), and the balance on hand. [CALEA LE 17.4.2 (a)]

4. Receipts or documentation are required for all cash received. [CALEA LE 17.4.2 (b)]

5. Except for the Special Investigations Confidential Fund, cash disbursements are not authorized from cash funds/accounts. Refunds must be requested through Accounting. [CALEA LE 17.4.2 (c)]

6. Records, documentation, or invoices are required for all cash expenditures. [CALEA LE 17.4.2 (d)]

7. The Accounting Unit is responsible for the quarterly accounting of agency cash activities for each cash fund/account. [CALEA LE 17.4.2 (f)]

D. ANNUAL INDEPENDENT AUDIT [CALEA LE 17.4.3]

1. In accordance with Fla. Ch. § 218.39, the VSO has an annual financial audit of its accounts and records performed by an independent certified public accountant.

E. SUPPLEMENTAL OR EMERGENCY APPROPRIATION AND FUND TRANSFER [CALEA LE 17.3.1 (f)]

a. In accordance with Fla. Stat. Ch. § 30.49, when the circumstances dictate, the Sheriff may request that the County Council amend the operating budget to fund unanticipated agency needs. This request will be submitted from the Sheriff to the Chair of the Volusia County Council.

F. SAFEGUARDING CASH

1. All monies collected shall be verified against receipts processed. Designated positions from each unit are responsible for preparing deposits weekly at a minimum. Except for Public Records Request Fees, all payments shall be made in the exact amount of the transaction. No change is given. All funds received shall be kept in a secure locked location until transferred to the armored courier for weekly transportation to the bank. All deposit documentation shall be forwarded to accounts receivable for review.

a. **Civil Process Service Fee Account** – Funds for daily intake at each Civil location shall be placed in a locked bag and placed inside the location safe until transferred to a Civil Deputy/Server for transport to the Supervisor. The Supervisor shall reconcile funds collected from all locations against the Daily Deposit Report. Once verified, the supervisor shall prepare a daily deposit and place it in the location safe until transferred to the armored courier. Supervisors and Civil Lieutenants have access to the location safe.

b. **Evidence Tow Fee Account** – Transactions shall be processed through designated ERP system Cash Receipting Drawers. Cash shall be reconciled against receipts, retained in the

location safe and prepared for deposit weekly. The prepared deposit shall be retained in the location safe until transferred to the armored courier. Evidence technicians and supervisors have access to the Evidence location safe.

c. **Fingerprinting/Photo Service Fee Account** – Transactions shall be processed through designated ERP system Cash Receipting Drawers. Cash shall be reconciled against receipts, retained in the location safe and prepared for deposit weekly. The prepared deposit shall be retained in the location safe until transferred to the armored courier. The Latent Print Supervisor and designated Fingerprint Technician have access to the location safe.

d. **Public Records Request Fees** – Daily intake is reconciled against receipts from the credit card processing system and the cash box. The cash box is locked in the location safe at the end of the workday in which the Records supervisors have access to the location safe. Funds and receipt documentation are given to the Accounting Unit for verification. Transactions are posted as part of the weekly Administration deposit prepared by the Accounting Unit.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-017-02**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **TRAVEL**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide information on the requirements for obtaining authorization to travel, whether for training, conference, convention, or other agency purposes, and for the reimbursement of allowable travel expenditures.

II. DISCUSSION

Pursuant to the provisions of Fla. Stat. § 112.061(14)(a)(2), the Sheriff, a Constitutional Officer as defined in Article VIII, s.1.(d) of the Florida Constitution, establishes the following written policy on travel authorization and travel reimbursement rates. These regulations shall apply to all individuals who are authorized to travel on official Volusia Sheriff's Office (VSO) business.

III. POLICY

It shall be the policy of the VSO that all travel shall be authorized and approved by the Sheriff, or designee, in advance of the travel date(s). The Chief Financial Officer is authorized to issue procedures necessary to enforce and implement the regulations created by this policy. The Sheriff or designee can make exceptions to the policy, when doing so is in the best interest of carrying out the mission of the VSO.

IV. DEFINITIONS

Actual Expense Reimbursement – Reimbursement for the actual amount of reasonable travel related expenses. This reimbursement method cannot be combined with the per diem method. Records indicating dollar amount, time, location, and purpose of expenditure are required and must be substantiated with receipts or written certification. Reimbursement for individual meals and incidental expenses may not exceed the established per diem rates. Reimbursement for alcoholic beverages is not authorized.

Chain of Command (COC) – The approvers of all travel requests. COC goes from Supervisor to District/Unit Commander (Department Directors), to Division Chief, and to Sheriff/Chief Deputy.

Class A Travel – Continuous travel of 24 hours or more away from official headquarters.

Class B Travel – Continuous travel of less than 24 hours which involves overnight absence from official headquarters.

Class C Travel – Travel for short or day trips where the traveler is not away from the official headquarters overnight.

Miscellaneous Expenses – All travel related expenses that are not considered part of a per diem reimbursement. These expenses include luggage fees for initial piece of luggage, tolls, cab fares, fuel, telephone charges, WIFI, business center expenses, laundry, or other duty related expenses.

Per Diem Rate – The daily monetary allowance for employee meals or incidental out-of-pocket expenses while conducting duty related functions. The per diem rate is a set dollar amount dependent upon the location and time frame of the travel and does not require substantiation receipts. Per Diem is authorized for: Class A and B travel based on the "sleep or rest" location on each day of travel. This allowance is based on the Federal Meal and Incidental Expense rate (M&IE).

Point of Origin – The geographic location of the agency or the geographic location where travel begins, whichever is the lesser distance from the destination.

Travel Period – A period of time between the time of departure and time of return.

Travel Status – When a public officer, employee, or authorized person is authorized to be away from their assigned headquarters for the purpose of conducting official agency business. Travel status is classified as Class A, Class B, and Class C.

Traveler – Elected official, employee and anyone else who is authorized to travel on official VSO business or duty.

Vicinity Mileage – Upon reaching destination, the distance traveler must commute to conduct official VSO business.

V. PROCEDURE

A. GENERAL REQUIREMENTS

1. All travel incurred must be in connection with official business of the agency.
2. Any business conducted by an employee during any travel should serve a direct and lawful public purpose with relation to the agency.
3. All travel must be authorized and approved in advance by the employee's Division Chief.
4. All travel should be done by the most efficient and economical means. All travel must be by the most reasonable direct route. Any additional expense incurred when a traveler takes an indirect route for personal convenience must be paid by the traveler. Reimbursement for expenses shall be based only on such costs as they would have been incurred by the most reasonable direct route. If travel by the most direct route is not possible because of construction, detour, or other legitimate reasons, the claim for any additional costs will be reimbursed.

B. AUTHORIZATION FOR TRAVEL

1. All travel must be pre-approved by the applicable VSO Chain of Command (COC). The individuals who are authorized to approve travel expenses are responsible for ensuring that the regulations are followed. Chief Deputy or designee will approve travel for all employees within their divisions. Either the Sheriff or the Chief Deputy will approve a Division Chief's travel.
2. All requests for travel shall be submitted using Training/Travel Request form, VSO Form # 092997.020. This fillable form can be found on the agency intranet under Agency Forms. All forms must include:
    - Signature of traveler;
    - Signature of approving Chief Deputy or designee.

C. AIR TRAVEL

1. Commercial air travel is permitted as needed. Travelers are encouraged to use the closest international airport to their point of origin. The least expensive, coach class ticket for the flight shall be purchased. Airline reservations should be made as far in advance as possible. Special conference fares shall be obtained whenever they provide the lowest fare. Discounted fares may often require the traveler to depart earlier or arrive later than would be required if normal fares were purchased. Early departures and late arrivals are allowable if approved by the traveler's authorizing agent, and if the traveler provides written justification that the extra costs incurred (i.e., meals and lodging) do not exceed the savings realized by purchasing the discount fare. In these circumstances, any meal and lodging costs and transportation expenses to and from the airport are reimbursable.
2. Individuals choosing to use first class air transportation when coach class is available; VSO will pay only for the coach class, the traveler shall pay the additional cost for first class. First class

fares will be paid by the VSO only when the designated travel agent verifies that less expensive accommodations were not available and the individual authorizing the travel certifies that the traveler must travel at that particular time.

3. Baggage fees will be allowed for one checked bag per full leg of air travel. The VSO will not reimburse for overages due to weight restrictions or additional baggage unless circumstances dictate and approval is obtained from the traveler's authorizing agent. If baggage fees are not included in air fare fees VSO will reimburse for one check luggage as a miscellaneous expense.

4. Seat selection, leg room, or similar fees will be reimbursed if reasonable and within the lowest fare class, and approved by the traveler's authorizing agent.

D. AGENCY VEHICLES

1. Agency vehicles should be used for travel whenever available. When VSO vehicles are used for out-of-county transportation, charges for gasoline, lubricants, repairs, towing, etc., will be reimbursed, if supported by receipts. Other expenses incurred for parking, bridge, road, and tunnel tolls will be reimbursed in the same manner as for privately owned vehicles. Parking and moving vehicle citations are the responsibility of the traveler and will not be reimbursed.

2. The agency fuel card shall be used to purchase gas for agency vehicles. If the traveler is unable to use the fuel card, gasoline purchases may be reimbursed with a receipt and a statement of explanation submitted with the travel reimbursement form.

E. PRIVATELY OWNED VEHICLES

1. The use of privately owned vehicles for official travel in lieu of VSO vehicles may be permitted. Use of privately owned vehicles shall be authorized prior to the trip, when a VSO vehicle is not available or when it is deemed to be in the best interest of the VSO. The mileage reimbursement rate shall be the current mileage rate established by IRS for business.

2. Mileage shall be reimbursed from point-of-origin to point-of-destination. When the traveler starts or terminates the trip at the traveler's home, the mileage shall be the lesser of the distance "from home to destination" and the distance "from work location to destination." At no time shall a traveler be paid for mileage between the home and the work location. Once the traveler has reached the destination, vicinity mileage necessary to conduct official business is allowable.

3. Charges for gasoline, lubricants, repairs, towing, etc., will not be reimbursed when privately-owned vehicles are used.

4. Parking and moving vehicle citations are the responsibility of the traveler and will not be reimbursed.

5. No traveler will be allowed a mileage allowance when another person gratuitously transports them or when transported by another traveler who is entitled to the mileage allowance.

F. MEALS AND INCIDENTALS ALLOWANCE RATES

1. All members shall be allowed subsistence when traveling for training, to a convention, conference or within or outside the state in order to conduct official agency business.

2. The travel time begins when the employee leaves their address or place of work, unless they are required to begin travel from another designated location.

3. All members (Class A and B travel) shall be allowed a per diem based on the Federal Meal & Incidental Expense Rate (M&IE Rate). Rate changes are effective October 1 of each year. The employee is allowed 75% of the M&IE rate on the day of departure and the day of return and 100% of the M&IE rate for all other full days of travel. If travel is more than 12 hours but less than 24 hours and includes an overnight stay, the employee is allowed 75% of the M&IE rate as shown in Table A.

TABLE A		
When travel is:		**Allowance is:**
Class A 24 hours or more	The day of departure	75% of the applicable M&IE rate
	Full days of travel other than first and last day	100% of the applicable M&IE rate
	Last day of travel	75% of the applicable M&IE rate, 100% for return after 8:00 p.m.
Class B Continuous travel less than 24 hours involving an overnight stay		75% of the applicable M&IE rate

4. Travelers shall not be reimbursed for meals included in a convention or conference registration fee paid by VSO. If the traveler elects to eat elsewhere, the meal will be at their own expense. Exceptions may be made for those travelers with special dietary needs or other official duties that prevent them from eating a prepaid meal. Such cases must be substantiated and approved. If approved, the traveler will be reimbursed in the same manner as all other meals. Banquets not included in the registration fee will be paid at the stated rate provided the meal is an integral part of the convention or conference.

5. **CLASS C**

   a. Class C travel is defined as travel for short or day trips, in which the traveler is not away from official headquarters overnight.

   b. Persons traveling within the boundaries of Volusia County on official VSO business will be reimbursed for qualified expenses.

   c. The most economical and efficient mode of transportation shall be used. Both travel costs and time will be considered. VSO vehicles are available for use.

G. LODGING

1. Actual expenses for lodging, substantiated by receipts, will be reimbursed at the single occupancy rate. A single room with private bath in a business class hotel/motel is the VSO standard. Additional cost for suite or luxury accommodations will not be reimbursed except in those situations where the lodging is occupied by more than one traveler resulting in a lower overall expense to the VSO.

2. Travelers will not be reimbursed for any lodgings included in a convention or conference registration fee paid by the VSO.

H. MISCELLANEOUS EXPENSES

1. The following incidental travel expenses of the traveler may be reimbursed. These expenses shall be held to the minimum amount required for essential and efficient conduct of VSO business. By their certification, the authorizing agent approving the travel reimbursement will be held responsible for all items of expense as being necessary and correct.

   - Taxi fare;
   - Ferry fees, bridge, road, and tunnel tolls;
   - Storage or parking fees;
   - Communication expense;
   - Rental car;
   - Discounts on hotel, airline and rental car rates.

2. The use of vehicles obtained from commercial vehicle rental firms shall be limited to those instances when VSO, privately owned vehicles, or reasonable public transportation is unavailable. The cost of vehicle rental versus public transportation shall always be considered. Maximum reimbursement for rental cars will general be limited to the mid-size sedan rate. Rental cars may be used only for conducting official VSO business.
3. The VSO may benefit from contracts entered into by the State of Florida. The State of Florida contracts with hotel/motel chains, airline, and rental car agencies to provide transportation and lodging at discounted rates. All travelers shall use the discounted fares/rates whenever possible.

I. FRAUDULENT CLAIMS

1. Fla. Stat. Ch. § 112.061(10), states

   "...any person who willfully makes and subscribes any such claim which he or she does not believe to be true and correct as to every material matter, or who willfully aids or assists in, or procures, counsels, or advises the preparation or presentation under the provisions of this section of a claim which is fraudulent or is false as to any material matter, whether or not such falsity or fraud is with the knowledge or consent of the person authorized or required to present such claim, is guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 or s. 775.083". Whoever shall receive an allowance or reimbursement by means of a false claim shall be civilly liable in the amount of the overpayment for the reimbursement of the public fund from which the claim was paid."

VI. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 33.1.3

VII. FORMS (Click here to access forms)

- Training/Travel Request, VSO Form # 092997.020

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-017-03**	**Distribution** All Personnel	**Reissue/Effective Date** 10/24/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 07/26/2023
Title **INVENTORY CONTROL**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE [CALEA LE 4.3.1 (e)]

This general order establishes guidelines for the control and accountability of Volusia Sheriff's Office (VSO) property.

II. POLICY

Pursuant of Fl. Stat. § 274.03, the Sheriff is the custodian of the property of the Office of the Sheriff. The Purchasing Unit and designees are responsible for managing and controlling all property accepted by or stored in the agency's areas.

It shall be the policy of the VSO to establish guidelines to maintain and control the requisition, issuance, accountability, and disposition of VSO-owned property.

III. DEFINITIONS

Capital Fixed Asset – Tangible property of a non-consumable nature, the value of which is $1000 or more and for which the expected life is more than a year.

First In, First Out (FIFO) – Inventory control procedure where the removal of items from inventory occurs in chronological order.

Enterprise Resource Planning (ERP) System – an integrated business application system that streamlines essential human resources and financial business processes and shares real-time information across the entire organization.

Physical Inventory – The process by which an authorized VSO agent locates and identifies property, generally capital fixed assets or tracked assets.

Tracked Asset – Tangible property, with a value less than $1,000, deemed of value for tracking purposes and tracked, as designated by the Sheriff or designee.

IV. PROCEDURE

A. RESPONSIBILITIES [CALEA LE 17.5.1 (a), 17.5.2;]

1. The Purchasing Unit is responsible for the distribution, maintenance, and issuance of property, with the following exceptions: [CALEA LE 4.3.1(e), 17.5.1 (b); TA 3.2.8]

   - The Training Academy or the SWAT Team Commander issue weapons as appropriate.
   - The Training Academy issues body armor to Academy Recruits and the first issuance to new Deputies.
   - Fleet Services maintains and issues vehicles.

- The Information Technology Section issues and maintains technology items, such as body worn cameras (BWC), cell phones and computers.

2. The Purchasing Unit is responsible for:

   a. Maintenance of accurate property records within the approved ERP System;

   b. Controlling and maintaining agency property in a state of operational readiness until issued, used, consumed, or disposed of apart from the above listed items. [CALEA LE 17.5.2]

3. The VSO entity responsible for issuing tracked assets is responsible for ensuring the ERP system records for issued items are updated.[CALEA TA 3.2.8]

B. RECORDKEEPING [CALEA LE 17.5.1 (a)]

1. The Purchasing Unit will record the receipt of fixed assets, all goods purchased, and other items as designated by the Administrative Services Division Chief or designee. Control numbers will be placed on each fixed asset and recorded in the ERP system under the inventory control component. All VSO property classified as a fixed asset must be permanently marked to establish identity and ownership prior to its issue or assignment.

2. All tracked assets that are less than $1,000.00 will not receive an agency property number. The following exceptions will apply: [CALEA LE 4.3.1 (e)]

   - Firearms;
   - Tasers;
   - Body armor;
   - BWC's and their components;

3. The Purchasing Unit or designated area is responsible for the maintenance of the data in the approved ERP system that will provide reporting capability reflecting status of property with a value of $1,000.00 or higher in VSO custody, as well as any agency tracked property under $1,000.00. At a minimum, the system shall contain the data prescribed by policies and procedures as relates to individual property records and provide for the retrieval of data by property number, serial number, description, division assigned, location, condition, and date of last inventory, as well as the date it was received and released.

C. PHYSICAL INVENTORY [CALEA LE 17.5.1 (a); TA 3.2.7]

1. A full physical inventory is completed annually for all capital fixed assets. Any discrepancy between the physical inventory and stock reports will be traced and reconciled.

2. A full physical inventory of tracked assets is completed annually by the VSO entity responsible for issuance of the tracked asset.

D. PROPERTY DISPOSAL [CALEA LE 17.5.1 (a)]

1. The disposal of capital fixed assets must be authorized by the Purchasing Manager or designee.

2. The Purchasing Unit will adjust inventory records upon disposal of the property.

E. DISTRIBUTION AND ISSUANCE [CALEA LE 17.5.1 (b); TA 3.2.8]

1. The Purchasing Unit shall be responsible for the distribution and issuance of all property with the exception of:

   - Weapons, BWC's, Initial issuance of body armor upon employment, and Vehicles as defined in Section V. A. 1. of this general order.

2. Only properly trained, qualified, or licensed personnel shall be issued or permitted to operate or use VSO property.

3. All goods are to be distributed using the first in first out (FIFO) method.

4. Property requiring added protection including, but not limited to, weapons, ammunition, and badges, shall be kept locked within a secure area or in the case of firearms, locked in the firearms safe.

F. USE OF VSO PROPERTY [CALEA LE 17.5.1 (b)

1. Employees shall not use VSO property, equipment, or vehicles except in the performance of official duties unless otherwise authorized. Employees shall not permit VSO property, equipment, or vehicles to be used by any unauthorized person, either on or off duty.
2. Employees are responsible for all VSO property assigned to them. Employees shall not appropriate for their own use, either on a temporary or permanent basis, any VSO property or property in VSO custody, to include, evidence, found property, or recovered property.

V. APPENDICES

- GO-017-03-A Approved ERP systems
- GO-017-03-B List of Tracked Assets

APPROVED ENTERPRISE RESOURCE PLANNING (ERP) SYSTEMS

The following are the approved ERP systems:

- ADG

LIST OF TRACKED ASSETS

The following are tracked assets that do not meet the criteria to be deemed capital assets:

- Firearms
- Firearm ammunition
- Conducted Electrical Weapons (Tasers)
- Badges
- Body-worn-cameras (BWC)
- Computers and peripherals

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-017-05**	**Distribution** All Personnel	**Reissue/Effective Date** 10/24/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 07/26/2023
Title **PURCHASING PROCEDURES [CALEA LE 17.3.1]**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish responsibility and to set forth procedures for the procurement of Volusia Sheriff's Office (VSO) supplies, services, and equipment.

II. POLICY

Pursuant to Fla. Stat. § 30.53, the independence of the sheriffs shall be preserved concerning the purchases of supplies and equipment.

Except where the Sheriff delegates obligation of authority, all purchases are made by the Purchasing Unit. Captains and designees are assigned the task for initiating requisitions and providing specifications in detail for the charge applied to their budget.

It shall be the policy of the VSO to make all purchases based on sound business practices and to develop and maintain goodwill between the Agency and suppliers.

III. DEFINITIONS

Enterprise Resource Planning (ERP) System – an integrated business application system that streamlines essential Human Resources and Financial business processes and shares real-time information across the entire organization.

IV. PROCEDURE

A. STANDARDIZED PURCHASES

1. Standardized purchases of $100,000.00 or less do not justify the administrative time and expense for the conduction of competitive bids or proposals. Unless otherwise provided, such purchases should be obtained competitively.
2. Standardized purchases are classified by two categories:
   a. Those that may be made directly by use of a VSO issued credit card.
      (1) The VSO has a corporate credit card account for the purpose of expediting small purchases in the amount of $999.99 or less.
      (2) Use of the VSO credit card will be made in accordance with the VSO credit card policy.
   b. Those that are required to be made through the central procurement process.
      (1) All requisitions must be submitted to the Purchasing Unit using the ERP system so that purchase orders may be issued, accounts established, and funds reserved.
      (2) Before Purchasing Unit staff can initiate the buying, requisitions must be approved.

(a) Requisitions in the amount of $999.99 or less must be approved by the Captain or Director of their assigned cost center.

(b) Requisitions in an amount between $1,000.00 and $9,999.99 must be approved by the appropriate Division Chief.

(c) Requisitions of $10,000.00 or more must be approved by the Sheriff, Chief Deputy, or designee.

(3) When feasible, quotes are requested from prospective vendors. Most day-to-day goods will be procured by Purchasing Unit staff through shopping.

(4) Quotes may be obtained using the telephone, fax, or Internet websites, and must be submitted on the vendor's stationery. All quotes must include date, cost, and a full description of the product or service required. Cost, quality, and availability will be considered in vendor selection.

(5) Products or services shall be purchased as outlined below:

(a) Purchases for which the cost is estimated to be $5,000.00 or above shall be obtained only after price/value and quality comparisons of the products has been completed and documented. Documentation, in the form of a quote on vendor's letterhead, will be attached to the purchase order.

(b) Quotes may be obtained by either the Purchasing Unit or by the requesting entity. A Quote is a written offer submitted in response to a request for acquiring goods or services. Written quotes can also be in the form of a fax, email or from a website.

(c) A minimum of three responsive quotes from three separate vendors is required. When requesting quotes, vendors must be provided the same specifications. Prices are not to be disclosed from one vendor to another.

(d) Purchases made under the following conditions are exempt from competitive quotation procedures:

- Emergencies (i.e., to restore life threatening services).
- Sole Source items where a Sole Source form has been submitted and reviewed and approved by Purchasing,
- Products available through existing contracts executed by other units of government (such as the Florida State Purchasing Office) which contain authority for local use or Federal General Services (FGS).
- State of Florida Department Management Services, Surplus Federal Department of Property.
- Pride of Florida pursuant to Florida Statutes § 287.042(2).

B. BIDDING PROCEDURES

1. Formal sealed bids or proposals may be used for acquisitions of any product or service that is expected to cost or generate revenue greater than $100,000.00.
2. No solicitation of a formal sealed bid/proposal will be requested or acknowledged by individuals from the VSO without the approval of Purchasing Manager or designee.
3. The VSO utilizes a fully automated, web-based electronic bid/proposal solicitation process administered by the Purchasing Unit.

C. VENDOR/BIDDER SELECTION

1. Vendor/bidder selection is an integral part of the procurement process.
2. Criteria for vendor/bidder selection include, but is not limited, to the following.

a. Delivery – ability of the vendor/bidder to procure all required items or provide required services within desired delivery dates.

b. Quality – ability of vendor/bidder to provide products or services with the expected quality.

c. Cost – evaluation of prices provided by several vendors/bidders.

d. Past Performance – evaluation of the vendor's/bidder's procurement activities undertaken in the past.

D. EMERGENCY PURCHASES AND RENTALS

1. Emergency purchase and rental requests are handled immediately. Purchases and rentals are "emergencies" when the need for goods or services is so compelling that normal procedures cannot be followed. In such instances, the individual will seek approval from their immediate supervisor and then contact the Purchasing Manager with a description of the commodity or service, the name of the vendor, and estimated cost. The Purchasing Manager will then approve purchase order if under $10,000.00 or obtain approval by the Administrative Services Division Chief or designee. .

E. SIGNATORY AUTHORITY FOR CONTRACTS, AGREEMENTS, AND GRANTS

1. Authority to sign a contract, agreement, or grant on behalf of the VSO rests solely with the Sheriff, Chief Deputy, Administrative Services Division Chief, and Purchasing Manager.
2. Contracts and agreements must be reviewed by the Purchasing Unit Manager. Once the Purchasing Unit Manager has determined the document meets VSO requirements, they will either sign the document or forward it to the appropriate signatory.

V. REFERENCES

- Fla. Stat. § 30.53
- Fla. Stat. § 287.042(2)

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-021-01**	**Distribution** All Personnel	**Reissue/Effective Date** 03/12/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **CLASSIFICATION AND DELINEATION OF DUTIES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish and maintain a system of classification of jobs. Job classification/delineation of duties and responsibilities provide methods for determining and creating job task analysis within the Volusia Sheriff's Office (VSO).

II. DISCUSSION

Every position within the VSO will be staffed based on job descriptions, minimum acceptable performance standards, qualifications and compensations packages. The Human Resources Director or designee, will maintain such information for each position within the organization and will be available for distribution to interested Volusia Sheriff Office employees or applicants. Modifications to any factor defining a position must be approved by the appropriate Division Chief and Human Resources Director according to general order guidelines.

III. DEFINITIONS

Classification Plan – The Classification Plan provides a systematic arrangement and inventory of the positions within the VSO. The plan groups the various positions into understandable classifications indicative of the range of duties, responsibilities and level of work performed, including appropriate classification titles and the proper allocation of each position to its proper classification.

Job Description – An official written statement setting forth the duties and responsibilities of a job, and the skills, knowledge, and abilities necessary to perform it.

Position Control – Position Control refers to the system in which the VSO keeps track of the position within the organization. This creates a framework of positions for all the jobs within the VSO without regard to whether there is an incumbent for a specific job or not. Position control is also used to track funding sources for each position, as well as tracking all of the current employees, and maintain data for different types of reports.

Position – A definable set of tasks and responsibilities which have been determined to require the efforts of a single employee with specific minimum qualifications in a specific location within the organizational structure and for which there is a stated compensation package.

Position Action – Any administrative action which will affect one or more positions. This includes, but is not limited to, creation or elimination of a position, change in position pay grade, change of position title, transfer of a position to another agency component or changes in funding source.

Requesting Authority – An individual possessing the authority to initiate a position action. Generally, the requesting authority will be the Division Chiefs for positions within their Division; and the Sheriff or Chief Deputy for positions moving between divisions.

Position Control Form – The Position Control form is used to document the approved changes to a position.

IV. POLICY AND PROCEDURE

A. THE CLASSIFICATION PLAN

1. Uses of the Plan:
    - Determine qualifications, prepare examination announcements and examination content;
    - Determine salaries to be paid for the various classifications of work;
    - Determine lines of promotion;
    - Provide an understandable and uniform terminology of jobs;

B. CONTENT OF THE PLAN

1. The content of the plan shall consist of:
    a. A grouping of positions into classifications on the basis of approximately equal difficulty and responsibility that require the same general qualifications and can be equitability compensated within the same pay grade.
    b. A classification title, indicative of the work of the classification, to be used on all personnel, accounting, budget and related official records. No person shall be appointed to a position under a title not contained in the Classification Plan.
    c. Written job descriptions based on an analysis for each classification and each assignment within the classification containing the characteristics of the classification and examples of duties performed by members in the classification, qualifications of the classification setting forth the necessary knowledge, skills and abilities required to satisfactorily perform the essential job functions of the position and the experience and training needed for recruiting to the classification. New and revised job descriptions shall be developed through periodic pay and classification studies and shall be based on job analysis. Human Resources maintains job descriptions covering each agency job, which are available to all personnel. When a new employee is hired, they are given a copy of the current job description for the hired position. A written task analysis of every class of employee in the agency will be maintained on file and includes:
        (1) The work behavior (duties, responsibilities, functions and tasks);
        (2) The frequency with which the work behavior occurs;
        (3) The criticality of the job-related skills, knowledge and abilities;
        (4) The job-related knowledge, skills, and abilities needed to perform the work behaviors effectively;
        (5) Physical Requirements to include ADA information.

C. PROCESS

1. The Sheriff shall determine which positions fall under the classified and unclassified service.
2. The plan shall be prepared by the Human Resources Director with such assistance as necessary and shall be presented to the Sheriff for approval.
3. The addition of new classifications or deletion of existing classifications shall be accomplished in the same manner as the original adoption of the plan.
4. The Human Resources Director shall be charged with the responsibility of maintaining the Classification Plan in accordance with directions from the Sheriff, based upon the following procedures:
    a. The Classification Plan will be reviewed annually and revised, if necessary.
    b. On the basis of studies made and submitted to the Sheriff for new or proposed positions and on the resulting recommendations, the new or proposed position will be placed in the proper classification reflecting the duties and responsibilities of the work.
    c. On the basis of studies made and submitted to the Sheriff for permanent changes in the duties and responsibilities of existing positions and on the resulting recommendations, existing

positions will be placed in the proper classification reflecting the duties and responsibilities of the work.

d. Members affected by position reclassifications may be given reasonable opportunity to be heard by the Division Chief and the Human Resources Director. The Sheriff has the final authority to approve or disapprove any proposed changes.

5. **JOB DESCRIPTION MAINTENANCE**

a. The Human Resources Section is responsible for completing a documented review of job descriptions of all employees every four (4) years, at a minimum.

D. RULES

1. Positions shall not be allocated to a classification not approved as part of the Classification Plan.
2. No action shall be taken to fill any position until it has been classified in accordance with the Classification Plan.
3. A position numbering system which will identify each individual position shall be prescribed.
4. If a new job classification revision or position reclassification is requested, the Division Chief shall follow the guidelines relating to reclassification.
5. A specialized assignment within a given position classification will be reviewed annually, if necessary by the appropriate Division Chief in which the assignment exists to determine if such assignment should be continued. Such reviews will include a listing of specialized assignments, a statement of purpose for each listed assignment and the evaluation of the initial problem or condition that required the implementation of the specialized assignment.
6. All transactions affecting members and positions will be submitted for review and approval.
7. The Sheriff or designee may reassign a classified or unclassified position to any organizational area within the agency.

V. ACCREDITATION STANDARDS

A. CALEA COMMUNICATIONS ACCREDITATION

- 3.1.3

B. CALEA LAW ENFORCEMENT ACCREDITATION

- 21.2.1
- 21.2.2

VI. FORMS (Click here to access forms)

- Position Control Form

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-022-01**	**Distribution** All Personnel	**Reissue/Effective Date** 07/26/2023
		Original Issue Date 01/05/2021	**Previous Revision Date** 09/02/2022
Title **COMPENSATION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to describe the Volusia Sheriff's Office (VSO) salary program and provide for the annual review of that program.

The system ensures that all personnel actions are based on relative knowledge, skill, and abilities.

II. DISCUSSION

It is the intent of VSO to provide all employees with fair and equitable pay and a uniform system of payment.

III. POLICY

It shall be the policy of the VSO to act within the rules and regulations of the VSO general orders, the collective bargaining agreement, and the U.S. Fair Labor Standards Act. It shall further be the policy of the VSO to provide an annually reviewed, fair, and equitable system to award raises if funds are available.

IV. PROCEDURE

A. EMPLOYEE RATE

1. When first appointed, an employee shall be paid at the minimum rate for the class to which appointed. [CALEA LE 22.1.1 (a)]
2. The Sheriff or designee may authorize a starting salary above the minimum when a prospective appointee possesses qualifications over the minimum qualifications, also in cases where intense recruitment has failed to attract qualified applicants willing to accept the minimum salary.
3. VSO employees may receive a one-time annual increase for all employees when funds are available with the Sheriff's approval.
4. The compensation plan is reviewed annually based on information gathered from a wage and salary survey in which a sampling of agency classes is compared with similar classifications in surrounding counties.
5. The VSO Compensation Plan lists salary differentials between ranks/positions and within ranks/positions. [CALEA LE 22.1.1 (b, c,)]
6. Compensation for employees covered by the collective bargaining agreement follows the step pay plan described in Article 21 Wages of the agreement. [CALEA LE 22.1.1 (b, c)]

B. OVERTIME PAY OR COMPENSATORY TIME **[CALEA LE 22.1.1 (e, f)]**

1. Overtime is paid to eligible employees per the Fair Labor Standards Act. Compensatory time shall not be granted unless express written permission is given by the Sheriff. [CALEA LE 22.1.1 (e, f)]

2. Hours worked during a work period shall include all time an employee is required to be on duty on the employer's premises or at a prescribed workplace.
3. Employees in the non-exempt class are eligible to receive overtime pay for time worked in excess of regularly scheduled work hours during a work period.
4. Interpreting work periods and eligible classes described by the Fair Labor Standards Act rests with the Human Resources Director and employment attorney.
5. Weekly salary positions are governed by the Fair Labor Standards Act (29 CFR 541) and exempt from overtime pay.
6. All personnel falling under Fair Labor Standards Act provisions shall be compensated at a rate not less than one and one-half (1.5) times their regular pay for hours requiring overtime compensation.
7. Except for sworn personnel, all non-exempt VSO personnel will be eligible for overtime pay for any hours worked over forty (40) hours compensable time in a seven-day work week.
8. Regarding all sworn non-exempt personnel, only hours worked over the regular eighty (80) hour, fourteen (14) day work period shall be compensated at one and one-half (1.5) times the employee's regular pay rate.
9. VSO Deputies shall only work a maximum of seven (7) consecutive days and no more than eighteen (18) consecutive hours or eighteen (18) hours in a twenty-four (24) hour period. Deputies must have at least eight hours off before reporting to regularly assigned duty. Each twenty-four (24) hour period shall begin at midnight (24:00). For this section, it shall be considered a workday when five (5) or more hours have been worked.
    a. The above procedures may be waived during any disaster, special event, major investigation, or with authorization by a Captain or above on a case-by-case basis.
10. Personal leave is considered productive and hours worked for overtime if the leave was requested at least fourteen (14) days in advance of the date(s) of the leave. If available, the leave request must be made in the ADG computer system. If the ADG computer system is unavailable, the employee will submit the leave request by VSO email to their supervisor.
    a. IUPA Pool Time is considered productive and hours worked for overtime.
    b. Any intentional or attempted misuse of this section may be considered veracity offenses as described in *GO-026-02 Standards of Conduct*, sections V. D. 8. a. Untruthfulness and d. Falsification of Official Documents.
11. Employees who work overtime shall document the hours worked each day utilizing the agency's electronic timekeeping system. Supervisors use the electronic timekeeping system for monitoring overtime.
12. Travel time by employees during their normal working hours for the following reasons shall be compensated similarly to their regularly assigned duty:
    - To schools;
    - To seminars;
    - To training sessions;
    - When required by VSO.
13. Compensable time for schools shall include only those hours spent in class or under instruction. In no case shall study time be considered compensable time.
14. Volunteer duties are allowed under the Fair Labor Standards Act only if the services performed "are not the same type of services which the individual is employed to perform for such public agency."
15. Off-duty non-exempt personnel shall be compensated a minimum of two (2) hours overtime for call-outs and a minimum of three (3) hours for subpoenaed court appearances.
    a. Witness fees received in connection with subpoenaed appearances shall be endorsed by the employee and turned over to the Finance Unit.
16. In compliance with the Fair Labor Standards Act, off-duty arrests and other law enforcement activities, including "all pre-shift and post-shift activities which are an integral part of the

employee's principal activity or which are closely related to the performance of the principal activity," will be compensated as for any other duty.

17. Overtime compensation is computed to the closest one-quarter of an hour.

C. SPECIAL ASSIGNMENT PAY [CALEA LE 22.1.1 (d, g)]

1. Special assignment pay follows the collective bargaining agreement for those special assignments listed for covered employees. The Sheriff may grant special assignment pay for personnel in special assignments not listed in the agreement, and the Sheriff will govern the amount of special assignment pay, if any.

D. ELECTRONIC TIMEKEEPING

1. VSO utilizes an automated timekeeping system for scheduling time and attendance information and leave requests. The timekeeping system is used as the basis for preparing payroll and issuing paychecks. Therefore, timely and accurate management of the system is essential.
2. Employees shall use the timekeeping system to record exceptions to their normal worked time. They are responsible for tracking the duration of exceptions to their work schedule to ensure accurate time management.
3. Leave requests shall be made in accordance with general order *GO-022-02 Benefits and Leave*.
4. All employees shall approve their timecard no later than 09:00 hours on the Monday of the new pay period.
5. All supervisors shall complete and approve their respective employees' timecards no later than 10:00 hours that same Monday.
6. Any questions or concerns shall be brought to the supervisor's attention as soon as possible; supervisors should bring extenuating circumstances to the attention of the Payroll Unit for assistance.
7. No manual check exception for a current pay period that has been signed off by an employee and their supervisor will be for the same pay period. Any exception must be approved by the Sheriff and or the Human Resource Director.

V. REFERENCES

- *Collective Bargaining Agreement*

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-022-02**	**Distribution** All Personnel	**Reissue/Effective Date** 10/09/2023
		Original Issue Date 01/05/2021	**Previous Revision Date** 04/06/2022
Title **BENEFITS AND LEAVE**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to describe benefits available to Volusia Sheriff's Office (VSO) employees.

II. DISCUSSION

Maintaining a stable, healthy, secure, happy and highly motivated workforce directly benefits the VSO and the public it serves.

Benefits and leave are provided to VSO employees to improve personal efficiency, effectiveness, and morale.

III. POLICY

It is the policy of the VSO to promote measures directed toward more sanitary, safe, healthful, productive, and effective working conditions and to comply with the rules and regulations set forth within this general order.

Benefits set forth herein reflect initial benefits but are subject to change and do not create a right to any specific benefit, unless the benefit is enumerated in a collective bargaining agreement.

Annually the Administrative Services Division Chief or designee recommends necessary changes to the group benefit plans to the Sheriff. The recommendations shall include changes to maintain currency with changing economic conditions and health care costs to keep the plans comparable and competitive with other employers.

IV. PROCEDURE

A. PERSONAL LEAVE - NON-EXEMPT (HOURLY) AND EXEMPT (SALARY)

1. Personal leave is hours accrued bi-weekly based on the years of service with the VSO.
2. The following personal leave is available to all full-time VSO personnel:

YEARS OF SERVICE	HOURS PER PAY PERIOD (BI-WEEKLY)	HOURS PER YEAR
0-7	8.62	224
8-13	9.53	248
14-19	10.77	280
20+	11.68	304

3. New Hire employees may use up to twenty-four (24) hours of accrued personal leave for absences during the first six (6) months of employment and an additional seventy-two (72) hours during the next six (6) months, not to exceed ninety-six (96) hours during the first year. The Chief Deputy or designee may waive these requirements.
4. Personnel may use remaining personal leave after completing their first twelve (12) months of satisfactory employment with supervisory approval.
5. Personal leave is considered productive and hours worked for overtime if the leave was requested at least fourteen (14) days in advance of the date(s) of the leave. If available, the leave request must be made in the ADG computer system. If the ADG computer system is unavailable, the employee will submit the leave request by VSO email to their supervisor.
    a. IUPA Pool Time is considered productive and hours worked for overtime.
    b. Any intentional or attempted misuse of personal leave may be considered a veracity offense as described in *GO-026-02 Standards of Conduct*,
6. If an hourly employee is ordered in to work, the hours worked will be paid at the employee's overtime rate.
7. Employees must maintain a balance of eighty (80) hours of personal leave after the first year of service.
    a. Supervisors shall ensure an employee's personal leave balance will remain at or above the minimum 80 hours when approving personal leave requests.
8. Hourly employees may use personal leave in fifteen (15) minute increments.
9. Personal leave shall not accrue while an employee is in a non-pay status; accruals resume on the first pay period following reinstatement to pay status.
10. Part-time employees with benefits accrue at a prorated rate based on the number of hours worked (e.g., twenty (20) hours worked equals one-half (1/2) the accrual of a full-time employee).
11. Leave requests shall be submitted using the electronic timekeeping system.
12. Eligible uses of personal leave: [CALEA LE 22.1.2 (c, d)]
    a. Vacation; [CALEA LE 22.1.2 (d)]
    b. Absences for the transaction of personal business which cannot be conducted during off-duty hours;
    c. Responding to a subpoena for private matters not directly related to VSO matters.
    d. Absences from work not covered by another type of leave provision;
    e. Absence from work due to illness or injury of the employee; [CALEA LE 22.1.2 (c)]
    f. Leave not covered under the bereavement leave policy;
    g. Uncovered portions of disability leave;
    h. Family and Medical Leave Act (FMLA);
    i. Uncovered portions of military leave.
13. An employee's supervisor shall arrange personal leave time for the employee to appear for a subpoena for a private matter not directly related to VSO matters.
14. Any verbal requests for an employee to appear in court not accompanied by a subpoena must be reviewed on a case-by-case basis. Any employee receiving such a request will immediately notify their Division Chief through the chain of command.
15. No allowance for advance leave or in anticipation of future leave credit shall be granted. Personal leave may be denied based on leave usage, attendance record, or the District/Section's work demand.
16. **RESTRICTIONS ON THE USE OF PERSONAL LEAVE**
    a. Employees may not work off-duty assignments or other jobs while claiming unscheduled personal leave benefits.

b. Subject to the discretion of the Sheriff or designee, the use of personal leave may be limited to less than, and in any event shall not exceed, thirty (30) days in a twelve (12) month period unless the appropriate Division Chief grants prior approval. The twelve (12) month period runs on a calendar year, January 1 through December 31. For this restriction, personal leave does not include time off for medical issues such as illness or doctor's appointments.

c. **EXTENSION OF SERVICE**

(1) Personal leave benefits shall not be used by an employee separating from service to extend the date of employment beyond the date that such employee ceases to perform the duties of their position.

17. **PAYMENT OF PERSONAL LEAVE UPON SEPARATION FROM EMPLOYMENT**

a. Employees may be eligible for payment of their unused personal leave upon separation from employment under the following conditions:

(1) An employee has completed one year of continuous satisfactory service following their original date of employment.

(2) An employee submits a written resignation no fewer than fourteen (14) calendar days before the effective date of separation.

(3) The employee is separated in good standing. Good standing shall include but is not limited to returning all issued property and working their scheduled shift through the resignation period.

(4) If an employee did not work through their fourteen (14) day resignation period and has special circumstances why they did not work, the Sheriff will decide whether to approve a payout of leave.

(5) An employee who separates and is not in good standing will receive no more than twenty (20) percent of their accrued personal leave not to exceed two hundred twenty-four (224) hours unless approved by the Sheriff or designee.

(6) Payment is based on the following schedule:

(a) Less than one (1) year of continuous service with VSO-Zero (0%) percent.

(b) One or more continuous years of service with VSO-100 (100%) percent of unused balance not to exceed:

MAXIMUM HOURS	YEARS OF SERVICE
824	1ST month of 2ND year to 7 years
1,064	1st month of 8th year to 13 years
1,088	1st month of 14th year to 19 years
1,120	1st month of 20th+

(c) In the event of the employee's death, their designated beneficiary shall receive 100 percent of the accrued leave up to but not exceeding the maximum number of hours listed in the above schedule.

(d) Any employee covered by this policy who is reinstated, rehired, or re-employed shall not receive any additional personal leave payout over the one thousand one hundred twenty (1,120) hour lifetime maximum.

(e) Leave payout for appointed Executive Command Staff shall be at the discretion of the Sheriff.

B. PERSONAL LEAVE DONATION

1. The purpose of personal leave donation is to allow employees to voluntarily transfer accrued personal leave hours to their VSO coworkers who have exhausted all other paid leave. The donated leave is to be used by employees who are faced with a medical emergency or major catastrophe for themselves or an immediate family member.

2. This is an employment benefit allowing eligible employees (*recipients*) to request donation of accrued personal leave from VSO coworkers (*donors*) who are eligible to donate. Donations are voluntarily contributed to recipients by donors.
3. A maximum of two-hundred and forty (240) hours of donated leave from any leave donation program may be received by an employee in any twelve (12) month period. The Sheriff or designee may waive the maximum number of hours donated to an employee on a case-by-case basis.
4. An employee using donated leave will:
    - Continue to earn personal leave while they are in a paid status;
    - Continue to receive benefits as long as the deduction for premium payments continues;
    - Forfeit any unused donated time back to the donor.
5. Donated leave runs concurrently with leave under the Family Medical Leave Act (FMLA).
6. The receipt of donated hours from coworkers does not guarantee the recipient continued employment.
7. Upon termination of employment, any employee in possession of donated leave hours will not receive payment for donated leave hours as part of any leave payout.
8. **CRITERIA TO BE A RECIPIENT**
    - The employee has exhausted all paid leave prior to approval of the donation.
    - The employee must be currently employed by VSO at the time of the donation request.
    - The employee is not receiving workers' compensation benefits.
    - The employee is not receiving long-term or short-term disability benefits.
        - However, the employee may receive donated leave for the time period between the declaration of disability and when they start receiving benefits for disability.
    - The employee's receipt of the donated leave will not cause them to exceed the two-hundred and forty (240) hour maximum per twelve (12) month period.
9. **CRITERIA TO BE A DONOR**
    - The donor must be a full-time VSO employee that has completed their initial probationary period.
    - The employee must have more than eighty (80) hours of personal leave available.
10. **REQUESTING LEAVE DONATION**
    a. The employee must complete a ***Request for Donated Leave***, VSO form # 050823.002, and submit to the Human Resources Section for approval. The employee should submit the form before reaching a forty (40) hour personal leave balance to avoid going into a leave without pay status. Attach the following to the form when appropriate:
        - Doctor's statement, including the nature of the illness or injury and the anticipated recuperation period required;
        - HIPPA authorization form (may be required).

    b. The request will be reviewed by the Leave Donation Committee, and a determination will be made as to the amount of time to be donated to the recipient based on need and the availability of hours donated from co-workers.
11. **APPROVAL OF REQUEST**
    a. The employee will be notified within five (5) business days of the receipt of the request whether the request is approved or denied.

    b. If approved, the recipient shall not be required to pay back the awarded leave unless the employee is found to have knowingly abused the personal leave donation program.

    c. If the request is denied, the employee may appeal the denial within five (5) business days of receipt of the denial through the Leave Donation Committee. The employee's Division Chief will make the final decision.

12. **RETURN TO WORK**

    a. Employees using donated leave will coordinate their return to work with the Human Resources section.

13. **LEAVE DONATION COMMITTEE**

    a. The Leave Donation Committee is made up of the following:

    - A Chairperson designated by the Sheriff or designee;
    - Human Resources Section Director;
    - Payroll Unit Supervisor;
    - One (1) Deputy Sheriff from Law Enforcement Operations Division designated by the Division Chief;
    - One (1) Deputy Sheriff from Support Operations Division designated by the Division Chief;
    - One (1) telecommunicator designated by the Division Chief;
    - From the Union, one (1) Board Member.

C. HOLIDAY LEAVE [CALEA LE 22.1.2 (b)]

1. The following days are designated as official holidays for VSO employees:

    - New Year's Day - January 1;
    - Dr. Martin Luther King's Birthday - Third Monday in January;
    - Good Friday - March or April;
    - Memorial Day - Last Monday in May;
    - Independence Day - July 4;
    - Labor Day - First Monday in September;
    - Veterans Day – November 11;
    - Thanksgiving Day - Fourth Thursday in November;
    - Friday following Thanksgiving Day;
    - Christmas Day - December 25;

2. **HOLIDAY PAY**

    a. For holiday pay purposes, a holiday is a paid day off irrespective of scheduled work hours. Employees shall receive holiday pay for all scheduled hours which would have been worked if not for a holiday.

3. **HOLIDAYS FALLING ON SATURDAY OR SUNDAY**

    a. When a holiday falls on Sunday, the following Monday shall be observed as a holiday. When a holiday falls on Saturday, the preceding Friday shall be observed as a holiday.

4. **WORK ON HOLIDAYS**

    a. All employees not required to remain on duty to perform essential services shall be excused from all duty on designated holidays and receive holiday pay. In addition to the amount to which they are entitled as holiday pay, eligible employees who are required to be on duty on a designated holiday shall be paid at straight time for the hours worked on the holiday. To the extent that such hours exceed the regularly scheduled work hours for that pay period, the employees shall be paid at overtime rates for the exceeded hours.

5. **HOLIDAYS OCCURRING DURING PERSONAL LEAVE**

    a. Holidays that occur during personal leave shall not be charged against personal leave.

6. **PART-TIME EMPLOYEES**

    a. Part-time employees shall be paid straight time for holidays on a pro rata basis in the same proportion as their biweekly scheduled hours are to a full biweekly pay period for their classification.

7. **TEMPORARY, SEASONAL, AND INTERMITTENT EMPLOYEES**

   a. Temporary, seasonal, and intermittent employees shall not be paid for holidays.

8. **VSO TIME**

   a. Days, not on the official holiday list, determined by the Sheriff to be additional time off shall be considered VSO time. For each day of granted additional VSO time:

   - All full-time non-exempt (hourly) sworn and telecommunicators will be paid for VSO time equal to one (1) normally scheduled shift. This is in addition to any hours worked on the day the Sheriff awards the extra VSO time.
   - All other full-time non-exempt (hourly) employees receive VSO time equal to one (1) normally scheduled shift.
   - All exempt employees receive one (1) day of VSO time.
   - All part-time employees follow the above rules in prorated amounts based on hours worked verses full-time hours.

   b. All VSO time is considered productive time.

D. BEREAVEMENT LEAVE

1. In the event of the death of certain immediate family members, an employee shall be granted forty (40) consecutive hours off with pay. These hours off shall not be charged to personal leave. For this section, the term "immediate family" is limited to the spouse, child, stepchild, parent, stepparent, brother, sister, father-in-law, mother-in-law, grandfather, grandmother, and grandchildren. In circumstances of extreme hardship, the Sheriff or designee may grant additional days off with pay.

   a. **Spouse or child** – A maximum of eighty (80) hours of leave may be granted to an employee in the event of the death of their spouse or child.

   b. **Additional time** – If more time is required than granted under the subsection above, the additional time may be charged to personal leave or leave without pay with the approval of the Sheriff or designee.

   c. At the discretion of the Sheriff or designee, bereavement leave may be granted to an employee in the event of the death of a relation other than those listed above.

2. Part-time eligible employees shall be paid straight time for bereavement on a prorated basis in the proportion to their biweekly scheduled hours.

E. ADMINISTRATIVE LEAVE [CALEA LE 4.2.3, 22.1.2 (a)]

1. Administrative leave is leave with pay that is granted in accordance with general orders. Examples may be placing an employee involved in a traumatic critical incident or a Deputy who has taken action resulting in great or serious bodily harm or death on administrative leave.

2. **ADMINISTRATIVE LEAVE FOR MILITARY SERVICE CONNECTED DISABILITIES**

   a. Per Fla. Stat. § 110.119, VSO employees rated by the US Dept. of Veteran Affairs or its predecessor to have a military service connected disability shall be granted up to forty-eight (48) hours of administrative leave per calendar year for reexaminations or treatments scheduled by Veterans Affairs.

F. CIVIL LEAVE

1. Civil leave is time off without loss of pay when performing jury duty.

G. EDUCATIONAL LEAVE

1. The Sheriff may grant educational leave with full or partial pay to take courses directly related to their work.

H. EDUCATIONAL BENEFITS[CALEA LE 22.1.3 (e)]

1. The VSO provides all sworn personnel with required mandatory training courses and may require selected career development training courses for sworn and civilians during working hours. The VSO provides the training necessary for employees to accomplish the job function and encourages higher education.

2. The VSO will provide all fees, books, and materials needed when an employee is required to attend training programs.

3. The VSO will provide housing, mileage, meals, and transportation to employees attending required training programs when conducted outside the VSO service area.

4. Partial tuition reimbursement for college degrees and job related courses is available to all VSO employees that have completed their initial probationary period of one (1) year preceding the start of the classes.

    a. The application must be made in advance through the Human Resources Section. The Sheriff reserves the right to determine which courses are job related, and reimbursements may be limited based on the number of other employees taking advantage of this program or available funding.

I. LEAVE REQUESTS (TIMEKEEPING SYSTEM)

1. Except for FMLA and Unpaid leave, leave requests shall be submitted using the electronic timekeeping system. The system will email the supervisor and employee stating that a request has been made.

2. Annual leave requests require the following level of supervisory approval based on the number of leave hours requested:

    a. Forty (40) hours or less: Requires approval by the employee's immediate supervisor. When a supervisor receives a request, they will approve/disapprove the request; if the request is for immediate leave, it will be handled verbally and then entered into the timekeeping system. Verbal requests are only accepted if the situation is an emergency.

    b. Forty-one (41)-eighty (80) hours: Requires approval by the employee's Assistant District Commander (Lieutenant/Civilian Director level). When a supervisor receives a request in excess of 40 hours, the immediate supervisor shall forward the email request via their chain of command to the Assistant District Commander/Director. A reply email approving or denying the leave request shall be returned to the immediate supervisor for action in the timekeeping system.

    c. Eighty-one (81)-one hundred twenty (120) hours: Requires approval by the employee's District Commander (Captain/Civilian Director level). When a supervisor receives a request in excess of eighty (80) hours, the immediate supervisor shall forward the email request via their chain of command to the District Commander/Director. A reply email approving or denying the leave request shall be returned to the immediate supervisor for action in the timekeeping system.

    d. One hundred twenty-one (121)-one hundred sixty (160) hours: Requires approval by the respective Division Chief. When a supervisor receives a request in excess of one hundred twenty (120) hours, the immediate supervisor shall forward the email request via their chain of command to their Division Chief. A reply email approving or denying the leave request shall be returned to the immediate supervisor for action in the timekeeping system.

    e. Over one hundred sixty (160) hours: Requires approval by the Chief Deputy. When a supervisor receives a request in excess of one hundred sixty (160) hours, the immediate supervisor shall forward the email request generated by the timekeeping system via their chain of command to the Chief Deputy. A reply email approving or denying the leave request shall be returned to the immediate supervisor for action in the timekeeping system.

    f. An employee who has requested leave and has eighty (80) hours or less in their leave bank shall submit their request in writing to their Division Chief.

J. FAMILY AND MEDICAL LEAVE ACT (FMLA) [CALEA LE 22.1.2 (e)]

1. The FMLA entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the employee had not taken leave.

2. **ELIGIBLE EMPLOYEES**

    a. Only eligible employees are entitled to take FMLA leave. An eligible employee is one who:

        (1) Has worked for the VSO for at least twelve (12) months;

(2) Has at least one thousand two hundred and fifty (1,250) hours of service for the employer during the twelve (12) month period immediately preceding the leave.

3. **LEAVE ENTITLEMENT**

   a. Reasons for FMLA requests include:

   - The birth of a child and to care for the newborn child within one year of birth;
   - The placement with the employee of a child for adoption or foster care and to care for the newly placed child within one year of placement;
   - To care for the employee's spouse, child, or parent who has a serious health condition;
   - A serious health condition that makes the employee unable to perform the essential functions of his or her job;
   - Any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on "covered active duty;" or
   - Twenty-six (26) workweeks of leave during a single twelve (12)-month period to care for a covered service member with a serious injury or illness if the eligible employee is the service member's spouse, son, daughter, parent, or next of kin (military caregiver leave).

4. The FMLA provides eligible employees up to twelve (12) workweeks of unpaid leave in a twelve (12) month period and requires group health benefits to be maintained during the leave as if employees continued to work instead of taking leave. Employees are entitled to return to their same or an equivalent job at the end of their FMLA leave.

5. The FMLA provides certain military family leave entitlements. Eligible employees may take FMLA leave for specified reasons related to certain military deployments of their family members. Additionally, they may take up to twenty-six (26) weeks of FMLA leave in a single twelve (12) month period to care for a covered service member with a serious injury or illness.

6. The FMLA only requires unpaid leave. Personal leave will be applied in conjunction with unpaid family medical leave. Once personal leave is exhausted, family medical leave will be unpaid.

7. When it is medically necessary, employees may take FMLA leave intermittently - taking leave in separate blocks of time for a single qualifying reason - or on a reduced leave schedule - reducing the employee's usual weekly or daily work schedule. When leave is needed for planned medical treatment, the employee must make a reasonable effort to schedule treatment so as not to unduly disrupt the employer's operation.

8. Leave to care for or bond with a newborn or a newly placed adopted or foster child may only be taken intermittently with the employer's approval. The leave must conclude within twelve (12) months after the birth or placement.

9. Employees needing intermittent/reduced schedule leave for foreseeable medical treatments must work with their supervisor to schedule the leave so as not to disrupt the employer's operations, subject to the approval of the employee's health care provider. In such cases, the employer may transfer the employee temporarily to an alternative job with equivalent pay and benefits that accommodate recurring periods of leave better than the employee's regular job.

10. An employee who goes on unpaid family leave continues to be responsible for paying dependent health care premiums and non-health group insurance premiums, for example, dental or vision insurance.

11. If the leave is due to a serious health condition or illness of the employee, they must provide a fitness for duty (FFD) statement from their attending physician before returning to work. The physician will utilize a copy of the job description to determine fitness for duty.

12. An employee will not accrue any seniority or employment benefits during any period of unpaid leave.

13. If the employee does not return to work following family medical leave without pay for a non health related reason, they are responsible for reimbursing the group health premiums paid on their behalf during the leave.

14. If the employee does not return to work because of the continuation, recurrence, or onset of a serious health condition, either their own or a family member, or because of other circumstances

beyond the employee's control, the employee is not responsible for reimbursing the group health insurance premiums paid on their behalf.

15. An employee who takes family medical leave will be entitled to return to their position or an equivalent position with equivalent benefits, pay, and other terms and conditions of employment if cleared by their attending physician and the employee meets the respective position's Americans with Disabilities Act (ADA) qualifications.

16. **DEFINITION OF SERIOUS HEALTH CONDITION**

    a. The most common serious health conditions that qualify for FMLA leave are:

    - Conditions requiring an overnight stay in a hospital or other medical care facility;
    - Conditions that incapacitate you or your family member (for example, unable to work or attend school) for more than three (3) consecutive days and have ongoing medical treatment (either multiple appointments with a health care provider or a single appointment and follow-up care such as prescription medication);
    - Chronic conditions that cause occasional periods when you or your family member are incapacitated and require treatment by a health care provider at least twice a year;
    - Pregnancy (including prenatal medical appointments, incapacity due to morning sickness, and medically required bed rest).

K. SHORT TERM DISABILITY (STD) AND LONG TERM DISABILITY (LTD) [CALEA LE 22.1.3 (c)]

1. VSO offers short term disability benefits at the employee's expense. When an employee has elected this, the short term disability benefit may work in conjunction with FMLA unpaid leave when an employee has a disability caused by accidental injury, sickness (not work related), or pregnancy.

    a. There is a fifteen (15) day waiting period between the occurrence of the disability and the start of benefits.

    b. All personal leave must be exhausted before utilizing short term disability.

2. Long-term disability benefits are available for employees after a six (6) month waiting period (once short term disability is exhausted or six (6) months).

    a. Eligibility for short term and long term disability benefits are for an employee regularly working at least 20 hours each week and is effective on the date you become a member.

    b. A temporary employee, a seasonal employee, a leased employee, an independent contractor, or a full-time member of the armed forces of any country are not eligible for short term or long term disability benefits.

3. The purpose is to supply supplemental income when a disability prevents you from performing the material duties of your occupation with reasonable continuity.

L. WORKERS' COMPENSATION (ON-THE-JOB INJURY)

1. Non-Bargaining Unit employees absent from duty due to illness or injuries covered by the Florida Worker's Compensation Law may elect to use personal leave to supplement the sixty-six and two-thirds percent (66 2/3%) statutory compensation.

2. Employees injured on the job are required to immediately notify their supervisor describing the circumstances and events leading to the injury. **The supervisor shall complete and email the completed and signed First Report of Injury or Illness form to the Notice of Injury mailbox (NOI@volusiasheriff.gov) and BlueTeam entry**. **within 24-hours of notification of the injury.**

    a. The BlueTeam entry, *but **not** the First Report of Injury or Illness form*, may be delayed with approval from the Supervisor of the BlueTeam entry's submitter.

3. The completed and signed First Report Of Injury or Illness form shall be included in the BlueTeam Notice of Injury Report.

4. Submission of the form or creation of the BlueTeam report will not be delayed due to the supervisor not having access to confidential personal information of the injured employee. Any needed confidential personal information will be added as necessary by the Human Resources Section.

5. Personnel injured on the job shall make themselves available by phone during business hours to the extent their injuries permit.
6. Unless specifically authorized by the Sheriff or designee, all take-home vehicle privileges will be suspended until the employee is medically cleared to return to full-duty status.
7. The supervisor shall complete a Notice of Injury Report in BlueTeam.
8. These reports will be forwarded to the VSO Human Resources Risk Specialist in BlueTeam by the Executive Officer or other designee appointed by the Chief Deputy for appropriate distribution. Copies of all reports will also be forwarded, as appropriate, to the Division Chief, the General Counsel, and the Sheriff, by the Human Resources Director or designee.
9. When an employee is severely injured or killed while on duty, the supervisor will follow guidelines set in general order *GO-022-15 Line of Duty Deaths (LODD)*. In addition, the Watch Commander shall immediately notify the Sheriff, Chief Deputy, Division Chief, Human Resources Director, and the VSO Chaplain.
    a. In the event of an employee's death, the employee's immediate supervisor will be appointed liaison and shall assist the deceased member's family in providing benefits information and support services available to the family.
10. When absent from duty due to illness or injury covered by Florida Workers' Compensation Law, an employee's immediate supervisor acts as a liaison, contacting the employee weekly and updating them on VSO policy and events.
    a. The supervisor will work with the VSO Human Resource Risk Specialist to ensure all compliance documentation is completed promptly.
11. For an employee to return to work from an on the job injury (light duty or unable to work): The Human Resources Risk Specialist will receive a full-duty status form from the treating physician. The Human Resources Risk Specialist will communicate via email to the Command Staff of the change in status.
12. Workers' Compensation will be taken in conjunction with FMLA.

M. LIGHT-DUTY FOR OFF-THE-JOB INJURIES/CONDITIONS

1. Light-Duty for Off-the-Job Injuries or extenuating conditions may be offered if a job is available. When an employee is restricted from performing their job due to an injury outside of work or other extenuating circumstances, it may be possible for that employee to work in a light-duty capacity if a job or job task is available.
2. Work will not be created or taken away from another employee's job to accommodate the employee. A bona fide job or job tasks need to be available for an employee who is on restrictions due to an outside injury or extenuating circumstance to work in a light-duty status.
3. Light-duty for off-the-job injuries is available for up to a maximum of forty-five (45) calendar days.
4. The employee will need to complete a physician certification form showing what specifically they can and cannot do and return the form to the Human Resources section. If the medical paperwork is not completed in a timely manner, this will delay the employee from starting the light-duty assignment, and personal leave will need to be taken until the proper paperwork has been received.
5. The Human Resources Director will discuss the light-duty assignment with the appropriate Division Chief to identify whether work is available to accommodate the light-duty restrictions.
    a. If the restrictions are too severe and put the employee and others in an unsafe scenario, the Sheriff or designee may deny the light duty status.
6. For the employee to return to full-duty status, the Human Resources Section must receive a medical certification returning the employee to full-duty status with or without reasonable accommodation.

N. LEAVE OF ABSENCE WITHOUT PAY

1. A leave of absence without pay may be granted to an employee for necessary absence when all personal leave has been exhausted. Normally, a leave of absence without pay will be utilized in situations involving personal or family illness or where the employee's absence will be of potential

future benefit to the VSO and the employee personally. In exceptional situations, an employee may be allowed leave of absence without pay for other than illness if a benefit may accrue to the VSO from granting such leave. Under no circumstances may a leave of absence without pay be granted to allow an employee a trial period for another job. The Sheriff or designee may grant a leave of absence without pay for a period not to exceed six months.

2. Employees who have completed their initial probationary period shall be eligible to be considered for a leave of absence without pay. Approval and duration of a leave of absence may be determined by giving due consideration to the length of service, quality of performance, interests of the VSO, reason for the leave, and any other circumstances deemed appropriate.

3. A member who has exhausted all accrued leave may request a continuance in a leave of absence without pay status by submitting the *Leave of Absence Without Pay Request Form* through their chain of command. Continuance in a leave of absence without pay status, other than FMLA, must be approved by the Sheriff or designee.

4. Requests for leave of absence without pay shall be completed before the need for leave and forwarded through the chain of command for the Sheriff or designee's approval. In emergencies, the completed *Leave of Absence Without Pay Form* shall be processed as soon as possible and forwarded through the chain of command for the Sheriff or designee's approval. The *Leave of Absence Without Pay Request Form* must include:

   - The purpose for which the leave is requested;
   - Documentation must be attached to support the reason for the leave (via fax to (386) 943-7067 to the Human Resources Section);
   - The anticipated start date and end date the employee will be away.

5. Leave of absence without pay. A leave of absence without pay may be granted initially for a period not to exceed six (6) months. An employee granted a leave of absence shall be allowed to return at the end of the leave period to the same position or another position in the same class. The employee will not accrue any leave or benefits while on unpaid leave and will be responsible for all premium payments for any Health or Supplemental benefits. The employee must pay the premiums monthly to ensure the continuation of Health or Supplemental benefits.

6. An employee's anniversary date on leave of absence without pay shall be adjusted so the time on leave is not credited as service time for employment preference. The anniversary date may be adjusted for pay purposes, if appropriate.

7. After an initial leave of absence without pay of up to six (6) months, a leave of absence may be extended for ninety (90) days with the Sheriff's or designee's approval. Under unusual circumstances, a leave of absence may be extended for a second period of up to ninety (90) days with the Sheriff's or designee's approval. The length of a leave of absence and extensions shall not exceed twelve (12) months unless a longer period is required under applicable law. An employee granted a leave of absence without pay shall be allowed to return at the end of the leave to the same position or another position in the same class.

8. An employee shall return from a leave of absence without pay to the same salary rate they held on the leave of absence's effective date. If a general salary increase occurred during the leave of absence, the employee's salary rate shall be adjusted upward by the salary increase percentage.

9. Retirement credit for the leave of absence without pay may be allowed if provided for in the plan in operation, provided the employee pays their share of the retirement plan contributions.

10. **Insurance** – Membership may be maintained in the VSO-sponsored group insurance plans provided the employee pays the employee's share of the VSO group insurance premiums. The Employees may maintain membership in VSO-sponsored group insurance plans by paying their share of the premiums.

11. An employee on leave of absence without pay shall not earn personal leave benefits or pay for holidays while on leave.

12. An employee's failure to return to duty upon the expiration of the leave of absence without pay shall be interpreted as a voluntary resignation.

O. SKILL RECOGNITION INCENTIVE: LATENT PRINTS AND TOUCH DNA

1. The VSO latent print and touch DNA enhanced-skill recognition program is limited to deputies assigned to a patrol function and shall not apply to crime scene technicians/Detectives.
2. The program's purpose is to provide an incentive for advanced personal skill development at the road patrol level that constructively impacts suspect identification and the subsequent ability to file criminal charges.
3. When identification is made based solely on the submitted latent fingerprints or touch DNA processed by the Deputy at a crime scene, the Latent Print Examiner or respective Detective Sergeant shall forward the supplement to the Major Crimes Unit Lieutenant. The Lieutenant shall notify the detective assigned to the case and forward the packet along with a *Skill Recognition Incentive Program Form* to the Chief Deputy via the chain of command for review and signature.
4. The Chief Deputy shall forward the information to the respective District Captain/Commander for processing.
5. The Deputy who developed the latent print or DNA evidence shall receive the Skill Recognition Incentive Program Form from the District Captain/Commander informing the Deputy that they have earned one (1) day off with pay. The Deputy must use the day off within twelve (12) months from the date indicated on the approved form. The day off will be considered productive time for payroll purposes, and the Deputy shall use the type code *"30 Skills Award Used"* when entering the day off on their time card. A copy of the Skill Recognition Incentive Program Form shall be placed in the Deputy's field file.
6. Usage of the day off may be limited according to operational needs and personnel staffing. The day off shall be granted prior to the end of the twelve (12) months and shall be the first leave day utilized before any other type of accrued time. If not used within the twelve (12) month period or upon separation from employment, the incentive day will be forfeited and shall not be eligible for paid leave upon separation. A copy of the form will be maintained at the District for verification and tracking purposes.
7. For payroll purposes, the original *Skill Recognition Incentive Program* form shall be sent to the Human Resources Section and a copy sent to the Payroll Unit upon supervisory approval of the scheduled day off.
    a. Human Resources Section shall place the Skill Recognition Incentive Program form in the Deputy's personnel file.

P. MILITARY LEAVE [CALEA LE 22.1.2 (f), 22.1.9]

1. The VSO commends and supports its citizen soldiers who have committed to serving their country. It recognizes the additional stress, individual and family sacrifices, and potential for personal risk and peril a deployed member faces. The agency is committed to providing the highest level of employee support to its deploying or returning members.
    a. Per Fla. Stat. § 115.07(2) and the Uniformed Services Employment and Reemployment Rights Act (USERRA), a permanent employee who is a member of the National Guard or an organized United States military reserve unit will be allowed a maximum of two hundred forty (240) hours leave of absence with pay during any fiscal year period when called (ordered) to active duty, or for training with the armed forces and up to two hundred forty (240) hours at any one time when engaged in active State duty with the Florida National Guard. The two hundred forty (240) hours equates to the following number of days based on scheduled hours worked:
        - Eight (8) hour workday = maximum thirty (30) days military leave with pay;
        - Ten (10) hour workday = maximum twenty-four (24) days military leave with pay;
        - Twelve (12) hour workday = maximum of twenty (20) days military leave with pay.
    b. All requests for military leave must be submitted through the employee's chain of command. The employee's Captain/Director shall forward the leave request to the Chief Deputy.
    c. Employees shall submit their Unit training schedule no later than October 1 of each fiscal year to their supervisor and the designated VSO military liaison. A copy of the employee's official orders shall accompany all requests for military leave outside the Unit's training schedule. If a copy of the orders is unavailable, the employee shall include a signed statement describing the orders and why no copy is available.

d. The Chief Deputy or designee will ensure that accurate documentation is kept, tracking all use of military leave throughout the VSO and that activations exceeding one hundred eighty (180) days follow the procedures below. [CALEA 22.1.9]

e. Any permanent employee who leaves the service of VSO to join the United States military forces or is called to active duty for training or service shall be placed on military leave without pay.

2. **OUTBOUND PROCESS**

a. Upon receipt of active orders, the member shall immediately notify their chain of command via memorandum with a copy of their orders attached when possible; a copy will be forwarded to the VSO designated military liaison within the Human Resources Section. [CALEA 22.1.9 (a)]

b. The VSO military liaison will provide the HR Director with a copy and coordinate a pre-deployment transition meeting with the deploying member. The meeting will enable the agency to answer any questions the member may have and provide an agency contact that may be used in the member's absence. At a minimum, the following will be addressed: [CALEA 22.1.9 (c)]

- Next of kin or local contact information;
- Contact information during the deployment period; deployed members shall have continued access to their Sheriff's Office email and VSO social media sites;
- Turn-in of applicable agency equipment, i.e., agency weapon(s), uniform items, ammunition, or vehicle;
- Leave and benefit information.

c. The member shall return VSO weapons to the Range Armorer and any requested uniform items to Inventory Control. Should the deployment's suddenness interfere with return of items, the member will return them to their on-duty Lieutenant or Captain. [CALEA 22.1.9 (d)]

d. If the member has an assigned vehicle, they shall return it to their on-duty Lieutenant or designee. As needed, the Lieutenant or designee shall arrange transportation for the Deputy.

e. The member's military liaison shall be the contact point for maintaining communication. [CALEA 22.1.9 (g)]

3. **INBOUND PROCESS**

a. Returning from an active duty deployment requires a period of personal and professional readjustment. The agency recognizes this and encourages the utilization of available resources for example the Employee Assistance Program (EAP) and counseling.

b. A member returning from an active duty military deployment shall notify the VSO designated military liaison as soon as they know of a return to work date.

c. The military liaison will schedule a post-deployment transition meeting with the returning member on the first scheduled day back to work to provide a smooth transition into their agency role. [CALEA 22.1.9 (e)]

d. Additionally, members shall meet with the following: [CALEA 22.1.9 (e)]

- Respective Captain for assignment details;
- Inventory and Training for reissue of assigned equipment;
- Fleet for vehicle assignment.

e. Minimally, returning members who have been deployed for more than one hundred eighty (180) days shall be required to: [CALEA 22.1.9 (f)]

- Provide the Human Resources Director or VSO Military Liaison with a copy of the DD-214;
- Qualify with issued weapons, as necessary depending on qualification cycles; [CALEA 22.1.9 (f)]
- Complete required refresher training; [CALEA 22.1.9 (f)]
- Receive technology refresher training, as appropriate; [CALEA 22.1.9 (f)]
- All necessary training and qualifications shall be documented. [CALEA 22.1.9 (f)]

f. Military leave will extend through a date one year from which the employee is relieved of military duty.

g. Upon honorable discharge from military service, an employee is entitled to their former position or equivalent, provided they are physically and mentally capable of performing the duties.

Q. MEDICAL CERTIFICATION SIGNED BY A LICENSED TREATING PHYSICIAN [CALEA 22.2.1]

1. The Sheriff or designee may require an employee to submit a medical certification signed by the employee's licensed treating physician if they have reason to believe that the employee may be improperly using or abusing personal leave benefits, provided the employee has been notified in writing that the medical certification will be required.
2. An employee may be required to submit a medical certification signed by the employee's licensed treating physician when returning to duty following an unscheduled absence due to illness or injury that extends beyond three calendar days.
3. An employee shall be required to submit a medical certification signed by the employee's licensed treating physician when the Sheriff or designee has reason to question the employee's physical ability to return to duty and perform all duties without restriction or risk of injury to himself or others.
4. Any medical certification shall be signed by the licensed physician treating the employee for the illness or injury that caused the employee to be absent from duty and shall include dates of treatment, the nature of the illness or injury, the prognosis, the extent of restrictions, if any, the probable date when the employee will return to work and be issued within a reasonable degree of medical probability.

    a. Use of unscheduled personal leave on a false claim of illness, injury, exposure to a contagious disease, or falsification of proof to justify such leave shall be cause for disciplinary action up to and including termination for the first offense.

    b. Previous leave usage and the employee's attendance record or the agency's work demands shall be sufficient grounds to deny the use of personal leave.

    c. Personal leave shall be reflected on the official payroll records.

    d. The Sheriff's or designee's determination regarding the scheduling and approval of personal leave shall be final and not subject to any grievance, appeal, or arbitration procedure.

R. FITNESS FOR DUTY (FFD) [CALEA CM 3.2.5; LE 22.2.1]

1. Before returning to duty from regular FMLA, leave of absence due to medical reason, or an off-duty injury or medical reason, a documented FFD from the respective employee's attending physician is required before the employee can return to work.
2. Any physical, medical, hearing, or vision test(s) necessary to determine general condition for continued fitness for duty assignment will be on a case-by-case basis as the needs dictate. Any such exam for fitness for duty will be conducted only to confirm continued ability to perform the tasks of their respective assignment and to inform of general condition. Testing must be approved by the employee's Division Commander or higher authority and facilitated through the Human Resources Section.
3. If it has been determined an employee is unable to perform duties and essential job functions of a position, a fitness-for-duty examination may be required. The VSO may require such an assessment in cases where an employee is unable to perform duties that were previously performed or where there is other evidence that execution of duties and responsibilities has been compromised. In such a situation, the following should take place:

    - The employee's Captain or Director should consult with the Human Resources providing detailed information regarding the deterioration of performance.
    - If there is significant evidence to suggest serious performance issues may be due to a physical or mental condition, Human Resources will arrange for an appropriate medical evaluation and notify the employee.
    - The results of the exam will be considered confidential information contained within the Human Resources Section.

- The cost of the exam will be absorbed by VSO.
- Refusal on the part of the employee to submit to the examination may result in disciplinary action.
- Based on the results of the medical evaluation and recommendation by the attending medical provider, the affected Division Chief in conjunction with the Human Resources Director will decide on a specific action to be taken depending on the facts of the case.
- Any action will be compliant with state and federal laws as well as VSO policies, procedures, and contractual provisions.

4. Certain assignments may require initial and ongoing physical evaluations. These assignments may include but are not limited to SWAT, K-9, and Pilot.

S. EMPLOYEE SUPPORT SERVICES [CALEA LE 22.1.4, 22.1.5]

1. Employee benefits are outlined in the VSO general orders. In addition, employees may find additional assistance, support, and information from the VSO Human Resources Section.
2. Employees are encouraged to utilize both of these sources for assistance and information.
3. Supervisors assigned to liaison with employees or the family in death or injury cases should utilize these information sources.

T. RETIREMENT [CALEA LE 22.1.3 (a)]

1. The Florida Retirement System (FRS) offers employees two FRS retirement plans: the FRS Investment Plan and the FRS Pension Plan. Each Plan offers important benefits. As an FRS member, you get to choose the one that's right for you.
   a. The VSO contributes to your FRS retirement plan savings per Florida Legislation. In addition, a mandatory three (3) percent pretax contribution is directed from your paycheck into your retirement account, regardless of the Plan you choose.
2. **457 DEFERRED COMPENSATION PLAN**
   a. A 457 Deferred Compensation Plan is a retirement plan offered by your employer. It allows public employees like you to put aside money from each paycheck toward retirement.
3. **DEFERRED RETIREMENT OPTION PROGRAM (DROP)**
   a. The Deferred Retirement Option Program (DROP) is available when you are vested and have reached your normal retirement date. It allows you to retire while continuing to be employed by an FRS employer and is governed by FLA. Stat. Ch. § 121. Further information may be found on the Florida Retirement System's Internet website.
   b. **PAYMENT TO DROP PARTICIPANTS OF ACCRUED PERSONAL LEAVE UPON ELECTION**
      (1) Any employee eligible to earn personal leave who becomes a DROP participant as defined by the Florida Retirement System shall be permitted to cash in up to five hundred (500) hours of personal leave without separating from employment. At the time of separation, the maximum allowable leave permitted for cash in upon retirement or termination shall be reduced by the number of personal leave days that were cashed in for DROP (retirement credit).
4. These are just highlights of how the Plans differ. Employees may call the FRS at (866) 446-9377 for personalized assistance.
5. VSO employees are members of the Florida Retirement System (FRS), as provided by state legislation and administered by the Retirement Division of the Department of Administration, State of Florida.
6. All VSO employees having twenty (20) or more regularly scheduled hours per pay period shall be eligible for the Florida Retirement System.

U. RETIREMENT CEREMONY

1. Retirement ceremonies express appreciation for retiring VSO employees and acknowledge their contributions to the VSO and the citizens of VSO. This recognition sends a clear message to retirees and their families that they will always be a part of the VSO family.

2. **PREPARATION**

   a. The employee's supervisor shall forward notice of an employee's impending retirement to the Special Events Coordinator.

   b. The Special Events Coordinator, with the assistance of the appropriate supervisor, shall prepare a biography of the retiring employee.

3. **AWARDS AND PRESENTATION**

   a. All retiring employees with ten (10) or more years of service shall receive a plaque.

   b. At the Sheriff's discretion, retiring employees may also be presented with a plaque or other appropriate memento as a token of VSO appreciation.

   c. Per Fla. Stat. § 112.193(2), deputies who retire from the Florida State retirement system in good standing from the VSO shall be presented with their issued service weapon and one complete long-sleeve uniform. Ownership of these items resides with the retired member and does not revert to VSO upon the member's death.

   d. Retirement "in good standing" means the Deputy did not retire in lieu of termination, in lieu of disciplinary action, or pending investigation.

   e. To be presented with a uniform and service weapon, the member shall have completed twenty-five (25) years in the Florida Retirement System, with at least fifteen (15) years spent with the VSO. Alternatively, the Sheriff may approve an appropriate combination of years of age and service upon retirement to qualify for presentation.

   f. The uniform shall consist of the shirt, pants, tie, badge, gun belt, jacket, and all applicable accessories.

   g. The uniform may be worn for ceremonial purposes at official VSO functions such as a member's funeral, memorials, or other special functions. Wear at any time other than those specified shall be by expressed permission of the Sheriff.

   h. While wearing the uniform and weapon, the retired member shall not take any law enforcement action.

   i. Deputies who retire in good standing shall be entitled to receive a retirement identification card clearly marked "RETIRED."

   j. At the discretion of the Sheriff or Chief Deputy, the biography is generally read, and the Sheriff or Chief Deputy distributes the gift and plaque at a weekly staff meeting or other official VSO function.

4. **RETIREMENT FUNCTION**

   a. At the discretion of the retiring employee with twenty (20) or more years of service, the Special Events Coordinator arranges an official VSO function. The Sheriff or Chief Deputy may waive the twenty (20) year service requirement.

   b. The Office of Public Affairs & Media Relations must be notified of any luncheon or social events that are scheduled to ensure appropriate dissemination of the information to the VSO. The Office of Public Affairs & Media Relations is available to assist in coordinating and planning of events if requested.

V. BREAK IN SERVICE

1. For employees covered by the collective bargaining agreement, a break in service for two (2) years or less shall be considered continuous service. However, there shall be no credit for the time separated from VSO.

W. LIABILITY INSURANCE [CALEA CM 1.2.1 (c); LE 22.1.3 (d)]

1. The Volusia Sheriff's Office participates in the County of Volusia Self-Insurance Program. The County of Volusia administers the Self-Insurance Program. The Self-Insurance Program covers all officials, officers, employees, and volunteers of the Volusia Sheriff's Office for automobile

liability, general liability, law-enforcement liability, and professional & employment-related practices liability claims while acting within the scope and course of their employment with the Volusia Sheriff's Office, subject to the County Council resolution and the applicable excess insurance policies terms and conditions. Included is workers' compensation coverage pursuant to Fla. Stat. Ch. § 440 for any official, officer, employee, or volunteer of the Volusia Sheriff's Office while acting within the scope and course of their employment with the Volusia Sheriff's Office. The Self-Insurance Program covers all necessary claim costs and claim expenses for covered losses under the Self-Insurance Program.

X. HEALTH INSURANCE [CALEA LE 22.1.3 (b)]

1. Group insurance is reviewed annually by the Human Resources Director, who recommends any necessary changes to the Sheriff, to maintain them on a comparable competitive basis.
2. The VSO maintains the following categories of group insurance:
    - Medical;
    - Dental;
    - Vision;
    - Life Insurance;
    - Accidental Death and Disability;
    - Long-Term Disability Insurance;
    - Short-Term Disability Insurance;
    - Flexible Saving Account (FSA).

    a. Supplemental Insurance is available at the employee's expense:
        - Off the Job Accident;
        - Critical Illness.
3. All full-time employees shall be eligible to participate in any VSO sponsored group insurance program on the terms determined by the Sheriff, provided they apply during the established enrollment periods.
4. Part-time employees normally scheduled to work from twenty (20) hours to thirty (30) hours per pay period shall be eligible to participate in any VSO sponsored group insurance program provided that the employee pays one-half (1/2) of the premium normally paid by the Sheriff's Office for such insurance coverage.
5. Part-time employees normally scheduled to work less than twenty (20) hours per pay period, temporary employees, intermittent employees, or seasonal employees shall not be eligible to participate Long term disability coverage that requires the employee to work a minimum of twenty (20) hours per week is the exception.
6. If eligible for health insurance, employees are provided with life insurance.

Y. DEATH BENEFITS (SWORN) [CALEA LE 22.1.3 (c), 22.1.5]

1. **BADGE OF HONOR MEMORIAL FOUNDATION**

    a. Founded in 2002, as a direct result of the tragedy of 09/11/2001, The Badge of Honor Memorial Foundation is an advocacy group for the widows and children of law enforcement officers killed in the line of duty.

    b. The Bureau of Justice Assistance (BJA) website features the Foundation as a resource for departments and families of law enforcement officers killed in the line of duty. The Foundation works closely with the BJA in assisting law enforcement agencies in obtaining and reviewing all the necessary documents for the departments and families to apply for Federal and State benefits. The Foundation provides leadership assistance in answering questions regarding state benefits, as many states match the federal death benefits, and addressing other line of duty death issues. Most line of duty deaths occur within departments that have never had an officer down, so they are often unaware that death benefits for the survivors are available. The Foundation assists the BJA by personally contacting the departments within twenty-four 24 hours when an officer is killed to make them aware of the state and federal benefits.

c. For further information about the Badge of Honor Memorial Foundation, go to http://www.bohmf.org (Link found below in the References Section).

d. **FEDERAL**

(1) **THE PUBLIC SAFETY OFFICERS' BENEFITS ACT**

(a) The Public Safety Officers' Benefits (PSOB) Act provides a one-time financial benefit to the eligible survivors of a public safety officer killed in the line of duty due to traumatic injury. The benefit amount is adjusted on October 1 each year to reflect the percentage change in the Consumer Price Index.

(b) Note: No benefit can be paid if the employee was injured or killed due to intentional misconduct, voluntary intoxication, or gross negligence. The benefits do not cover death or disability resulting from stress, strain, occupational illness, or chronic, progressive, or congenital disease unless a traumatic injury is a substantial contributing factor in the death or disability.

(c) The benefit is not subject to probate or estate tax.

(d) Additional information on the Bureau of Justice Assistance PSOB program, including the Hometown Heroes Survivors Benefits Act of 2003 below, go to https://psob.bja.ojp.gov.

(2) **HOMETOWN HEROES SURVIVORS' BENEFITS ACT OF 2003**

(a) On December 15, 2003, the Hometown Heroes Survivors' Benefits Act expanded the circumstances under which the program may cover public safety officer deaths resulting from heart attacks and strokes.

(b) The regulations governing the Hometown Heroes Survivors Benefits Act, and the entire PSOB Program, were finalized on September 11, 2006.

(3) **FEDERAL SOCIAL SECURITY**

(a) Social Security provides $250.00 for funeral expenses.

e. **STATE OF FLORIDA**

(1) The State of Florida provides the following benefits:

- $25,000.00 when a law enforcement officer is accidentally killed while in the performance of their law enforcement duties.
- $75,000.00 if a law enforcement officer is unlawfully killed and intentionally killed when engaged in the performance of their law enforcement duties.

(2) **FLORIDA RETIREMENT SYSTEM**

(a) By Fla. Stat. § 121.091, effective July 1, 2016, the surviving spouse of a Deputy killed in the line of duty may receive a monthly pension equal to the monthly salary being received by the member at the time of the member's death for the rest of the surviving spouse's lifetime or, if the member was vested, such surviving spouse may elect to receive a benefit as provided in section G Retirement.

(b) If the surviving spouse dies, the monthly payments shall be paid for the use and benefit of the member's child or children under 18 years of age and unmarried until the 18th birthday of the member's youngest child. Monthly payments may be extended until the 25th birthday of the member's child if the child is unmarried and enrolled as a full-time student.

(c) For death other than in the line of duty:

- Prior to the completion of 8 years of service, a refund of retirement contributions to the designated beneficiary.
- After the completion of 8 years of service and the beneficiary is the spouse or dependent, the beneficiary may elect to receive a benefit calculated on the normal retirement at the time of death.
- After completion of 8 years of service and the beneficiary is not the spouse or dependent, a refund of the retirement contributions to the beneficiary.

(3) Dependent children of a Deputy killed in the line of duty are entitled to a full waiver of undergraduate fees in community colleges and universities or a full waiver of student fees at any vocational-technical post-secondary school. The child must be under 25 years of age.

(4) **FLORIDA WORKERS COMPENSATION**

(a) In the event of a line-of-duty-death, the spouse or dependents will receive 50% of the average monthly wage up to a maximum payout of $100,000.00 or until the spouse remarries, whichever comes first, with an additional 16 2/3% of the average monthly wage for dependent children and an additional funeral expense not to exceed $5000.00.

f. **VSO**

(1) Life insurance is provided at one (1) times the employee's annual salary.

(2) Part-time employees eligible for benefits are provided life insurance of a maximum of five thousand dollars ($5,000.00).

V. REFERENCES

- *2021-10-01 to 2024-09-30 Collective Bargaining Agreement*
- *Badge of Honor Memorial Foundation*
- *Employee Assistance Program (EAP)*
- *Public Safety Officers' Benefits Program*

VI. FORMS ***(Click here to access forms)***

- First Report of Injury or Illness, State of Florida Division of Workers' Compensation
- Leave of Absence Without Pay Request Form, VSO Form # 041321.001
- Leave Donation Request Form, VSO Form # 050823.002
- Skill Recognition Incentive Program, VSO Form # 030317.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-022-04**	**Distribution** All Personnel	**Reissue/Effective Date** 09/02/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **SALARY INCENTIVE PROGRAM**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish criteria and procedures for making application for and receiving salary incentive monies in accordance with the rules and regulations established by the Florida Criminal Justice Standards and Training Commission.

II. DISCUSSION

Commission-approved Advanced Training Program courses were created to enhance a law enforcement officer's knowledge, skills, and abilities for the job the law enforcement officer performs and are used by a law enforcement officer to satisfy mandatory retraining requirements or eligibility for salary incentive monies pursuant to Rule Chapter 11B-14, F.A.C. Florida Statutes provide for salary incentives and holds the Volusia Sheriff's Office (VSO) responsible for the correct payment to full-time Deputies. A system has been established to ensure compliance with State Statutes.

III. POLICY

It shall be the policy of the VSO to maintain a salary incentive pay program for sworn full-time Deputies, based on the number of academic years completed at an accredited college or university.

IV. PROCEDURE

A. SALARY INCENTIVE PROGRAM

1. Sworn full-time law enforcement officers are to be paid incentive monies according to Fla. Stat. § 943.22, not to exceed $130 per month.
2. Education incentive monies are authorized for payment in the following amounts, when such degrees are not a requirement for appointment or promotion to a certified sworn position.
3. **BA/BS DEGREE**
    a. Those certified Deputies who possess a bachelor's degree from an accredited college or university are authorized salary incentive payment in the amount of $80.00 per month from the date of application. Payment is not authorized for periods prior to graduation from a basic police or corrections academy.
4. **AA/AS DEGREE**
    a. Those certified Deputies who possess an associate's degree are authorized salary incentive payment in the amount of $30.00 per month. Payment is not authorized for periods prior to graduation from a basic police or corrections academy.

B. APPLICATION PROCEDURE

1. Newly employed, full-time certified Deputies shall provide the Human Resources Section with a sealed copy of their transcripts from an educational institution.
2. Only certified copies of transcripts forwarded directly from the college or university shall be considered for the salary incentive program.
3. Upon receipt of the transcript by the VSO, the Human Resources Director or designee shall process and approve the necessary documentation to commence salary incentive payment.

C. ADVANCED TRAINING COURSES

1. Advanced training courses earn salary incentive monies at the rate of $20.00 per month for each block of eighty (80) hours of instruction. Payment for partial blocks of instruction is not authorized.
2. Eligible Deputies receive salary incentive monies for advanced training courses in the following manner:
    a. The Deputy shall satisfactorily complete an advanced training course designated by the Criminal Justice Standards and Training Commission as salary incentive.
    b. The Sheriff or designee must approve the training request prior to the Deputy attending the advanced training program course.
    c. Training schools must report the successful completion of the advanced training program course, pursuant to paragraph 11B-35.001(11)(b), F.A.C., to the Human Resources Payroll Coordinator to initiate salary incentive credit.
    d. Ultimately, it shall be the Deputy's responsibility to follow up with Human Resources when salary incentive monies for completed advanced training courses do not appear on their paycheck. This is to ensure proper documentation is received and payment can be initiated.
    e. A Deputy may not receive both salary incentive credit and mandatory retraining credit for completion of an Advanced Training Program Course. As such, the submitting Deputy shall ensure the appropriate designation is marked upon submitting the training request.
3. Eligible Deputies earn salary incentive monies to a maximum established by the rules and regulations of the Criminal Justice Standards and Training Commission.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT STANDARDS

- 22.1.1
- 33.8.4

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-022-05**	**Distribution** All Personnel	**Reissue/Effective Date** 09/02/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **FITNESS PROGRAM**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish and maintain a fitness program within the Volusia Sheriff's Office (VSO), recognizing the specialized nature of physical conditioning required of positions within the VSO.

II. DISCUSSION

The agency recognizes physical abilities are important for physical health. This, in turn, impacts professional performance and the quality of a member's personal life. The VSO is dedicated to establishing a program designed to help each member develop and maintain a level of fitness conducive to good health and effective job performance.

The program is divided into two components. The first component is a Physical Abilities Test (PAT) designed to assess physical attributes, which reflect core enabling knowledge, skills and abilities and essential tasks required for certified deputies. The second component is the development of a program of health screenings, personalized fitness assessments, physical exercise routines at agency fitness centers, and nutritional counseling, education, and goal setting for all members.

III. POLICY

It is the policy of the VSO to encourage all personnel to voluntarily participate in physical fitness programs and opportunities offered through the Wellness Program. The VSO also provides additional fitness programs specific to the challenges and requirements of sworn personnel and encourages active participation.

IV. DEFINITIONS

Physical Abilities Test (PAT) – Physical testing that measures a members ability to physically perform job tasks and responsibilities as identified in the State's Job Task Analysis.

V. PROCEDURE

A. FACILITIES

1. The following facilities are available for employee use without cost:

   - **Daytona Beach International Airport Wellness Center** – Workout facility located on 700 Catalina Drive, Loading Dock Building. The center is open 24/7 and an employee's spouse can use the facility. A safety briefing arranged by the Human Resources Section is required prior to access.
   - **Deland Wellness Center** – Workout facility located on 123 W. Indiana Avenue, Deland 2nd Floor TCK Administration building. The center is open 24/7 and an employee's spouse can

use the facility. A safety briefing arranged by the Human Resources Section is required prior to access.

- **Deputy Stephen Saboda Training Center** – Workout facility located on 3901 Tiger Bay Road, Daytona Beach. The center is open 24/7 and an employee's spouse can use the facility. A safety briefing arranged by the Human Resources Section is required prior to access.

B. EXPECTATIONS BASIS

1. Fitness expectations shall be based on the age of the employee and minimum entry-level requirements.

C. ADMINISTRATION

1. The Training Section shall administer and coordinate the Physical Abilities Test (PAT) for all sworn personnel who wish to participate in the agency's promotional process and for those sworn officers hired on or after October 1, 2007. The Training Section will maintain the results of all tests administered.
2. Specific testing elements included in the PAT Lesson plan will be made available to all participants through the Training Section and will be maintained and administered by qualified instructors within the Training Section
3. The Training Section actively promotes the physical fitness assessment and award program for all sworn personnel with the goal of enhancing awareness of the importance and benefits of maintaining overall fitness and a healthy lifestyle (Refer to general order *GO-022-07 Awards*, for award levels).

D. MEDICAL EXAMINATION

1. Medical examinations may be offered through the Occupational Health Clinic office to all personnel at no cost to the employee once per calendar year.
2. Both Sworn and Civilian employees may elect to participate.
3. Medical screening shall include, but is not limited to:
   - A complete blood chemistry profile including, but not limited to testing for lipids, electrolytes and blood cell profile;
   - A heart rate, respiratory rate/blood pressure test;
   - A stress EKG is to be given to employees over 40 years of age, with the recommendation of a physician.

E. PHYSICAL ABILITIES – SWORN PERSONNEL

1. All sworn personnel shall be encouraged to participate in successful completion of the physical abilities test. Those sworn officers hired on or after October 1, 2007 will be required to successfully pass the PAT annually as part of annual retraining; personnel seeking promotion will also be required to successfully pass the PAT.

2. **SWORN PERSONNEL**

   a. The physical abilities test will include:
      - Exiting a vehicle/opening a trunk;
      - Running 220 yards;
      - Completing an obstacle course;
      - Dragging a 150-pound dummy 100 feet;
      - Completing obstacle course in reverse;
      - Running 220 yards;
      - Dry firing a weapon six (6) times with each hand;
      - Placing items in a trunk/entering a vehicle.

   b. The VSO Human Resources Director shall coordinate efforts to match entry-level physical requirements and medical screening in accordance with the provisions of this general order.

F. PHYSICAL FITNESS ASSESSMENT PROCEDURES – SWORN PERSONNEL

1. The goal of sworn personnel physical fitness assessments is to promote an awareness of and appreciation for the benefits associated with a fit and healthy lifestyle, including an extra performance edge in meeting the many challenges associated with the unique responsibilities and physical challenges of a sworn law enforcement officer.
2. Providing assessments for participants allows for individual participant goal setting and an opportunity to be recognized for achieving and maintaining exceptional levels of physical fitness through the agency's award program
3. The Training Section will offer physical fitness assessment/testing opportunities at a minimum of semi-annually. Dates and times will be announced by the Training Section.
4. The physical fitness assessment is based upon percentile standards set by the Cooper Institute for Aerobics Research. Scoring is based on the participant's age and is grouped in 10-year age categories.
5. The established achievement levels/scores are on file and available for review by contacting designated fitness specialists (certified by the Cooper Institute) at the Training Section.
6. Each member shall undergo the following base-line measurements as a prerequisite to the actual fitness tests:
    - A resting blood pressure test;
    - A resting heart rate test;
    - A 3-minute step test.
7. The physical fitness test will consist of the following 6 elements, which will be averaged in determining overall fitness achievement and award level:
    - A 1.5 mile run;
    - Maximum bench press (1 rep);
    - Maximum leg press (1 rep);
    - Flexibility - sit and reach;
    - Sit-ups (maximum amount in one minute);
    - Push-ups (maximum amount in one minute).
8. Upon certification by the Training Section that the participant's fitness requirements recognized by the Cooper Institute for Aerobics Research for law enforcement officers have been met, the Training Section will notify the Sheriff of eligible award recipients in accordance with general order *GO-022-07 Awards*.

G. VOLUNTARY WELLNESS PROGRAM

1. Every employee is encouraged to participate in the free Wellness program. This program is offered by VSO in an effort to provide employees the opportunity to lead healthy productive lives.
2. For additional information on available and upcoming classes/opportunities visit the Wellness information link maintained on the intranet under Sheriff's Intranet website (LINK).
3. Any employee wishing to participate in a Wellness program is encouraged to first schedule an appointment with the Wellness Coordinator.
4. The Wellness Coordinator shall make an assessment to help tailor the exercise prescription to the individual employee and assist in achieving desired fitness goals.
5. In addition to the Wellness Coordinator's knowledge and expertise in this field, Stetson University provides interns who are majoring in exercise science to work with the Coordinator and staff the two main fitness centers. The Wellness Coordinator and the interns are personal trainers who can set up a full program of fitness and nutrition to meet individual employee's needs.
6. The Wellness Coordinator can also assist employees in a physical rehabilitation program recovering from surgery or an injury. Additional programs include those designed to help employees' lower blood pressure, help control diabetes, and manage weight.

7. Additional programs are offered through the Wellness Program and are posted and maintained on the VSO Intranet.
8. In addition, as an incentive to get and stay fit, the VSO offers every employee the opportunity to earn up to $300 in wellness benefits to be used to off-set health insurance costs to the employees.

VI. ACCREDITATION STANDARDS

A. CALEA COMMUNICATIONS ACCREDITATION

- 2.2.7

B. CALEA LAW ENFORCEMENT ACCREDITATION

- 22.2.1
- 22.2.2
- 22.2.3

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-022-06**	**Distribution** All Personnel	**Reissue/Effective Date** 06/10/2024
		Original Issue Date 01/05/2021	**Previous Revision Date** 12/05/2023
Title **APPEARANCE, UNIFORMS, AND EQUIPMENT**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE [CALEA LE 22.1.6]

The purpose of this general order is to delineate the Volusia Sheriff's Office (VSO) initial clothing and equipment issue and to establish a professional standard of appearance and apparel for VSO employees.

II. POLICY

The policy of VSO is that employees shall maintain a neat, clean, and proper appearance in conformance with the grooming and dress requirements of this general order while representing VSO. [CALEA LE 22.1.6]

III. PROCEDURE

A. INITIAL EQUIPMENT ISSUE [CALEA LE 22.1.6]

1. Most of the equipment that each employee initially receives will be issued by the Training Academy. Some specialized equipment not normally stocked will be purchased directly from suppliers.

2. **DEPUTY RECRUITS AND NEW DEPUTY TRAINING (NDT)** [CALEA LE 41.3.5]

   a. Deputy Recruits and New Deputies will receive the following equipment when appropriate during training, as determined by the Training Academy Commander: [CALEA LE 41.3.5]

Quantity	Item
1	Set of leather basket weave duty belt and gear
1	Ball cap
1	Name tag
2	Handcuffs
1	Flashlight and holder
1	ID card
1	Badge case
2	Badges
4	Short-sleeve shirts or combination undershirts for vest carrier system
1	Long-sleeve shirts
4	Trousers

Quantity	Item
1	Tie and tie tack
1	Jacket
1	Reflective vest
1	Box of miscellaneous supplies, whistle
1	Uniform traffic citation (UTC) case
1	Radio, charger, and holder
1	Soft body armor with covert carrier and load bearing vest carrier [CALEA LE 41.3.5]
1	Service firearm & holster
1	Oleoresin capsicum (OC) aerosol
1	Tactical baton
1	Taser, and holster

b. If a vehicle is issued, the following equipment shall be issued with the vehicle:

Quantity	Item
1	Flashlight charger
1	Jumper cables
1	Fire extinguisher

3. **LAW ENFORCEMENT OPERATIONS DIVISION UNIFORMED PATROL** [CALEA LE 83.2.4]

a. Deputies assigned to uniformed road patrol will receive the following initial equipment:

Quantity	Item
1	Long gun (Depending on assignment)
1	Fingerprint kit [CALEA LE 83.2.4 (a)]
1	Digital recorder
1	Binoculars
1	Blanket
1	First aid kit
1	Bloodborne pathogen kit

b. **OPTIONAL UNIFORM ELEMENTS**

(1) Non-probationary Road Patrol Deputies and Sergeants, Motors Deputies and Sergeants, and Court Services Deputies assigned to Prisoner Transport are authorized the following optional uniform elements:

- Green BDU trousers;
- Green polo shirt with sewn on VSO star badge and shoulder patches.

(2) The optional uniform elements are not authorized for:

- Ceremonial purposes;

- Court room testimony with the exception of traffic court.

4. **RESERVE DEPUTIES** [CALEA LE 41.3.5]

   a. Reserve Deputies shall be subject to the same uniform and equipment standards required of full-time sworn personnel.

5. **K-9 DEPUTIES**

   a. K-9 Deputies shall be issued additional equipment as determined by the Law Enforcement Operations Division Chief. K-9 deputies are subject to harsh conditions and rugged terrain and shall be issued and wear the following uniform while performing K-9 functions:

Quantity	Item
1	Black VSO issued ball cap
3	OD green short-sleeve battle dress shirts, w/badge patch and name tag sewn in appropriate positions
2	OD green long-sleeve battle dress shirts, w/badge patch and name tag sewn in appropriate positions
5	OD green battle dress trousers, bloused at the boots
5	OD green polo shirts

   b. Although not issued by the VSO, the following optional items are approved for wear by K-9 Deputies: [CALEA LE 41.3.4]

      (1) Solid black long-sleeve sweat shirt.

      (2) Black military type pullover sweaters. When worn, the sweater will have the VSO badge and name tag displayed in the appropriate positions.

6. **CST DEPUTIES**

   a. CST Deputies shall be issued and wear the following uniform while performing CST functions:

Quantity	Item
5	OD green short-sleeve battle dress shirts, w/badge patch and name tag sewn in appropriate positions
3	OD green long-sleeve battle dress shirts, w/badge patch and name tag sewn in appropriate positions
5	OD green battle dress trousers

7. **MOTORCYCLE DEPUTIES**

   a. Motorcycle Deputies shall be issued additional equipment as determined by the Law Enforcement Operations Division Chief and the following additional uniform:

Quantity	Item
5	Breeches
2	Super shirts (in lieu of 2 of the 5 standard issued short-sleeve shirts)
1	Traffic insignia
1	Pair of high gloss, side-buckle, motorcycle boots
1	Nylon jacket with zip-out liner

Quantity	Item
1	Pair of winter gloves
1	Pair of riding gloves
1	Helmet

8. **MARINE DEPUTIES**

   a. Marine Deputies shall be issued specialized equipment as determined by the Special Services Commander and the following additional uniforms:

Quantity	Item
4	Gray polo shirts
2	Utility Pants
4	Shorts
2	Pairs Deck Shoes

   b. River Patrol Deputies may wear deck shoes while performing marine duties.

9. **RANGE DEPUTIES**

   a. Range Deputies shall be issued additional equipment as determined by the Special Services Captain, and the following additional uniforms:

Quantity	Item
5	Work shirts
5	Work trousers

10. **PILOTS**

   a. Pilots shall be issued additional equipment and flight gear as determined by the Special Operations Section Captain.

11. **SCHOOL CROSSING GUARDS**

   a. Each School Crossing Guard shall be issued the following equipment:

Quantity	Item
1	ID card
3	Short-sleeve polo shirts
3	Trousers or shorts
1	Wind breaker w/liner
1	Raincoat
1	Reflective vest
1	Pair of gloves, orange
1	Ball cap

12. **SPECIALIZED UNITS** [CALEA LE 46.2.3]

a. Specialized units shall be issued the equipment needed to accomplish their duties as determined and authorized by their respective Division Chief.

b. Members assigned to highly specialized or special purpose units may wear special purpose uniforms as approved by the Sheriff.

c. Search warrant/raid attire will be designated by the Division Chief.

13. **NON-SWORN UNIFORM**

a. The non-sworn uniform shall be business casual, unless otherwise directed by the Division Chief or designee.

14. **TRAINING ACADEMY**

a. Members of the Training Academy shall be authorized to wear approved polo shirts and BDU style trousers. Range masters may wear the red pullover shirt. All shirts shall be embroidered with the VSO identification and other insignia as required. The shirts and pants shall be issued by inventory control.

15. **EVIDENCE AND COMMUNICATIONS** [CALEA CM 3.6.2]

a. In compliance with other civilian dress requirements, members of the Evidence Section shall wear the issued pullover shirt with pants as authorized by a supervisor.

b. Non-sworn members assigned to the Communications Section shall be issued uniforms consistent with the Communications Standard Operating Procedures Manual. [CALEA CM 3.6.2]

B. BIOHAZARD EQUIPMENT

1. Certain designated positions within VSO are identified as a potential risk of exposure to biological hazards. Individuals occupying these positions shall be issued appropriate personal protection equipment as described in the VSO Biological Exposure Control Plan.

2. Members shall wear the issued biohazard belt kit as part of the uniform and shall have the issued infection control kit available for use.

C. BODY ARMOR [CALEA LE 41.3.5]

1. Deputies may purchase and wear substitute body armor while on duty. Requests, with a description of the body armor brand, model, and ballistic characteristics, shall be submitted in writing to the appropriate Division Chief. Substitute body armor shall meet industry standard Level II, or above. [CALEA LE 41.3.4]

2. On a self-initiated volunteer basis only, sworn personnel shall be permitted to carry their most recently expired assigned body armor as an off-duty backup in emergency/exigent circumstances. It is the agency's position that while expired body armor does not provide the same level of protection, it is still a form of added protection that would otherwise not be available in an unforeseen off-duty emergency.

3. **LOAD BEARING VEST**

a. Deputies assigned to Court Services will not be issued a load bearing vest.

b. Load bearing vests are not authorized to be worn by Deputies while working in Court Services, with the exception of while working for the Extraditions Unit.

c. The load bearing vest is authorized for wear with the class B and utility uniforms.

d. When choosing to wear the polo shirt, personnel shall be required to wear the soft body armor in the load bearing vest carrier. Wearing soft body armor UNDER the polo shirt is not authorized.

e. The load bearing vest is not authorized for wear:

- With the class A uniform;
- While working in Court Services.

D. MAINTENANCE OF UNIFORMS AND EQUIPMENT [CALEA LE 22.1.6]

1. Uniforms and equipment shall be kept neat, clean and orderly. All sworn personnel are paid a cleaning allowance.
2. VSO personnel with uniforms requiring alteration or repair shall contact the Inventory Control Section.
3. When uniforms or equipment have been damaged, lost or stolen, an incident report shall be written by the Deputy in charge of said property describing the circumstances that led to the event.
4. If the loss or damage was due to gross negligence, the employee may be required to make reimbursement.
5. **REPLACEMENT/EXCHANGE**
    a. Uniforms or equipment in a worn or damaged condition shall be exchanged at the Inventory Control Section. The Inventory Control Section is the only authorized point for the receipt and disposal of all such agency owned property.
    b. NOTE: Uniform issue is limited to a total compliment of 5 short-sleeve (inclusive of issued Class B and optional polo), 3 long-sleeve (Class A) and a total of 5 trousers (inclusive of the Optional BDU and Class A/B trouser).
    c. With the exception of assigned body armor, all issued uniforms or equipment in worn or damaged condition must be turned in before a replacement item is issued by the Inventory Control Section.
        - In the case of body armor, sworn members will be required to rotate out their previously expired body armor with their newly expired body armor by returning it to Inventory Control at the time they receive their new body armor. This rotation will ensure that only the most recently expired body armor is used as emergency backup.
    d. The ownership and title to all uniforms and equipment issued to VSO personnel are vested in the VSO. Assigned uniforms and equipment do not transfer ownership to any individual unless authorized in writing by the Sheriff, or designee (refer to section under RETIREMENT).
    e. VSO personnel shall be held accountable for the care and maintenance of issued equipment.
    f. No equipment or uniforms may be permanently transferred or exchanged between employees without authorization. Temporary loans are permitted.
    g. When an employee resigns, retires, is discharged, granted an extended leave of absence, or in any other way vacates their position, the employee shall surrender all issued property to the issuing authority.

E. UNIFORM WEAR [CALEA LE 22.1.6]

1. Deputies shall wear the uniforms and insignia commensurate with their rank and position.
2. Insignia commensurate with the rank of Sergeant shall be by badge and Chevrons.
3. No mixture of civilian clothing with the official uniform shall be permitted on duty or off, with the following exceptions:
    a. Plain-clothes Deputies may wear VSO ball caps, jackets or other special purpose clothing during raids or special operations;
    b. VSO ball caps and or rain gear may be worn by off-duty Deputies assisting at emergency situations;
    c. During training exercises.
4. The uniform of sworn uniformed personnel shall consist of:
    a. VSO issued short-sleeve or long-sleeve shirt.
    b. VSO issued trousers with a black belt.
    c. Black crew neck or white V-neck T-shirt.
    d. Black socks.
    e. Black, plain toe boots or shoes.
    f. VSO issued insignias and badge. The badge shall be worn on the outermost garment.

g. VSO issued and approved gun belt and equipment including issued biohazard equipment.

h. VSO issued or approved load bearing vest and equipment.

i. VSO issued or approved jacket, as needed.

j. VSO issued rain gear, as needed.

5. A tie will be worn with the long-sleeve shirts. If issued, dickies may be worn in lieu of the tie with the long sleeve shirt in situations not requiring formal dress.

6. **HATS**

   a. The issued agency ball cap may be worn while working in a patrol capacity.

7. **SHIRTS**

   a. Long-sleeve shirts and ties may be worn by all uniformed personnel assigned to duties inside buildings or offices where the climate is regulated. These positions and functions include, but are not limited to:

      (1) Division Chiefs;

      (2) District/Section Commanders;

      (3) Bailiffs;

      (4) Deputies assigned to special functions such as Volusia County Council meetings or funerals.

8. **SHOES AND BOOTS** [CALEA LE 41.3.4]

   a. Shoes or boots worn by uniformed personnel shall be of a smooth, black material capable of retaining a gloss shine unless otherwise approved by the Sheriff or designee.

   b. Boots that lace or are zippered are permissible so long as it does not interfere with the unassisted restoration of the pants leg position upon standing from a seated or bending position.

   c. Loafers and footwear with ornamental buckles are prohibited (with the exception of issued motorcycle or snake boots).

   d. Marine patrol Deputies may wear deck shoes while on marine patrol duty.

9. **GLOVES** [CALEA LE 41.3.4]

   a. Gloves are authorized and shall be black in color with the exception of special purpose gloves issued by the VSO.

      (1) Mittens or gloves with fancy details are prohibited.

      (2) Weighted gloves or "sap gloves" are prohibited.

10. **DUTY BELT WITHOUT THE LOAD BEARING VEST**

    a. The issued or approved gear for uniformed sworn personnel shall consist of a gun belt with the following to be worn according to appendix 1:

       (1) Duty belt strong-hand side from belt buckle to rear:

          - Oleoresin capsicum (OC) aerosol;
          - Handcuffs (double handcuff holster optional);
          - Firearm (with tourniquet bracket attachment);
          - Tactical baton.

       (2) Second handcuff holster (optional).Duty belt support-hand side from belt buckle to rear:

          - Two (2) magazine holster (three (3) magazine holster optional);
          - Taser CEW (holster in cross draw configuration);
          - Radio;
          - Flashlight.

    b. No unauthorized gear, such as knives, shall be worn on the duty belt without written approval of the Division Chief. [CALEA LE 41.3.4]

11. **DUTY BELT WITH THE LOAD BEARING VEST**

    a. The issued or approved gear for uniformed sworn personnel when wearing the optional load bearing vest with the gun belt shall consist of the following worn according to appendix 2:

        (1) Load bearing vest strong-hand side from centerline zipper out
            - Handcuffs;
            - Oleoresin capsicum (OC) aerosol.

        (2) Load bearing vest support-hand side from centerline zipper out:
            - Tactical baton;
            - Flashlight;
            - Radio.

        (3) Load bearing vest upper right side from centerline (when wearing the vest):
            - Body Worn Camera.

        (4) Duty belt strong-hand side from belt buckle to rear:
            - Firearm (with tourniquet bracket attachment);
            - Second handcuff holster (optional, or double holster optional).

        (5) Duty belt support-hand side from belt buckle to rear:
            - Two (2) magazine holster (three (3) magazine holster optional);
            - Taser CEW (holster in cross draw configuration).

    b. No unauthorized gear, such as knives, shall be worn on the duty belt without written approval of the Division Chief. [CALEA LE 41.3.4]

12. **SHOULDER PATCHES AND CHEVRONS** (see Appendix C Shoulder Patches and Chevrons for graphics)

    a. Shoulder patches and chevrons will be displayed as follows:

        (1) The official VSO patch will normally be worn on both shoulders of uniform shirts centered with the two peaks one-half of an inch (½") below the shoulder seam.

        (2) Chevrons indicating the rank of Sergeant shall be displayed on both sleeves of the uniform shirt, centered under the official VSO patches.

        (3) The peak of the chevron shall be centered one-half inch (½") below the shoulder patch.

        (4) Sworn personnel authorized to wear specialized insignia patches will wear the official insignia patch on the right shoulder in place of the regular patch, centered (½") one-half of an inch below the shoulder seam.

        (5) Subdued patches are authorized for SWAT, K-9 and CST uniforms.

13. **ACCESSORIES** (See Appendix D Accessories for graphics)

    a. Accessories worn by sworn personnel with the rank of Sergeant or above shall be gold in color. All other uniformed personnel shall wear silver colored accessories.

    b. **NAME TAG** – The VSO issued nametag will be centered on the right breast pocket seam with the nametag above the seam.

        (1) **SERVING SINCE TAG** – The serving since tag may be worn attached to the bottom of the name tag by those with ten (10) or more years of verifiable service as a full-time sworn law enforcement officer. When worn the serving since tag will sit below the breast pocket seam.

    c. **FIREARM PROFICIENCY AWARD** – The Firearm Proficiency Award will be centered on the pocket flap seam one-half inch (½") below the nametag.

    d. **AVIATION WINGS/TRAFFIC INSIGNIA** – The wings of an aviation Deputy, or the traffic insignia device of a Motorcycle Deputy will be centered one-eighth of an inch (1/8") above the nametag.

e. **EMT PIN** – Emergency medical technicians may wear the emergency medical technician pin centered one-eighth inch (1/8") above the nametag or, if applicable, aviation or motor wings.

f. **BOMB TEAM** – The Bomb Team may wear the applicable emblem centered above the nameplate.

g. **ACCREDITATION PIN** – Accreditation pins are authorized to be worn centered above the nameplate.

h. **MILITARY SERVICE PIN** – Deputies that have served in the United States Military may wear the military service pin centered above the nameplate, above any other pins worn above the nameplate.

i. **CHAIN/WHISTLE** – A snake type chain and whistle may be worn. When worn, the chain's button attachment will be connected under the right shoulder epaulet and button. The whistle may be placed into the right breast pocket, with the chain above the far right snap.

j. **SPECIAL PINS** – Special pins presented by the Sheriff shall be placed as directed by the Sheriff.

k. **RIBBONS/AWARD BARS** – VSO issued ribbons and award bars shall be centered on the left breast pocket flap immediately below the pocket seam.

The first award will consist of the ribbon or bar. When the award is received subsequent times:

- Awards two (2) through five (5) are shown by a star attached to the ribbon/bar, one (1) star per award. Stars are silver colored unless the member is a supervisor then they are gold colored.
- Awards six (6) through nine (9) are shown by an oakleaf cluster attached to the ribbon/bar, one (1) oakleaf cluster per award. Oakleaf clusters are silver colored unless the member is a supervisor then they are gold colored.

l. **RANK INSIGNIA** – Deputies holding the rank of Lieutenant or above shall wear the designated insignia of their rank on each collar of the uniform shirt or jacket. Rank insignia shall be vertically centered, parallel to and one inch (1") from the vertical edge.

m. **LENGTH OF SERVICE** (See Appendix E Length of Service for graphics)

(1) Length of service indicators are patches displaying a star representing five (5) accumulative years of verifiable service as a full-time sworn law enforcement officer.

(2) Accumulative service applies solely to verifiable service as a full-time sworn law enforcement officer.

(3) The patch shall be placed one-half inch (1/2”) above the cuff hemline on the left sleeve.

(4) Length of service patches are considered an honorary recognition of a sworn member’s time in service as a sworn law enforcement officer.

14. **JEWELRY**

a. Jewelry worn by on-duty Deputies shall be limited to:

(1) A wristwatch;

(2) Wedding and or engagement ring and one other ring.

b. Necklaces that are visible are prohibited.

c. Male Deputies are prohibited from wearing earrings on duty; female Deputies may wear one pair of small stud type earrings in the lower portion of the earlobe. No hanging or loose fitting styles are allowed.

F. APPEARANCE AND GROOMING [CALEA LE 22.1.6]

1. Male deputies shall keep their hair neat in appearance. The hair shall not extend below the top of the ears; extend below the top of the uniform collar, or bush out excessively when the uniform cap is worn. Hairstyles shall be professional, business-type styles only; no spiked hair, or other fad styles shall be worn while on duty, whether in uniform or plain clothes, with the exception of those deputies assigned to undercover or special operations in accordance with the standards set by the respective Division Chief, or supervisor.

a. In no case shall the bulk or length interfere with authorized headgear.

2. Female deputies shall wear their hair in a neat and professional style with consideration to safety, so as not to create “handholds”. In addition, female deputies in uniform, regardless of assignment, shall wear their hair neatly styled up and against the back of the head; no free hanging ponytails or braids will be worn while in uniform.

   a. In no case shall the bulk or length interfere with authorized headgear.

3. Male Deputies shall be allowed to wear a neatly trimmed mustache. The mustache will extend no more than one-quarter of an inch (1/4") below the corner of the mouth.

4. No beards, goatees, or other hair below the bottom lip, or on the chin, neck, or cheeks will be allowed unless otherwise approved by the Sheriff or designee.

5. Sideburns will be neatly trimmed and shall not extend below the lowest part of the external ear opening. The sideburns will not be flared and will end in a clean-shaven horizontal line.

6. Deputies’ fingernails shall be neat and clean and whether natural or artificial shall not extend further than 1/8 of an inch beyond the tip of the finger. Nail polish, if worn, shall be a professional and businesslike color.

7. Deputies shall be neat in appearance. The uniform shall be clean and pressed, shoes or boots shined and uniform accessories polished. Any sunglasses shall be of a professional style and color; no extreme styles shall be worn while on duty that may detract from the professional appearance of the uniform.

8. Those deputies assigned to undercover or special operations shall dress and groom in accordance with the standards set by the respective Division Chief or Supervisor.

9. **COURT APPEARANCE**

   a. Hearings before a Judge require the uniform of the day (Short pants are strictly prohibited).

   b. Proceedings before a jury require Class A uniform.

   c. For depositions, employees may wear business dress attire.

G. BODY ORNAMENTATION [CALEA LE 22.1.6]

1. **Body Ornamentation**: For the purpose of this general order and its application to VSO personnel, “Body Ornamentation” includes, but is not limited to, tattoos, intentional scarring, brands; objects inserted in/under the skin, dental ornamentation; fingernail polish or ornamentation attached to the fingernails, any contact lens that when worn creates an unnatural eye color or contains graphic designs of any kind. Intentional body/tongue piercing or mutilation to include gauges/industrial bars/multiple piercings of the ear. This definition excludes the traditional piercing of the earlobe for earrings as described within this general order.

2. **Visible**: For the purpose of this general order and its application to VSO personnel, “visible” is defined as any body ornamentation that is able to be seen on the arms, hands, head or neck above the collar when wearing a short sleeve uniform or dress shirt.

3. **Unacceptable**: Body ornamentation that is obscene, sexually explicit, advocates or symbolizes sexual acts or conduct, or advocates or symbolizes prejudice or discrimination based on race, color, national origin, ethnicity, religion, gender, sexual orientation, age, or which is likely to associate the employee with the agenda of any criminal or extremist group, or otherwise bring discredit upon the VSO and its role in the community is considered unacceptable and shall not be permitted.

4. Body ornamentation will not be permitted on the hands, head, face, neck or scalp; medical alerts or wedding band tattoos are exempt.

5. Any body ornamentation that includes non-medically necessary or gaudy veneers, caps, grills or other adornments on teeth; graphic or unnatural colored contact lenses; piercings/mutilations, or objects inserted in/under the skin will not be worn/displayed while on duty.

6. Nothing in this policy is to be construed as prohibiting body modifications necessitated by deformity, medical procedures or injury.

7. Existing visible body ornamentation considered unacceptable as defined above must be covered by the long sleeve uniform or dress shirt while on duty. When off duty and operating or otherwise

utilizing an agency vehicle, marked or unmarked, or in any apparel that represents the VSO regardless of duty status, unacceptable body ornamentation must be covered.

8. **Applicants/Candidates for Hire**: So as not to exclude qualified candidates based solely on the existence of body ornamentation, a candidate's existing body ornamentation will be evaluated during selection prior to time of hire.
9. Members involved in certain investigative assignments may be waived from this policy requirement for the course of their assignment upon specific approval by their respective Division Chief.

H. PLAIN CLOTHES [CALEA LE 22.1.6]

1. Detectives and plain-clothes Deputies will be neat, clean and professionally dressed with exception for special duty, undercover assignments and other special circumstances.
2. Detectives assigned to vice, narcotics or other specialized units shall dress according to the standards set by their respective Division Chief and the Sheriff.

I. CIVILIAN EMPLOYEES [CALEA CM 3.6.2]

1. Male and female employees shall dress in civilian clothing or uniforms as directed by the Division Chiefs.
2. If civilian employees are directed to wear a uniform, that uniform will be the non-sworn uniform issued by the VSO.
3. When directed to wear a non-sworn uniform, civilian employees will conform to the same standards governing uniforms and appearance, as applicable, with that of sworn personnel.
4. Male employees shall wear dress pants, dress shirts, dress shoes and socks.
    a. Coat and tie are optional.
5. Female employees shall wear dress slacks, dress blouses or sweaters, dresses or skirts and dress shoes.
    a. Excessively short dresses, skirts or revealing clothing are prohibited.
6. Tee shirts, halter-tops, shorts, blue jeans, sneakers, beach-style flip-flops and beach-type sandals are prohibited.
7. Civilian employees' fingernails shall not be so long as to interfere with their job tasks.
8. Civilian members are prohibited from carrying or having access to firearms, weapons, or restraining devices while on duty or in a county building, a county facility, or a county vehicle.

J. VOLUNTEERS AND AUXILIARIES [CALEA LE 22.1.6, 45.3.3]

1. Volunteer personnel are often in a position to represent the VSO and are expected to present a neat, clean and orderly appearance.
2. **UNIFORMS** [CALEA LE 45.3.3]
    a. Uniforms issued to volunteers and auxiliaries clearly distinguish them from sworn personnel.
    b. Those volunteers required to wear a uniform shall be issued the non-sworn uniform. The number issued shall be determined by the Division Chief to which the volunteer is assigned, but the total issued shall not exceed that of civilian employees.
    c. A ball cap, windbreaker or other equipment items may be issued depending upon the volunteer's assignment and required training/certifications.
3. **CIVILIAN DRESS CLOTHING**
    a. Volunteers who are not issued uniforms may wear civilian dress clothing. A suit and tie or formal dress is not required; however, their appearance shall be neat and appropriate, in accordance with the job function.
    b. Inappropriate attire shall include:
        (1) Extremely short dresses;
        (2) Jeans or jean type (denim) slacks;

(3) Sneakers or tennis shoes;

(4) Excessive make-up;

(5) Excessively tight, revealing, or disheveled clothing.

4. **CHAPLAINS**

a. VSO Chaplains shall be issued a windbreaker and a VSO chaplain badge and ID case.

K. CASUAL BUSINESS ATTIRE – DESIGNATED "CASUAL FRIDAY" [CALEA LE 22.1.6]

1. Casual business attire shall be worn only when designated by the Sheriff or Chief Deputy.
2. "Casual Friday" has been designated to allow members the opportunity to come to work in casual clothing, but which is still appropriate for an office/business environment. The intent of this privilege is to provide for a comfortable relaxed-dress day to boost morale while still providing an atmosphere that promotes productivity and public confidence.
3. Although casual attire is permitted, clothing must still be office/business appropriate and grooming shall be in accordance with established procedure.
4. **CASUAL ATTIRE GUIDELINES**

a. Clothing shall be clean and pressed; any clothing that is worn, torn, see-through or revealing, or is designed for athletic, beach or nightclub activity shall not be permitted.

b. Jeans must be clean, un-faded, hemmed and at an appropriate hip height.

c. Capri pants should fall below the knee.

d. No shorts are permitted; long shorts are not Capri pants and are not permitted.

e. Tee shirts must cover the stomach/midriff and be free from designs/advertising that may reflect poorly on the agency.

f. Approved footwear shall include the authorized business footwear and will include sneakers/tennis shoes; excessively worn sneakers are not permitted. Beach-style flip-flops or beach-type sandals are not permitted.

g. Abuse of this privilege may result in the cancellation of casual dress Fridays.

L. RETIREMENT

1. **LAW ENFORCEMENT COMMEMORATIVE SERVICE AWARD**

a. In accordance with Fla. Stat. § 112.193, the Sheriff may present to each law enforcement deputy who retires under any provision of a state or municipal retirement system, including medical disability retirement, one complete uniform including the badge worn by that Deputy, the Deputy's issued service handgun and an identification card clearly marked "RETIRED".

b. Deputies retiring in good standing with a minimum of twenty (20) years of service with the VSO shall be allowed to keep their VSO duty badge, firearm, "RETIRED" I.D. card and shall be presented with one complete long sleeve uniform consisting of the shirt, pants, tie, badge, gun belt, and all applicable accessories.

c. Deputies retiring with less than 20 years of service with VSO shall have at least 10 of those years spent with the VSO and must retire in good standing from the VSO to be considered for the *Law Enforcement Commemorative Service Award*. Retiring Deputies whose law enforcement service includes agencies other than the VSO shall be required to submit proof of retirement to the Sheriff in advance for verification and approval of the *Law Enforcement Commemorative Service Award*.

d. Alternately, at the Sheriff's sole discretion, they may approve an appropriate combination of years of age and service upon retirement to qualify for presentation.

e. NOTE: Retirement "in good standing" means that the deputy did not retire in lieu of termination, in lieu of disciplinary action, or pending investigation.

f. The possession of these items shall be by the retired member's and ownership shall not revert to the VSO upon the member's death.

g. No firearm awarded under this policy shall be sold, or traded for another firearm, by the retiree.

h. The uniform may be worn for ceremonial purposes at official VSO functions such as a member's funeral, memorials, or other special function. Wear at any time other than those specified shall be by expressed permission of the Sheriff.

i. While wearing the uniform and weapon, the retired member shall not take any law enforcement action.

M. MOURNING BAND PROTOCOL [CALEA LE 22.1.6]

1. The mourning band is an approved and traditional way for law enforcement members to mourn publicly the death of a fellow law enforcement officer/deputy or member of the United States armed forces who died in the performance of duty. Its significance in honoring those who died in service to others and the respect it symbolizes shall be preserved through strict adherence to the following protocol:

   a. Upon the line-of-duty death of any law enforcement member of the agency, members shall wear the mourning band from the time of death until 2400 hours the day of the funeral.

   b. Upon the line-of-duty death of any other law enforcement officer in the state, members may wear the mourning band from the time of death until 2400 hours the day of the funeral.

   c. The mourning band is also approved to be worn for the following:

      - Upon other line-of-duty death of any law enforcement officer, or member of the United States armed forces, who died in the performance of duty, the mourning band may be worn at the funeral.
      - Upon the non-line-of-duty death of any active or retired law enforcement officer, the mourning band may be worn at the funeral.
      - On May 15th each year in observance of National Peace Officers Memorial Day; United States flags should also be flown at half-mast on this day unless the day is also Armed Forces Day, as per U.S. Code Title 4,7 (m).
      - At any line-of-duty memorials, such as wall or plaque dedications.

2. Proper presentation/wearing of the mourning band shall be horizontal across the badge, centered half way between the top and bottom.

3. To ensure concordance with protocol, wearing of the mourning band shall commence through order of the Sheriff. Any deviation from protocol must first be authorized by the Sheriff, or designee.

IV. APPENDICES

- Appendix A Duty Belt Without Load Bearing Vest
- Appendix B Duty Belt With Load Bearing Vest
- Appendix C Shoulder Patches and Chevrons
- Appendix D Accessories
- Appendix E Length of Service

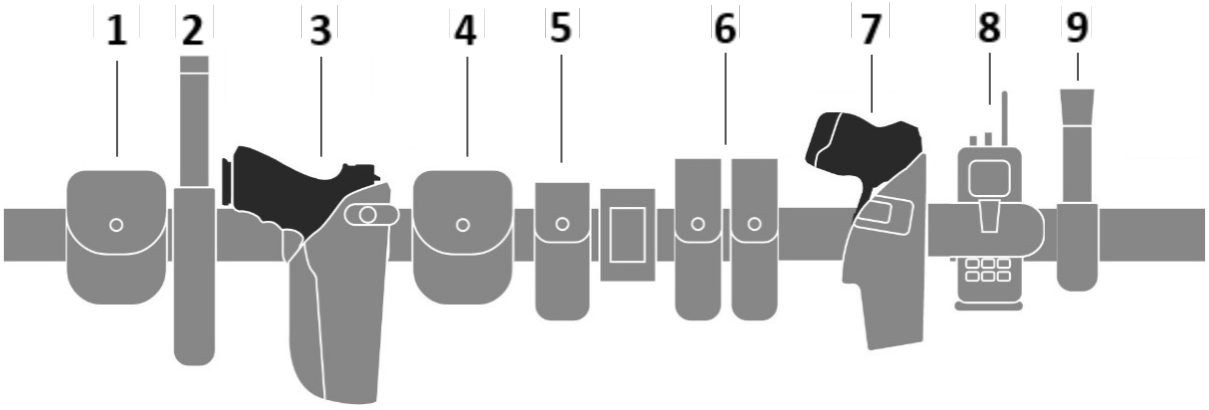
Duty Belt Without Load Bearing Vest

Strong-hand side from belt buckle to rear:

Oleoresin capsicum (OC) aerosol
Handcuffs (double handcuff holster optional)
Firearm (with tourniquet bracket attachment)
Tactical baton
Second handcuff holster (optional)

Support-hand side from belt buckle to rear:

Two (2) magazine holster (three (3) magazine holster optional)
Taser CEW (holster in cross draw configuration)
Radio
Flashlight



1 Second Handcuff Holster (Optional)
2 ASP Baton
3 Firearm (With Tourniquet Bracket Attachment)
4 Handcuffs (Double Handcuff Holster Optional)
5 Oleoresin capsicum (OC) aerosol
6 Two-Magazine Holster (Three-Magazine Holster Optional)
7 Taser CEW (Holster in Cross-Draw Configuration)
8 Radio
9 Flashlight

Duty Belt With Load Bearing Vest

Load Bearing Vest

Strong-hand side from centerline zipper out:

Body worn camera (BWC)

Handcuffs

Oleoresin capsicum (OC) aerosol

Support-hand side from centerline zipper out:

Tactical baton

Flashlight

Radio

1 Oleoresin capsicum (OC) aerosol
2 Handcuffs
3 Body worn camera (BWC)
4 Tactical baton
5 Flashlight
6 Radio

Duty Belt With Load Bearing Vest

Duty Belt

Strong-hand side from belt buckle to rear:

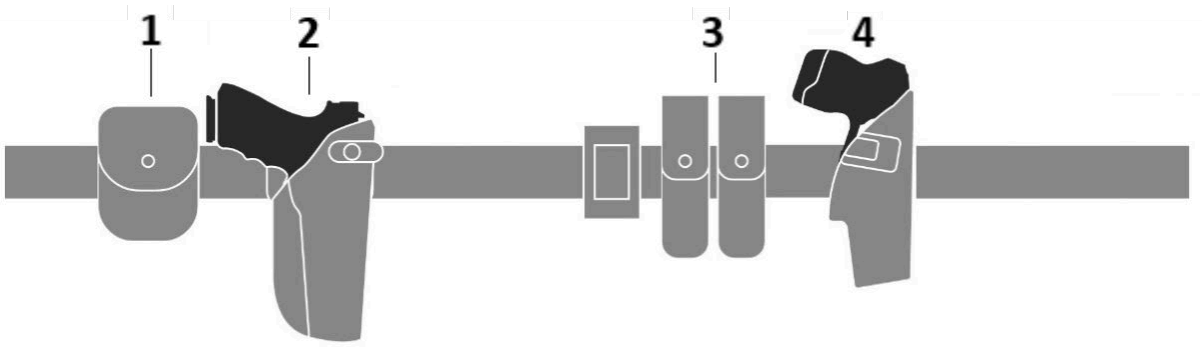
Firearm (with tourniquet bracket attachment)

Second handcuff holster (optional, or double holster optional)

Support-hand side from belt buckle to rear:

Two (2) magazine holster (three (3) magazine holster optional)

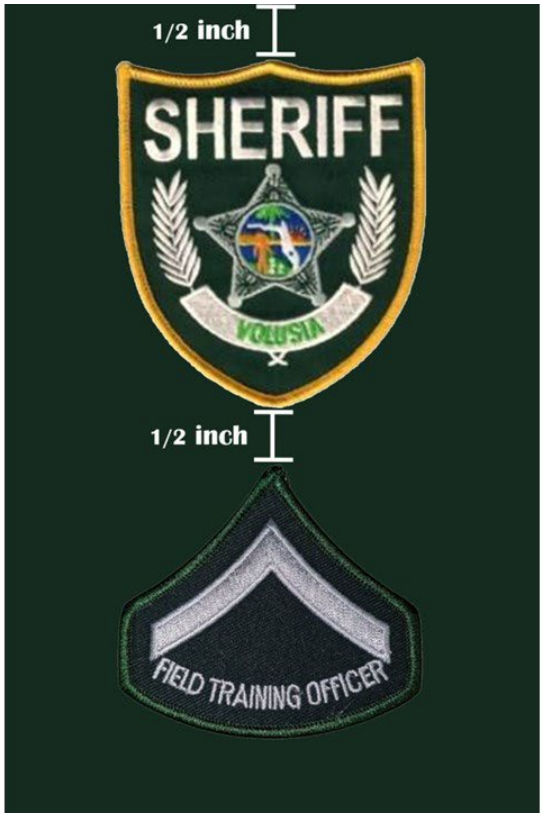
Taser CEW (holster in cross draw configuration)



1 Second handcuff holster (optional) or double holster (optional)
2 Firearm (with tourniquet bracket attachment)
3 Two-magazine holster (three-magazine holster optional)
4 Taser CEW (holster in cross-draw configuration)

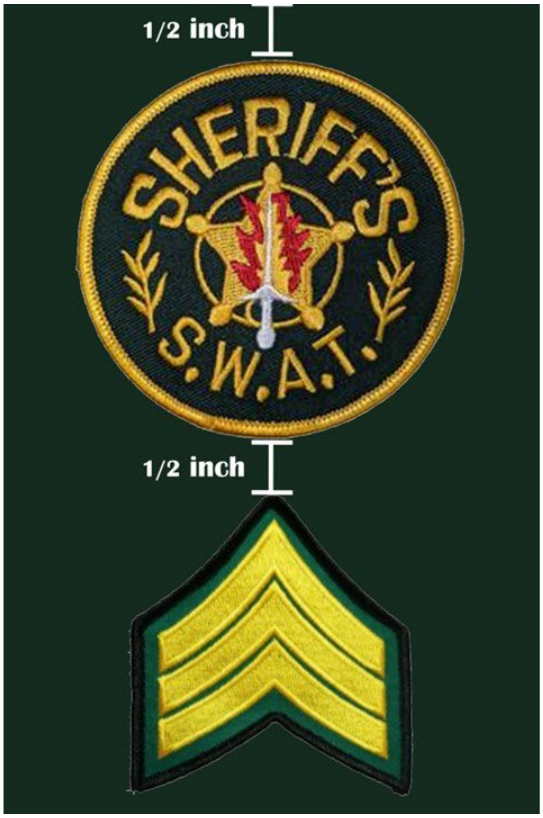
Shoulder Patches and Chevrons

Agency Patch



Field Training Officer Patch/Senior Deputy

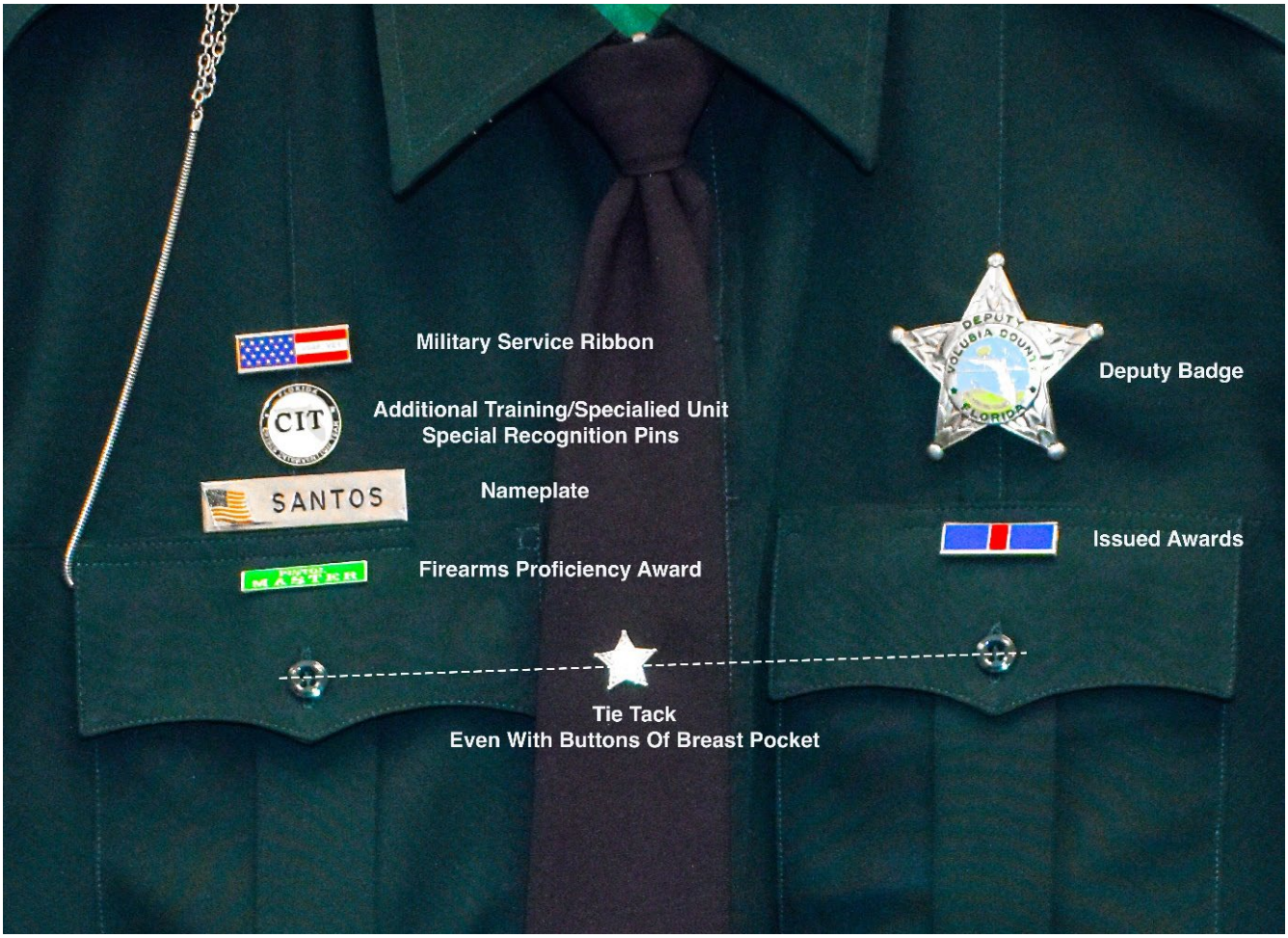
Specialized Insigna Patch (Right Shoulder)



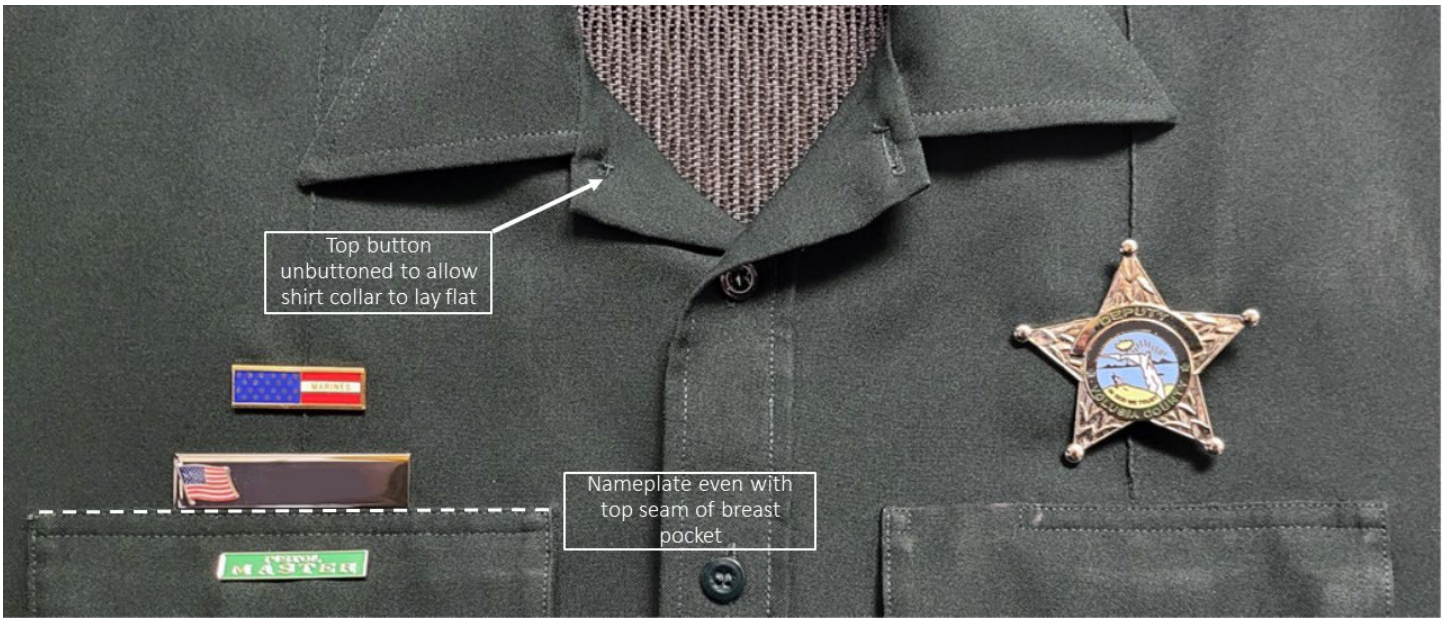
Sergeant Chevrons

Accessories

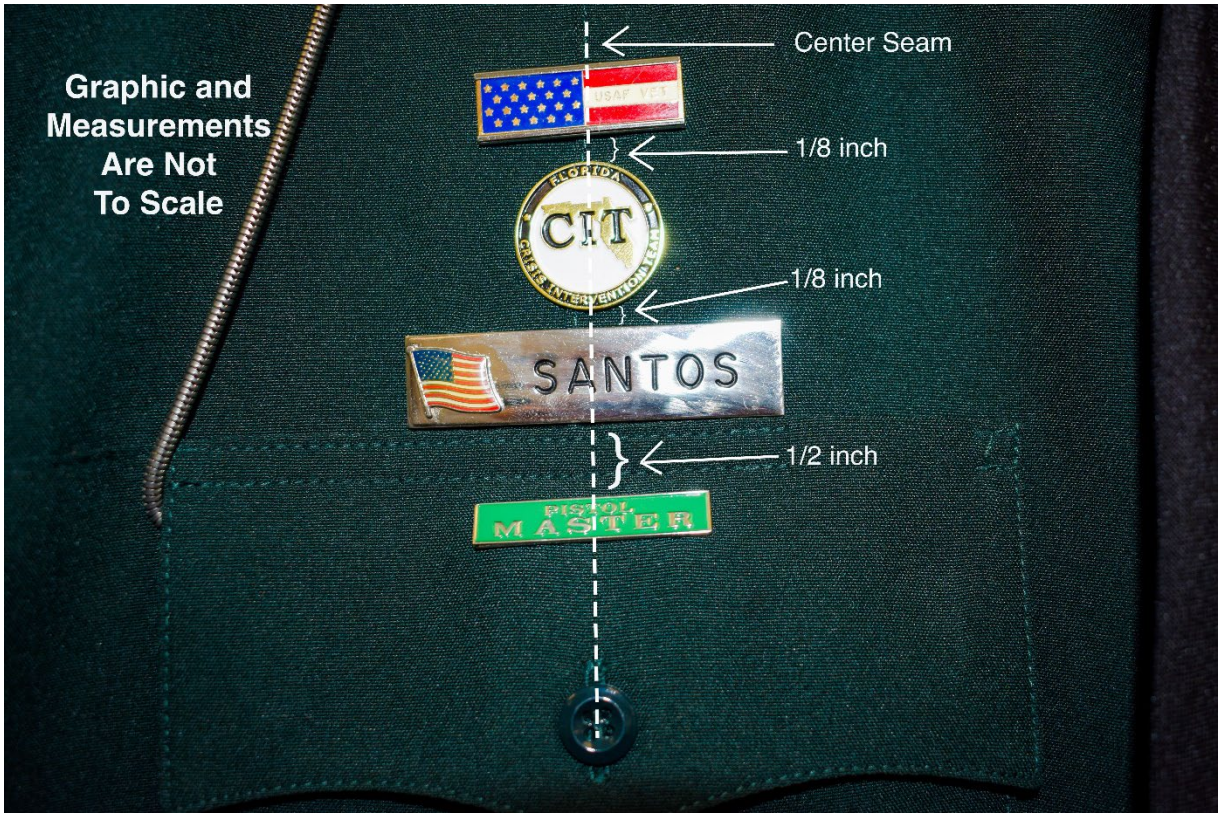
Class A Shirt

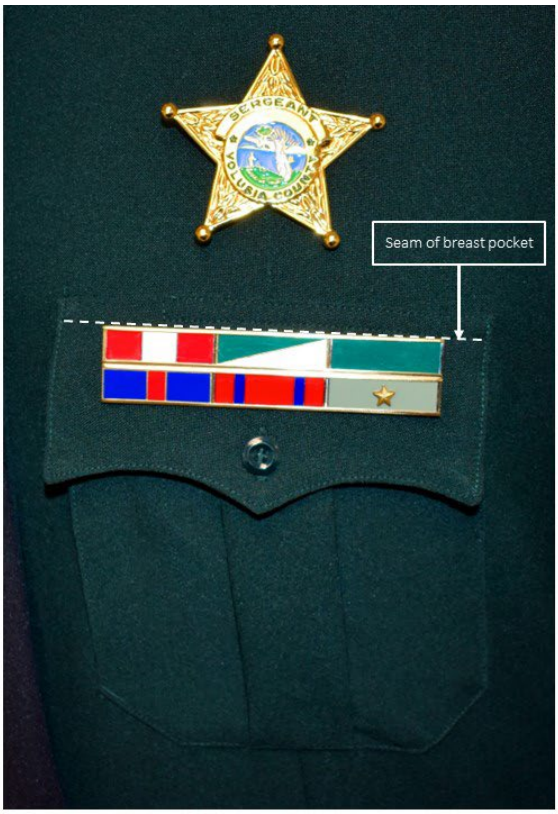


Class B Shirt



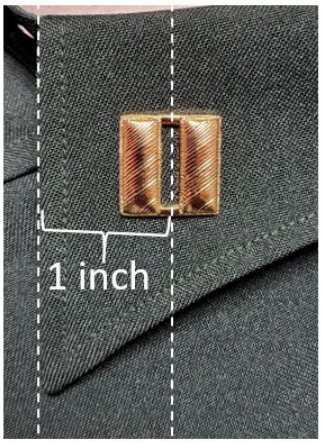
Accessories





Deputies are authorized to wear a maximum of six awards below their Deputy badge. Awards shall be worn in order of precedent, beginning on the top row from left to right.

Accessories



Length of Service

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-022-07**	**Distribution** All Personnel	**Reissue/Effective Date** 03/05/2026
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **AWARDS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish and maintain a system for the recognition of individual acts of heroism, meritorious service, and continued excellence in the performance of duty.

II. POLICY[CALEA LE 26.1.2]

It shall be the policy of the VSO to recognize and award those individuals who have displayed heroism, meritorious service, excellence in the performance of duty, and those who have been wounded in the performance of their duty.

III. PROCEDURE

A. TYPES OF AWARDS

1. **MEDAL OF HONOR**
   a. The Medal of Honor may be awarded to the family of a fallen officer whose death results from actions judged by the Sheriff to be of such commendatory and exemplary nature epitomizing the honorable history of VSO.
   b. An Honor Board consisting of the Chief Deputy, the Assistant Chief, and Law Enforcement Operations Division Chief will assist the Sheriff in the review process. The Sheriff will make the final decision.
   c. This commendation is presented by the Sheriff in the form of a ribbon, corresponding medal, and a citation; a copy of which will be placed in the employee's personnel file.
2. **MEDAL OF VALOR**
   a. The Medal of Valor is awarded for an extraordinary act of courage, without regard to personal safety while engaged in actual combat with an armed and dangerous adversary.
   b. This commendation is presented by the Sheriff in the form of a ribbon, corresponding medal, and a citation; a copy of which will be placed in the employee's personnel file.
   c. The Medal of Valor is the highest award that can be presented to an individual by the VSO.
3. **MEDAL OF BRAVERY**
   a. The Medal of Bravery is awarded for the performance of an outstanding arrest where the officer's effort is met by an armed and dangerous adversary. Subject's armed but no discharge of weapons.
   b. This commendation is presented by the Sheriff in the form of a ribbon, corresponding medal, and a citation; a copy of which will be placed in the employee's personnel file.

c. The Medal of Bravery is the second highest award that can be presented to an individual by the VSO.

4. **MEDAL OF HEROISM**

a. The Medal of Heroism is awarded for an act of courage without regard to personal safety, which places the officer in imminent physical danger and those efforts to affect a result or save a life.

b. The Medal of Heroism is represented in the form of a ribbon, corresponding medal, and a citation; a copy of which will be placed in the employee's personnel file.

c. The Medal of Heroism is the third highest award that can be presented to an individual by the VSO.

5. **PURPLE HEART**

a. The Purple Heart is awarded to those individuals who receive a serious wound actually inflicted, or as a direct result of a suspect's offensive actions.

b. The Purple Heart is represented in the form of a ribbon, corresponding medal, and a citation; a copy of which will be placed in the employee's personnel file.

6. **LIFE SAVING ACTIONS AWARD**

a. For direct actions by agency personnel, that does not place the employee in imminent physical danger, but result in the employee successfully or contributing to saving a life. Such actions may include administering CPR, or other rescue efforts.

b. The Life Saving Award is represented in the form of a ribbon, corresponding medal, and a citation; a copy of which will be placed in the employee's personnel file.

7. **TACTICAL DE-ESCALATION AWARD**

a. The Medal of Tactical De-Escalation is awarded for agency personnel who utilized exceptional tactical skills or verbal approach or techniques to de-escalate any deadly force situation resulting in the saving or sustaining of a human life.

b. The Tactical De-escalation award is presented in the form of a ribbon and a citation; a copy of which will be placed in the employee's personnel file.

8. **MEDAL OF MERITORIOUS SERVICE AWARD**

a. For highly intelligent and valuable act of police service which demonstrates special initiative and perseverance in the exceptional performance of police duties.

b. The Medal of Meritorious Service Award is represented in the form of a medal and a citation; a copy of which will be placed in the employee's personnel file.

9. **COMMENDATION CITATION**

a. Sworn Personnel

(1) For an arrest or any police service showing exceptional courage, intelligence, or integrity in the performance of routine duty.

(2) The Commendatory Citation is represented in the form of a ribbon and a citation; a copy of which will be placed in the employee's personnel file.

b. Civilian Personnel

(1) For any service showing exceptional diligence, intelligence or integrity in the performance of their routine duties.

(2) The Commendation Citation is represented in the form of a ribbon and a citation; a copy of which will be placed in the employee's personnel file.

10. **UNIT COMMENDATION BAR**

a. The Unit Commendation Bar is awarded to members of a department component, group, or team that distinguished itself during a particular period of time by an accomplishment of an unusual task or execution of duty in an exemplary manner.

(1) The Unit Commendation is represented in the form of a ribbon and a citation; a copy of which will be placed in the employee's personnel file.

11. **PROBLEM-SOLVING AWARD**

    a. Awarded to agency personnel for performing an outstanding achievement that results in improved administration or operation by applying problem solving skills that result in substantial savings in labor or operational costs, greatly enhances the mission of the VSO, furthers the goals of problem solving, community policing, enhances the lifestyle of community stakeholders, and brings great credit to the VSO. The act or acts must be representative of performance beyond the requirements of the normal work assignment.

    b. The Problem-Solving award is presented in the form of a ribbon and a citation; a copy of which will be placed in the employee's personnel file certificate.

12. **COMMUNITY SERVICE AWARD**

    a. Awarded to agency personnel for their valuable and outstanding service while on or off duty, through an act or series of acts that provided great service to families or communities that was beyond the normal call of duty. These acts may range from exceptional job related community interaction to volunteer or community service that brings public acclaim to the employee, the VSO, and the entire police profession.

    b. The Community Service Award is presented in the form of a ribbon and a citation.

13. **SPECIAL EVENTS AWARD**

    a. The Special Events Award is authorized for any member of the department, sworn or civilian, who participated in an event that the Sheriff determines to be a significant or historical event.

    b. The Special Events Award is presented in the form of a ribbon. For each additional Special Event that a Deputy works, one (1) Star will be awarded. The fifth time a Deputy receives the award, they will receive one (1) Cluster, and another one for every fifth award.

14. **SHERIFF'S AWARD**

    a. The Sheriff's Award is awarded by the Sheriff for acts, or actions, which are deemed exceptional by the Sheriff.

    b. The Sheriff's Award is presented in the form of a ribbon and a citation; a copy of which will be placed in the employee's personnel file. For each additional Sheriff's Award that a Deputy receives, one (1) Star will be awarded. The fifth time a Deputy receives the award, they will receive one (1) Cluster, and another one for every fifth award.

15. **MILITARY SERVICE RECOGNITION BAR**

    a. Military veterans may wear the appropriate designated military veteran's ribbon with their branch of service.

    b. Members who are currently assigned to the National Guard or Military Reserves may wear a ribbon which corresponds to their branch of service.

16. **EMPLOYEES OF THE YEAR AWARD**

    a. This award will be presented to the Deputy, Deputy Training Officer, Detective, Telecommunicator, Communications Training Officer, Civilian Employee, and Volunteer of the year in the form of a plaque, ribbon, and citation; a copy of which will be placed in the employee's personnel file.

17. **OUTSIDE AGENCY AWARDS**

    a. The Sheriff may authorize a member to wear a non-VSO issued award. No other pins or buttons or other uniform accessories not provided for in this order will be worn on the VSO uniform shirt except as authorized or directed by the Sheriff. Award ribbons will be worn according to the following order of precedence with the senior award ribbon on top and to the wearer's right.

18. **DEPUTY/DETECTIVES/EMPLOYEE/TELECOMMUNICATOR/VOLUNTEER OF THE QUARTER**

a. The Deputy, Detectives, Employee, Telecommunicator, and Volunteer of the Quarter shall be selected for outstanding achievement over and above the normal call of duty during the quarter in the position assigned.

b. Nominations from each of these categories shall be presented each quarter as candidates for the quarterly awards.

c. Selected recipients of this award will receive a personal plaque. Their photographs and names will be placed in wall plaques that are displayed in the various offices throughout the VSO.

d. This award shall be presented with a citation relating the circumstances leading to the award; a copy of which will be placed in the employee's personnel file.

19. **FIREARMS PROFICIENCY AWARD**

a. The Firearms Proficiency Award is designed to encourage the development and maintenance of firearms proficiency and to recognize the achievement of a high level of skill. Certification/presentation will be by the Training Section Supervisor.

b. The award will be a green enameled ribbon with silver or gold lettering or framing indicating "Pistol Expert" or "Pistol Master". Those who earn this award will wear it approximately one-half inch (½") below the nametag, centered on the pocket flap seam. The award may be worn for one calendar year after the date of qualification during which it was earned. It will have to be earned again for each additional year. To be eligible for the "Pistol Expert" award, a score of 45-47 must be achieved on the first PPC qualification attempt. To be eligible for the "Pistol Master" award, a score of 48 must be achieved on the first PPC qualification attempt. The ribbon will be presented by the Training Section.

B. ANNUAL AWARDS BANQUET [CALEA LE 26.1.2]

1. The awards banquet will be held annually. The following awards/acknowledgments will be presented at the Annual Ceremony:

a. VSO Fallen Deputies (Remembrances);

b. Medal of Honor (Posthumously)- To Deputy's Family;

c. Medal of Valor;

d. Medal of Bravery;

e. Medal of Heroism;

f. Purple Heart Recipients;

g. Life Saving Actions;

h. Tactical De-escalation;

i. Medal of Merit;

j. Yearly Award Recipients (Deputy, Deputy Training Officer, Detective, Employee, Telecommunicator, Communications Training Officer, Volunteer);

k. Citizenship Awards;

l. Sheriff's Awards.

2. Additional recognitions/awards may be presented at the Sheriff's discretion.

C. MONTHLY AWARDS CEREMONY [CALEA LE 26.1.2]

1. The Monthly Awards Ceremony will be held monthly. The following awards/acknowledgments may be presented at the Monthly Ceremony:

a. Commendation Citation;

b. Unit Commendations;

c. Problem Solving Awards;

d. Community Service Awards;

e. Special Events Awards;

f. Certificates of Recognition/Appreciation;

g. Promotions;

h. Retirements/20 or more years;

2. Quarterly Awards (will be presented every three months).Additional recognitions or awards may be presented at the Sheriff's discretion.

D. NOMINATIONS [CALEA LE 26.1.2]

1. Any citizen or VSO employee may initiate nominations for awards or commendations. Nominations shall be forwarded in writing to the Awards Committee.

2. Nominations shall be documented, detailing the reasons for the nomination, and forwarded to the chairperson.

E. AWARDS TO OTHER INDIVIDUALS [CALEA LE 26.1.2]

1. The Sheriff may, at their discretion, present VSO medals, awards, or citations to individuals who are not members of the VSO.

2. These individuals may be private citizens, employees of local government or members of area law enforcement agencies that the Sheriff desires to recognize for their contribution to public safety.

F. AWARDS COMMITTEE [CALEA LE 26.1.2]

1. Members of the Awards Committee will be appointed by the Sheriff or designee. There will be 8-10 committee members from varying sections of the VSO. An employee awards committee will review and make recommendations to the Sheriff for awards and citations issued by the VSO.

2. The committee will decide all matters by majority rules. The decisions of the committee shall be based on the merits of the nomination. Each member of the committee shall impartially evaluate the circumstances and formulate their decision. The Awards Committee may interview witnesses, examine documents, and review circumstances to assist them in their decisions.

3. The Sheriff and their staff shall review the committee's findings and will approve or disapprove the committee's recommendations.

4. The awards committee may recommend other types of awards not previously described, i.e., plaques, letters of appreciation.

G. WEARING OF AWARDS[CALEA LE 26.1.2]

1. Medals shall not be worn on the duty uniform other than at the time of presentation, except at the direction of the Sheriff.

2. Award ribbons will be worn on the pocket flap just below the badge. The top award or row is to be centered ¼ inch below the pocket seam. Refer to general order *GO-022-06 Appearance, Uniforms, and Equipment* for illustrations.

3. Award ribbons shall be worn according to precedent, the highest award being worn to the right of the wearer. No more than three ribbons shall be worn on one line.

4. The order of precedent shall be:

a. Medal of Honor;

b. Medal of Valor;

c. Medal of Bravery;

d. Medal of Heroism;

e. Purple Heart;

f. Life Saving Actions;

g. Tactical De-Escalation;

h. Medal of Merit;

i. Commendation Bar;

j. Unit Commendation Bar;

k. Problem Solving Award;

l. Community Service Award;

m. Special Events Award;

n. Sheriff's Award;

o. Physical Fitness Bar.

5. **MULTIPLE AWARDS**

a. Multiple awards of the same medal will result in additional presentations to the recipient. However, only one ribbon for each type of award shall be worn on the uniform. Multiple presentations of the same award shall be represented by the presence of a five-pointed star symmetrically affixed to the award ribbon for each additional award. Award ribbons will be trimmed in silver for the rank of Deputy and gold for the rank of Sergeant and above; any corresponding stars will reflect the same metallic finish according to rank.

6. **MILITARY SERVICE RECOGNITION**

a. The Military/Academy Service Recognition ribbons will be worn centered above the nameplate.

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	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-022-09**	**Distribution** All Personnel	**Reissue/Effective Date** 10/24/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 07/26/2023
Title **OUTSIDE EMPLOYMENT**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

Pursuant to Fla. Stat. § 30.2905, the purpose of this general order is to provide guidance and direction for contract employment of Volusia Sheriff's Office (VSO) Deputies during off-duty hours as well as secondary employment.

II. POLICY

It is VSO policy to allow all eligible employees to participate in secondary employment and to allow all eligible Deputy Sheriffs possessing full arrest powers to participate in extra-duty employment opportunities that do not:

- Interfere or conflict with the employee's primary duties and responsibilities with the VSO;
- Violate any federal or state laws, county ordinances, or VSO policies;
- Cause embarrassment to or detract from the reputation of the VSO.

The following types of extra-duty and secondary employment shall be prohibited. They include, but are not limited to:

- At establishments that sell or serve alcoholic beverages as the primary function of the business, except during special events. In those instances, Deputies:
  - are restricted to law enforcement action only;
  - shall not screen patrons for entry or act as bouncers;
  - shall not remain within the business's interior unless conducting inspections or taking law enforcement action.
- Employment with bail bond agencies;
- Investigative work for attorneys, insurance companies, or security firms;
- Assisting in any manner with the case preparation for the defense in any criminal action;
- Companies that engage in the repossession of vehicles or other property;
- Employment with businesses engaged in the towing of vehicles;
- All establishments providing adult entertainment;
- As a private investigator or any employment that might require access to criminal history information records or files as a condition of employment;
- Working as a process server or bill collector;
- Other employment which adversely affects the performance of official duties or may create a conflict of interest, ethical violation, or a violation of an ordinance or state statute.

Extra-duty and secondary employment are a privilege Accordingly, the Sheriff or designee may revoke, deny, or restrict such employment if deemed to be in the best interests of the VSO.

III. DEFINITIONS

Chief Deputy – Sworn member who provides oversite of the extra-duty employment function. Their duties include but are not limited to overseeing the approval process for prospective extra-duty employers, resolving conflicts associated with extra-duty employment requests, ensuring the submission of agency-required fees, and serving as a point of contact for inquiries or complaints arising from extra-duty employment.

Courtesy Officer – Sworn employees living in rent-free or reduced-rent housing accepted in exchange for performing duties including but not limited to patrolling the complex, completing security inspections, locking/unlocking points of entry, keeping activity logs, etc., which is conditioned upon their sworn or appointed status.

Event – Shall mean any preplanned meeting, activity, social media event, parade, or gathering of a group of persons, vessels, motor vehicles, or a combination thereof, having a common purpose on any public/private street, sidewalk, alley, park, lake or other public/private place or building, which the event substantially inhibits the usual flow of pedestrian or vehicular travel or which occupies any public/private place or building from normal use of space by the general public.

Extra-Duty Billing Company –Power Details is the extra-duty billing company used by VSO to coordinate billing and payment for extra-duty jobs.

Extra-Duty Employment – Contracted employment, not required by VSO, wherein the actual or potential use of law enforcement powers is anticipated. Extra-duty employment are generally performed in uniform with a marked car. The cost is paid by the hiring entity requesting the service.

Extra-Duty Employment Coordinator – Agency employee who schedules or coordinates the activities of personnel working extra-duty employment with the extra-duty billing company. The Extra-Duty Employment Coordinator may be emailed at extraduty@volusiasheriff.gov.

Extra-Duty Employment Pay – Contractual amount for hours a Deputy Sheriff works during an extra-duty employment assignment. Deputy Sheriff's receive this pay from the extra-duty billing company.

Hiring Entity – Any person, government entity, or private business that hires an agency employee for any period of time to perform extra-duty jobs.

Overtime – Employment beyond scheduled work hours directly related to the employee's primary assignment or VSO needs. Example: fill a vacant zone due to unscheduled leave or vacation.

Secondary Employment – is additional outside employment that does not require or utilize law enforcement authority. It is employment or business of a non-law enforcement nature in which the vested powers of a Deputy Sheriff are not a condition of employment and for which an employee receives direct or indirect compensation. Secondary employment includes but is not limited to working for another person or business, self-employment, or owning a business that consumes time or attention. Secondary employment includes free or reduced rent housing accepted in exchange for the presence of the Deputy or for providing security.

Special Event – Any event so designated by the Sheriff or designee. Any events involving more than one thousand (1,000) people will be reviewed for possible designation as a special event by the Special Services Section Commander.

IV. PROCEDURE

A. GENERAL

1. All extra-duty employment job administration and scheduling shall be centralized through the Extra-Duty Employment Coordinator.
2. No extra-duty job will be authorized or accepted if a potential hiring entity places any restrictions on who may work the job based on race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, or otherwise provided by law.
3. VSO's regular work schedules and resource requirements will not be compromised or adjusted to meet extra-duty or secondary employment requests.
4. VSO reserves the right to cancel extra-duty employment without notice and to recall Deputy Sheriffs for official duty when necessary for community safety. If an agency-directed cancellation does occur, the hiring entity shall only be billed for the time the Deputy is actually on-duty, with the hiring entity rounded up to the nearest 15 minutes of billable time.
5. To work extra-duty employment, the Deputy must:

- Have completed all phases of the New Deputy Training (NDT) Program, unless waived by the Sheriff or designee;
- Have obtained approval to work extra-duty employment by completing and submitting a Permission Request to Work Extra-Duty Employment form # 121021.001 to the Extra Duty Employment Coordinator through their chain of command;
- Have an active account in the computerized extra-duty management system used to advertise and assign available extra-duty employment. Once an approved Permission Request to Work Extra-Duty Employment form is received, the Extra-Duty Employment Coordinator will create an account for the employee;
- Be eligible to work extra-duty employment.

6. The employee desiring to work extra-duty employment is responsible for using the computerized extra-duty management system to review and choose from the available jobs.
7. It shall be the policy of the VSO to provide an environment to fairly and equally distribute all opportunities for extra-duty assignments among those eligible Deputies who have expressed interest in participating in the program.
8. Deputy Sheriffs shall not engage in extra-duty employment:
   - During any disciplinary period;
   - While assigned to administrative leave or duty imposed pursuant to an ongoing investigation;
   - If the employee's overall performance is less than satisfactory, as evidenced by monthly, quarterly, or annual evaluation;
   - Within forty-eight (48) hours after taking unscheduled leave without prior approval by the member's District/Section Captain. For this policy, the calculation begins at the start time of the shift for which unscheduled leave was used;
   - When assigned to temporary restricted duty that prevents them from performing their primary functions;
   - When receiving workers' compensation wage loss benefits as a result of injuries sustained on duty;
   - While on Family Medical Leave where the employee is the patient;
   - While awaiting a fitness for duty evaluation;
   - While on Bereavement Leave;
   - While on Leave without Pay status.

B. RESTRICTIONS ON HOURS OF WORK

1. The following shall apply to regular work hours, overtime, extra duty, and secondary employment:
   a. It shall be the policy of the VSO that Deputies shall only work a maximum of seven (7) consecutive days and no more than eighteen (18) consecutive hours in a twenty-four (24) hour period. Deputies must have at least eight (8) hours off before reporting to regularly assigned duty. Each twenty-four (24) hour period shall begin at midnight (00:00 hours). For this policy, it shall be considered a workday when five (5) or more hours have been worked.
   b. The above procedures may be waived during any disaster, special event, major investigation, or with authorization by a Captain or above, on a case-by-case basis.

C. HOURLY RATES

1. The advertisement for the extra-duty employment will include the hourly pay rate for the job. Any exception to the listed rate must be approved by the Sheriff or designee
2. The hourly rates and minimum number of hours paid to employees for extra-duty employment are shown in the attached appendix, GO-022-09-A Extra-Duty Employment Pay Rates. The appendix includes:
   - Hourly rates for Deputies, designated event Supervisors, and designated event Commanders;

- The increase to the hourly rate for special events designated by VSO;
- The increase to the hourly rate for working extra-duty employment on the following ten (10) holidays or any other holiday as determined by the Sheriff:
    - Dr. Martin Luther King's Birthday;
    - Good Friday;
    - Memorial Day;
    - Independence Day;
    - Labor Day;
    - Veterans Day;
    - Thanksgiving Day;
    - Friday following Thanksgiving Day;
    - Christmas Day;
    - New Year's Day.

3. All hours of work less than an hour will be rounded up and charged to the nearest fifteen (15) minutes of billable time unless the employer elects to round up in greater than fifteen (15) minute increments, i.e., the nearest half hour or hour.
4. If an employee is working a scheduled shift of three (3) or more hours, and the hiring entity terminates the job before the end of the scheduled shift, the hiring entity shall be charged a cancellation fee of three (3) hours or the number of hours worked, whichever is greater.
5. The hiring entity may be charged a cancellation fee of three (3) hours for each Deputy contracted and assigned to the extra-duty employment event if they fail to notify the Extra-Duty Employment Coordinator or the extra-duty billing company of the cancellation or postponement twenty-four (24) hours prior to an employee's reporting time.
6. Deputies shall receive payment for extra-duty employment the extra-duty billing company.

D. STAFFING LEVELS

1. Hiring entities requesting extra-duty employment will be required to employ sufficient Deputies to provide safe and efficient security service for the particular event. Under normal conditions, staffing levels will be as follows, unless otherwise determined by the Sheriff or designee:
    - Up to one hundred (100) people – One (1) Deputy
    - One hundred to five hundred (100-500) people – Two (2) Deputies
    - Five hundred to one thousand (500-1,000) people – Three (3) Deputies
    - Over one thousand (1,000) people – The Special Services Section Commander reviews the event for planning and staffing considerations and whether the event will be designated a Special Event.
2. If alcohol is to be sold at the event, one (1) extra Deputy shall be added to the staffing levels noted above.
3. However, it will be the responsibility of the Extra-Duty Employment Coordinator to forward approved requests requiring a significant number of sworn personnel or events of a unique nature (such as concerts, large parties, etc.) to the Special Services Section Commander or designee for review and staffing determinations. Departures from the "normal" staffing levels will be based on, but not limited to:
    - Location of the job;
    - Nature of the job;
    - Anticipated crowd size;
    - Past event problems;
    - Alcohol sold or consumed;
    - Available intelligence information;

- Risk assessment.

4. Events requiring five (5) or more Deputies shall require the employment of Supervisor(s):
   - Five (5) to seven (7) Deputies – One (1) Supervisor;
   - Eight (8) to fourteen (14) Deputies – Two (2) Supervisors;
   - Fifteen (15) to twenty-one (21) Deputies – Three (3) Supervisors.
5. For events requiring three (3) Supervisors, a Commander holding the rank of Lieutenant or Captain shall be required.
6. The Sheriff or designee has the final decision on the number of Deputies/Supervisors to be employed. If the hiring entity does not accept the decision, the Extra-Duty Employment Coordinator will inform them that the VSO will not work the requested assignment.

E. AGENCY EQUIPMENT

1. Agency equipment, including vehicles, may be used by agency personnel while engaged in extra-duty employment.
2. Sworn personnel working extra-duty employment shall do so in uniform. The approved uniform is either class A or class B. Specialized unit personnel may wear the uniform associated with their respective assignment if the extra-duty employment specifically requires their specialized skill (such as K-9 Handler at a concert venue). The Chief Deputy shall evaluate and either approve/disapprove a hiring entity's request for a Deputy to work in an alternate uniform or plain clothes.

F. REQUIREMENTS WHEN WORKING EXTRA-DUTY EMPLOYMENT

1. All Deputy Sheriffs will arrive at the extra-duty employment location on time and in uniform.
2. All Deputy Sheriffs working extra-duty employment shall log in with Communications upon arriving at the assigned detail and log out with Communications upon leaving the detail once it has been completed. This action will ensure that Communications and on-duty personnel in the district are aware that the employee is working extra-duty employment.
3. Deputy Sheriffs shall clock in and out of the extra-duty employment using the extra-duty management system. Upon completion of the extra-duty employment, the Deputy is required to confirm the actual hours worked in the system
4. Deputies working extra-duty employment, when in uniform, shall activate their assigned BWC for any activities that fall under the definition of required use within general order *GO-041-20 Body Worn Cameras*.
5. All Deputy Sheriffs working extra-duty employment shall act as the primary response unit for all calls for service, arrests, and written reports of incidents occurring at the location of their extra-duty employment.
6. When exercising law enforcement powers, Deputy Sheriffs shall strictly adhere to the policies and procedures related to those powers, as established by state statute and the VSO. Under no circumstances shall employees follow any policy, procedure, or direction of a hiring entity which is inconsistent, incompatible, or in conflict with the policies, procedures, and general orders of the VSO.
7. Deputy Sheriffs working extra-duty employment are responsible for all arrests and applicable written reports for incidents occurring at the job site during their extra-duty employment. In general, enforcement related activities (taking official enforcement action such as making an arrest) are chargeable to the VSO, not the hiring entity. However, from a practical standpoint, it is recognized that timekeeping by a Deputy working an enforcement action while working extra-duty employment can become difficult. Therefore, by policy, the time that a Deputy Sheriff spends on enforcement related activities **exceeding** fifteen (15) minutes while working an extra-duty employment **should not be charged to the hiring entity** but instead should be billed to the VSO via the payroll process and annotated "Extra-Duty Employment Incident/Case Number _____."
8. Deputy Sheriffs working extra-duty employment have a responsibility to the hiring entity to be on the job site performing authorized duties. However, there may be times when emergencies occur and Deputy Sheriffs working extra-duty employment are needed to assist on-duty personnel. When called upon to respond to an agency emergency, they should immediately notify the hiring

entity and proceed to assist with the emergency call. Immediately after the emergency call is cleared or determined to be under control, the on-duty Supervisor should allow the Deputy Sheriff to return to their extra-duty employment assignment. The Deputy Sheriff will notify the hiring entity of the time away from the extra-duty employment assignment. Time spent away from the extra-duty employment for official VSO business exceeding fifteen (15) minutes will be billed to the VSO via the payroll process, not to the hiring entity.

9. Time spent on an actual enforcement related action, in fifteen (15) minute increments per incident, will be recorded by Deputy Sheriffs on their weekly payroll time card as overtime (unless the Deputy is able to flex the time out during the pay period)

10. Deputies will not bill time to both the VSO and the hiring entity for performing enforcement related activities.

G. WHEN UNABLE TO WORK A SCHEDULED EXTRA-DUTY EMPLOYMENT

1. **If a Deputy Sheriff is unable to work their scheduled extra-duty employment for any reason, they are responsible for finding a replacement Deputy Sheriff, who is authorized to work extra-duty employment.**

2. If the Deputy has determined they are not able to work their scheduled extra-duty employment, the Deputy shall request they be cancelled from the extra-duty employment through the computerized extra-duty management system. The system will show the extra-duty employment as available/cancel pending and allow another Deputy that has listed themself as a backup to assign themself to that extra-duty employment. If there is no backup Deputy, the extra-duty management system will relist the extra-duty employment as available. *Requesting to cancel in the computerized extra-duty management system does not relieve the scheduled Deputy of the responsibility for finding and scheduling their replacement.*

    - The extra-duty coordinator maintains a group email of Deputy Sheriff's authorized to work extra-duty employment (outsidedetails@volusiasheriff.gov) to facilitate communications.

3. If the Deputy has determined they are not able to work their scheduled extra-duty employment less than twenty-four (24) hours prior to its start time and a replacement Deputy has not been scheduled to work the job, the Deputy shall advise the Extra-Duty Employment Coordinator by telephone or if telephone is not available, by email. The Extra-Duty Employment Coordinator will make any required updates to the computerized extra-duty management system. If the notification occurs outside of business hours/days, the Deputy will telephone the Power Details after hours support team.

4. Power Details will notify the hiring entity.

H. FAILURE TO REPORT TO EXTRA-DUTY EMPLOYMENT

1. If a Deputy Sheriff fails to report to their assigned extra-duty employment, they shall advise the VSO Extra-Duty Employment Coordinator by email of the reason(s).

2. Failure to show up for scheduled extra-duty employment without sufficient explanation or notice may subject the employee to the following sanctions:

    - First occurrence, in a twelve (12) month period – counseling;
    - Second occurrence, in a twelve (12) month period – extra-duty employment privilege revoked for thirty (30) days;
    - Third occurrence, in a twelve (12) month period – extra-duty employment privilege revoked for three hundred sixty-five (365) days.

    Repeated violations can result in the permanent revocation of a Deputy Sheriff's privilege to work extra-duty employment. These sanctions will not be considered discipline pursuant to *GO-026-02 Standards of Conduct*.

I. PROHIBITED ACTIONS

1. To maintain the fairness and integrity of the Extra-Duty Employment Program, the following actions are prohibited:

- Soliciting hiring entities for extra-duty employment opportunities . This includes a Deputy Sheriff encouraging a hiring entity to make a request that they be assigned to work the extra-duty employment.
- Negotiating compensation rates or other forms of compensation with hiring entities or the extra-duty billing company outside the scope of this general order.
- Signing up for extra-duty employment for another Deputy Sheriff or allowing another Deputy Sheriff to sign up for extra-duty employment on your behalf.
- Cancelling an already assigned extra-duty employment for the sole purpose of signing up for a better opportunity that became available at a later date/time.

2. The acceptance of gifts, gratuities, bonuses, tips, or merchandise in any form from any hiring entity is strictly prohibited and subject to disciplinary action as set forth in *GO-026-02 Standards of Conduct*. Meals, non-alcoholic beverages, and lodging provided to participating Deputies during the course of employment are considered part of the compensation for that extra-duty employment and not considered a bonus or tip.

J. DEPUTY'S INCOME TAX RESPONSIBILITIES

1. Deputies working outside details are paid by the extra-duty billing company. The extra-duty billing company will provide the Deputies that have worked extra-duty employment with a form 1099-K. Deputies are responsible for reporting the income and paying any taxes owed to the US Internal Revenue Service (IRS). Deputies should consider consulting with a tax professional on tax implications and payments.

K. EXTRA-DUTY EMPLOYMENT INJURIES/DISABILITY BENEFITS

1. Pursuant to Fla. Stat. § 30.2905, the hiring entity of a Deputy Sheriff shall be responsible for the acts or omissions of the Deputy(s) while performing services for that employer while off-duty, including workers' compensation benefits.
2. Deputies engaged in extra-duty employment will not be covered by the VSO injury benefits (Worker's Compensation) if they are not performing a law enforcement task.
3. However, a Deputy Sheriff so employed who sustains an injury while enforcing the criminal, traffic, or penal laws of this state shall be regarded as working on duty. When Deputies working extra duty observe a violation of law and take affirmative action, they are immediately transferred to an "on-duty" status and are covered.
4. VSO Worker's Compensation claims are subject to review and approval by the Human Resources Section. Injuries/disabilities sustained during official law enforcement actions shall be reported and documented pursuant to current agency policy, procedure, and general order.
5. Members injured during extra-duty employment while taking a law enforcement action shall, as soon as possible, notify their supervisor or the Watch Commander, whichever is appropriate, of the injury. In addition, a notice of injury report shall be initiated in BlueTeam.

L. REQUESTS FOR EXTRA-DUTY EMPLOYMENT – HIRING ENTITY

1. Extra-duty employment is considered an "enhanced" level of service, and the VSO will not entertain requests from prospective hiring entities for law enforcement services that the Sheriff considers to be within the normal operating scope of responsibility of the VSO.
2. Hiring entities desiring extra-duty detail law enforcement services must contact the Extra-Duty Employment Coordinator. If an employee is approached by an hiring entity about potential extra-duty law enforcement detail work, the employee should forward the request or direct the hiring entity to contact the VSO Extra-Duty Employment Coordinator.
3. Extra-duty employment assignment requests by hiring entities will not be approved if the potential hiring entity places any restrictions on who may work the job based on race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, or as otherwise provided by law.
4. If the Extra-Duty Employment Coordinator has any concerns regarding the hiring entity, the type of services requested, the number of personnel requested, etc., they shall be promptly forwarded to the Chief Deputy for review.

5. The hiring entity shall acknowledge the online user agreement or sign the agreement for all extra-duty employment.

M. EXTRA-DUTY EMPLOYMENT COORDINATOR – RESPONSIBILITIES

1. Responsibilities of the Extra-Duty Employment Coordinator include:

    - Reviewing and forwarding for approval, as appropriate, hiring entity requests for extra-duty employment.
    - In consultation with the Chief Deputy, the Extra-Duty Employment Coordinator shall reject any extra-duty employment request determined to not be in the best interests of the VSO.
    - Coordinating and inputting approved extra-duty employment opportunities (posting jobs) into the computerized extra-duty management system.
    - Maintaining the records of Deputies approved to work extra duty in the computerized extra-duty management system.
    - Ensure all extra-duty employers are approved to participate in the Extra-Duty Employment Program. The Extra-Duty Employment Coordinator shall maintain a listing of all hiring entities that have been “suspended” for non-payment or non-conformance with policy requirements.
    - Maintaining required extra-duty management software data and employee records.
    - Coordinating and clarifying any special requirement or consideration pertinent to Deputy Sheriffs working an extra-duty employment detail.
    - Resolving extra-duty employment related conflicts by forwarding conflicts or complaints to the Chief Deputy.
    - Upon a violation of the provisions set forth in this policy, suspending, revoking, or terminating a Deputy’s extra-duty law enforcement detail employment as directed by the Sheriff or designee.
    - Ensuring that the computerized extra-duty management system is operating correctly.
    - Conducting random audits to verify data entry and verification have been done correctly and that general orders procedures regarding then number of hours and days worked are being followed.
    - Preparing and distributing all required/requested system reports.

N. ADMINISTRATIVE SERVICES DIVISION CHIEF RESPONSIBILITIES

1. The Administrative Services Division Chief or designee is responsible for ensuring administrative fees are paid to the extra-duty billing company.

O. SECONDARY EMPLOYMENT

1. Employees intending to start their own business or working secondary employment, as outlined in this general order, shall submit a Secondary Employment Approval Request form to the Sheriff or designee via their chain of command through BlueTeam. This form includes:

    - The nature of the business, the goods/services being provided, and any other pertinent information about the business and the extent of the employee’s involvement.
    - A statement of assurance that the business is not in conflict with the policies and procedures of the agency, and it is not in violation of Fla. Stat. § 112.313(7)(A), regulating an employee’s employment or contractual services with an individual or entity doing business with the agency.

2. Once approved, no additional requests need to be submitted unless the nature of the business, or the goods and services, have changed.
3. Agency equipment and uniforms may not be used by the employee unless otherwise approved by the Sheriff.

P. COURTESY OFFICER SERVICES

1. Courtesy Officer Services are considered secondary employment. This type of employment is permissible only when the sworn employee has satisfied the following conditions:
    - The Deputy has submitted a completed Courtesy Officer Approval Request with Outside Off-Duty Deputy Courtesy Officer Agreement or a completed Courtesy Officer Caretaker – County Parks Approval Request with Outside Off-Duty Deputy Courtesy Officer/Caretaker Agreement – County Parks. The approval request must have documentation clearly defining the expectations/duties required of the Deputy by the business to the Sheriff or designee via their chain of command through BlueTeam.
    - The Sheriff or designee has granted approval.
2. The Deputy must resubmit a completed approval request with documentation clearly defining the expectations/duties required of the Deputy by the business to the Sheriff or designee via their chain of command through BlueTeam for approval every twelve (12) months after the previous approval.
3. If the business requests changes to the nature of the expectations/duties required of the Deputy, the Deputy must submit a new approval request with documentation clearly defining the expectations/duties required of the Deputy by the business to the Sheriff or designee via their chain of command through BlueTeam for approval.
4. VSO equipment and uniforms shall not be used while providing courtesy officer services unless approved by the Sheriff.
5. If a crime is being committed in the employee's presence during the course performing courtesy officer duties, the appropriate law enforcement agency shall be called. The employee shall only make felony arrests. Misdemeanor arrests will be made only in situations where the life or safety of another is being threatened.
6. Sworn employees living in rent-free or reduced-rent housing (Courtesy Officer) are bound by the eight (8) hour rule. Employees are expected to arrange with the property manager/management any particulars necessary to ensure they receive the proper rest before reporting to regularly assigned duties, agency overtime, or extra-duty employment shifts.

V. FORMS (Click here to access forms)

- Courtesy Officer Approval Request/Outside Off-Duty Courtesy Officer Agreement, VSO Form # 092820.001
- Courtesy Officer Caretaker – County Parks Approval Request/Outside Off-Duty Deputy Courtesy Officer/Caretaker Agreement – County Parks, VSO Form # 121820.001
- Extra-Duty Business or Person, Agreement VSO Form # 051793.006
- Extra-Duty Governmental Entities, Agreement VSO Form # 122221.001
- Extra-Duty Volusia County School Board Agreement, VSO Form # 042525.001
- Permission Request to Work Extra-Duty Employment, VSO Form # 121021.001
- Secondary Employment Approval Request, VSO Form # 052021.001

Extra-Duty Employment Pay Rates

Extra-Duty Pay Rates/Hour	
Hourly Rates:	
Deputy	$62.00
Designated Event Supervisor	$67.00
Designated Event Commander	$72.00
Special Events Designated By VSO	Hourly Rate + $13.00
Designated Holidays	Hourly Rate + $10.00
Special Events On A Designated Holiday	Hourly Rate + $23.00

Employee's will be paid a minimum of **three (3)** hours per extra-duty employment worked.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-022-10**	**Distribution** All Personnel	**Reissue/Effective Date** 08/02/2023
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **WORKPLACE HARASSMENT AND DISCRIMINATION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The Volusia Sheriff's Office (VSO) is an Equal Employment Opportunity Employer and will not deny employment opportunity based on race, color, religion, sex, gender identity, sexual orientation, pregnancy, status as a parent, national origin, age, disability (physical or mental), family medical history or genetic information, political affiliation, military service, or other non-merit based on factors. These protections extend to all management practices and decisions, including recruitment and hiring practices, appraisal systems, promotions, training, and career development programs.

VSO strives to create and maintain a work environment in which people are treated with dignity, decency and respect. The environment of VSO should be characterized by mutual trust and the absence of intimidation, bullying, oppression and exploitation. The VSO will not tolerate unlawful discrimination or harassment of any kind. [CALEA LE 26.1.3]

This policy applies to company employees, clients, customers, guest vendors, and persons doing business with the agency.

Through enforcement of this policy and by education of employees, VSO will seek to prevent, correct and discipline behavior that violates this policy.

II. DISCUSSION [CALEA LE 26.1.3]

All employees, regardless of their positions, are covered by and are expected to comply with this policy and to take appropriate measures to ensure that prohibited conduct does not occur. Appropriate disciplinary action will be taken against any employee who violates this policy. Based on the seriousness of the offense, disciplinary action may include verbal or written reprimand, suspension, demotion, or termination of employment.

Managers and supervisors who knowingly allow or tolerate discrimination, harassment or retaliation, including the failure to immediately report such misconduct to human resources (HR), are in violation of this policy and subject to discipline.

III. DEFINITIONS

Amorous Relationship – means a dating, sexual, physical, romantic, domestic cohabitation, or domestic partnership relationship and any other similar relationship that goes beyond professional consideration or friendship

IV. POLICY AND PROCEDURE

A. GENERAL

1. VSO is in compliance with all applicable federal, state and local anti-discrimination and harassment laws and regulations, and enforces this policy in accordance with the following definitions and guidelines.

B. DISCRIMINATION

1. It is a violation of VSO policy to discriminate in the provision of employment opportunities, benefits or privileges; to create discriminatory work conditions; or to use discriminatory evaluative standards in employment if the basis of that discriminatory treatment is, in whole or in part, the person's race, color, national origin, age, religion, disability status, sex, sexual orientation, gender identity or expression, genetic information or marital status.
2. Discrimination of this kind may also be strictly prohibited by a variety of federal, state and local laws, including Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1967 and the Americans with Disabilities Act of 1990. This policy is intended to comply with the prohibitions stated in these anti-discrimination laws.
3. Discrimination in violation of this policy will be subject to disciplinary measures up to and including termination.

C. HARASSMENT [CALEA LE 26.1.3]

1. VSO prohibits harassment of any kind, including sexual harassment, and will take appropriate and immediate action in response to complaints or knowledge of violations of this policy. For purposes of this policy, harassment is any verbal or physical conduct designed to threaten, intimidate or coerce an employee, co-worker, or any person working for or on behalf of VSO.
2. The following examples of harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of this policy:
    - Verbal harassment includes comments that are offensive or unwelcome regarding a person's national origin, race, color, religion, age, sex, sexual orientation, pregnancy, appearance, disability, gender identity or expression, marital status or other protected status, including epithets, slurs and negative stereotyping.
    - Nonverbal harassment includes distribution, display or discussion of any written or graphic material that ridicules, denigrates, insults, belittles or shows hostility, aversion or disrespect toward an individual or group because of national origin, race, color, religion, age, gender, sexual orientation, pregnancy, appearance, disability, sexual identity, marital status or other protected status.

D. WORKPLACE HARASSMENT AND VIOLENCE [CALEA LE 26.1.3]

1. It is a violation of this policy for any individual to engage in any conduct, verbal or physical, that intimidates, endangers or creates the perception of intent to harm persons or property. Examples include but are not limited to:
    - Physical assaults or threats of physical assault, whether made in person or by other means (e.g., in writing, by phone, fax or email, social media etc.)
    - Verbal conduct that is intimidating and has the purpose or effect of threatening the health or safety of a co-worker
    - Any other conduct or acts that management believes represent an imminent or potential danger to workplace safety or security

E. SEXUAL HARASSMENT [CALEA LE 26.1.3]

1. Sexual harassment is a form of unlawful employment discrimination under Title VII of the Civil Rights Act of 1964 and is prohibited under VSO anti-harassment policy. According to the Equal Employment Opportunity Commission (EEOC), sexual harassment is defined as "unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature ... when ... submission to or rejection of such conduct is used as the basis for employment decisions ... or such conduct has the purpose or effect of ... creating an intimidating, hostile or offensive working environment."
2. Sexual harassment occurs when unsolicited and unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature:

- Is made explicitly or implicitly a term or condition of employment.
- Is used as a basis for an employment decision.
- Unreasonably interferes with an employee's work performance or creates an intimidating, hostile or otherwise offensive environment.

3. Sexual harassment may take different forms. The following examples of sexual harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of this policy:

   - Verbal sexual harassment includes innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, lewd remarks and threats; requests for any type of sexual favor (this includes repeated, unwelcome requests for dates); and verbal abuse or "kidding" that is oriented toward a prohibitive form of harassment, including that which is sexual in nature and unwelcome.
   - Nonverbal sexual harassment includes the distribution, display or discussion of any written or graphic material, including calendars, posters and cartoons that are sexually suggestive or show hostility toward an individual or group because of sex; suggestive or insulting sounds; leering; staring; whistling; obscene gestures; content in letters, notes, facsimiles, e-mails, photos, text messages, tweets and Internet postings; or other forms of communication that are sexual in nature and offensive.
   - Physical sexual harassment includes unwelcome, unwanted physical contact, including touching, tickling, pinching, patting, brushing up against, hugging, cornering, kissing, fondling, and forced sexual intercourse or assault.

F. RELATIONSHIP IN THE WORKPLACE

1. Courteous, mutually respectful, pleasant, noncoercive interactions between employees that are appropriate in the workplace and acceptable to and welcomed by both parties are not considered to be harassment, including sexual harassment.
2. VSO strongly discourages amorous relationships between a manager or other supervisory employee and an employee who reports directly or indirectly to that person, because such relationships tend to create compromising conflicts of interest or the appearance of such conflicts. In addition, such a relationship may give rise to the perception by others that there is favoritism or bias in employment decisions affecting the staff employee. Moreover, given the imbalance of power within such relationships, consent by the staff member is suspect and may be viewed by others, or at a later date by the staff member, as having been given as the result of coercion or intimidation. The atmosphere created by such appearances of bias, favoritism, intimidation, coercion or exploitation undermines the spirit of trust and mutual respect that is essential to a healthy work environment. If there is such a relationship, the parties need to be aware that one or both may be moved to a different department or other actions may be taken.
3. If any employee of VSO enters into a consensual relationship that is amorous in nature with an employee who reports directly or indirectly to that employee, or if one of the parties is in a supervisory capacity the parties must immediately notify the Sheriff, in writing, through the chain of command. Because of potential issues regarding quid pro quo harassment, VSO has made reporting mandatory.
4. Once the relationship is made known, Command Staff will review the situation and will determine whether one or both parties need to be moved to another job or work sections. If it is determined that one party must be moved, and there are jobs in other work sections available for both, the parties may decide who will be the one to apply for a new position. If the parties cannot amicably come to a decision, or the party is not chosen for the position to which they applied, Command Staff will decide which party will be moved. That decision will be based on which move will be least disruptive to the organization as a whole. If no other jobs are available for either party, the parties will be given the option of terminating their relationship or resigning.

G. RETALIATION [CALEA LE 26.1.3]

1. No hardship, loss, benefit or penalty may be imposed on an employee in response to:
   - Filing or responding to a bona fide complaint of discrimination or harassment.
   - Appearing as a witness in the investigation of a complaint.

- Serving as an investigator of a complaint.

2. Lodging a bona fide complaint will in no way be used against the employee or have an adverse impact on the individual's employment status. However, filing groundless or malicious complaints is an abuse of this policy and will be treated as a violation, up to and including termination.

3. Any person who is found to have violated this aspect of the policy will be subject to discipline up to and including termination of employment.

H. CONFIDENTIALITY [CALEA LE 26.1.3]

1. All complaints and investigations are treated confidentially to the extent possible, and information is disclosed strictly on a need-to-know basis. The identity of the complainant is usually revealed to the parties involved during the investigation, and the HR Director will take adequate steps to ensure that the complainant is protected from retaliation during and after the investigation. All information pertaining to a complaint or investigation under this policy will be maintained in secure files within the HR Section.

I. COMPLAINT PROCEDURE [CALEA LE 26.1.3]

1. VSO has established the following procedure for lodging a complaint of harassment, discrimination, violence, or retaliation. The VSO will treat all aspects of the procedure confidentially to the extent reasonably possible. Complaints should be submitted as soon as possible after an incident has occurred, preferably in writing.

   a. If an employee experiences any job related harassment, or has a related complaint, or , believes they have been treated in an unlawful, discriminating manner, they should promptly make the objection to the offender

   b. If the offensive behavior is severe or if it persists, they should inform the supervisor, unless the complaint is against the supervisor, in which case employees may make a complaint to any supervisor.

   c. The employee can report (make the complaint) to the HR director who may assist the complainant in completing a written statement or, in the event an employee refuses to provide information in writing, the HR director or designee will dictate the verbal complaint.

J. INVESTIGATION OF THE COMPLAINT

1. Upon receiving a complaint or being advised by a supervisor or manager that violation of this policy may be occurring, the HR director will notify senior management and review the complaint with the General Counsel.

2. The Sheriff or designee will initiate an investigation to determine the facts and circumstances pertaining to the allegation.

3. If necessary, the complainant and the respondent will be separated during the course of the investigation, either through internal transfer or administrative leave.

4. Upon conclusion of an investigation, a written report will be submitted to the Sheriff. If it is determined that a violation of this policy has occurred, Command Staff will recommend appropriate disciplinary action. The appropriate action will depend on the following factors:

   - The severity, frequency and pervasiveness of the conduct;
   - Prior complaints made by the complainant;
   - Prior complaints made against the respondent; and
   - The quality of the evidence (e.g., firsthand knowledge, credible corroboration).

5. If the investigation is inconclusive or if it is determined that there has been no violation of policy but potentially problematic conduct may have occurred, the HR director may recommend appropriate preventive action.

6. The Sheriff will make a final decision, If disciplinary action is to be taken, the respondent will be informed of the nature of the discipline and how it will be executed.

V. FORMS (Click here to access forms)

- Workplace Harassment and Discrimination Policy Review, VSO Form # 082709.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-022-12**	**Distribution** All Personnel	**Reissue/Effective Date** 09/02/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/13/2022
Title **DRUG TESTING**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The Volusia Sheriff's Office (VSO) has the responsibility to provide the community with the highest level of law enforcement services and to ensure that its employees have the physical and mental abilities to perform their assigned duties. Therefore, to ensure the integrity of the department and to preserve the public trust and confidence. The VSO is committed in maintaining a safe work environment free from drugs and alcohol.

The purpose of this general order is to establish a drug-free workplace within the VSO through fair and reasonable drug or alcohol testing methods for the protection of the employees, the agency, and the public.

II. DISCUSSION

It is essential to maintain a healthy and productive work force, safe working conditions free from the effects of drugs or alcohol while providing quality services important to employers, employees, and the citizens of Volusia County.

Due to the nature of the law enforcement profession, the public has certain expectations regarding the conduct and activities of all VSO employees. To ensure the public that the VSO meets these expectations, the agency has established guidelines for drug and alcohol screening tests to ensure a work force free of persons who use illegal drugs, who misuse prescription drugs, or abuse alcohol.

Use of controlled substances, not obtained for a proximal and an originally legitimate medical reason, may be just cause for revocation of certification by the Criminal Justice Standards and Training Commission in addition to disqualifying the Deputy from performing their duties by virtue of having violated the law. Additionally, any employee injured while working or while operating VSO vehicles or equipment who refuses to take any required drug or alcohol test or who (in the course and scope of their employment) tests positive in a confirmation drug test forfeits eligibility for all medical and indemnity benefits under the Workers' Compensation Act and may be terminated or otherwise disciplined. Any terminated employee forfeits unemployment compensation benefits as provided in the Florida Workers' Compensation Act, related laws, and applicable drug testing rules.

The VSO has a responsibility to the public to provide protection and assistance. It has an obligation to its Deputies and employees to provide a safe and productive working environment. Illegal use or abuse of drugs/alcohol, by employees of the VSO is contrary to these goals and will not be tolerated. No employee will report to work impaired.

This general order has been adopted establishing standards for drug and alcohol testing procedures and requirements, ensuring that testing is carried out in a reasonable and fair manner, and informing Deputies, employees, volunteers, and the public of the VSO's commitment to the highest possible standards in the working environment and provision of services.

III. POLICY

It is the policy of the VSO to adhere to the guidelines set forth for state government employers and employees in Fla. Stat § 112.0455 "Drug-Free Workplace Act."

Compliance with this general order is a condition of employment and violation of this policy shall result in disciplinary action, up to and including termination.

IV. DEFINITIONS

Chain of Custody – the methodology of tracking specified materials or substances for the purpose of maintaining control and accountability from initial collection to final disposition for all such materials or substances and providing for accountability at each stage in handling, testing, storing specimens, and reporting of test.

Confirmation Test – means a second analytical procedure used to identify the presence of a specific drug or metabolite in a specimen. The confirmation test must be different in scientific principle from that of the initial test procedure. This confirmation method must be capable of providing requisite specificity, sensitivity, and quantitative accuracy.

Controlled Substance – means any drug whose availability is restricted by Fla. Stat. § 893.13, or other applicable law including any "designer drug" defined in Chapter 893, or other applicable federal or state law.

Drug – means alcohol, including distilled spirits, wine, malt beverages, and intoxicating liquors; amphetamines; cannabinoids; cocaine; phencyclidine (PCP); hallucinogens; methaqualone; opiates; barbiturates; benzodiazepines; synthetic narcotics; designer drugs; a metabolite of any of the substances listed herein; and other drugs further identified in Fla. Stat. § 893.03.

Drug Test – means any chemical, biological, or physical instrumental analysis administered for the purpose of determining the presence or absence of alcohol/drug or its metabolites via use of blood, urine, hair, saliva, breath, etc.

Employee Assistance Program – means an established program for employee assessment, counseling, and possible referral to an alcohol and drug rehabilitation program.

Initial Drug Test – means a sensitive, rapid, and reliable procedure to identify negative and presumptive positive specimens. All initial tests must use an immunoassay procedure or an equivalent or must use a more accurate scientifically accepted method approved by the Agency for Health Care Administration when as more accurate technology becomes available in a cost-effective form.

Job Applicant – a person who has applied for a position with an employer and is being considered for employment conditioned upon successfully passing a drug test.

Mandatory-Testing Position – means, with respect to a public employer, a job assignment that requires the employee to carry a firearm, work closely with an employee who carries a firearm, perform life-threatening procedures, work with heavy or dangerous machinery, work as a safety inspector, work with children, work with detainees in the correctional system, work with confidential information or documents pertaining to criminal investigations, work with controlled substances, or a job assignment that requires an employee security background check, pursuant to Fla. Stat. §110.1127, or a job assignment in which a momentary lapse in attention could result in injury or death to another person.

Medical Review Officer (MRO) – a licensed physician, qualified under section 59A24.008(1)(a)-(e), F.A.C., who evaluates a donor's test result, together with their medical history or any other biomedical information, and makes the final determination of the donor's test results.

Prescription or Nonprescription Medication – means a drug or medication obtained pursuant to a prescription as defined by Fla. Stat. § 893.02 or a medication that is authorized pursuant to federal or state law for general distribution and use without a prescription in the treatment of human diseases, ailments, or injuries.

Reasonable Suspicion Drug Testing – means drug testing based on a belief that an employee is using or has used drugs in violation of the employer’s policy drawn from specific objective and articulable facts and reasonable inferences drawn from those facts in light of experience.

Serious Bodily Injury – means an injury to a person, including the driver, which consists of a physical condition that creates a substantial risk of death, serious personal disfigurement, or protracted loss or impairment of the function of a bodily member or organ.

Specimen – means a body fluid or other product of the human body capable of revealing the presence of drugs or their metabolites. For purposes of drug testing, these may include (but are not limited to) blood, urine, hair, breath, and saliva.

Substance/Alcohol Abuse – The ingestion, consumption, inhalation, or injection of an illegal drug or prescribed medicine not in prescribed amounts or at proper time intervals, or the use of licit substances to the extent than an employee is impaired, or their work performance is adversely affected.

Under the Influence – unable to perform appropriately the duties of a position because of the use of any drug, alcohol, or controlled substance. An employee shall be deemed to be under the influence if the employee is physically or mentally impaired or unable to perform job-related duties in an acceptable manner or tests at 0.08 BAC or above.

V. PROCEDURE

A. GENERAL

1. VSO will employ and retain only persons free of illegal use of controlled substances or other drugs. Drug testing will ensure that employees and applicants meet the character, integrity, and suitability standards set by the agency. Pre-employment drug testing is required of sworn and high-risk job applicants. Once employed, all VSO employees may be required to undergo drug testing upon reasonable suspicion of illegal use of controlled substances or other drugs, to determine fitness for duty, to investigate unlawful drug use, or as otherwise authorized by law. Follow-up drug testing may be required of any employee as allowed by law.
2. VSO prohibits the unlawful manufacture, distribution, dispensing, possession, or use by any VSO employee of a controlled substance listed in Fla. Stat. § 893.03, or other drug. This includes, but is not limited to, amphetamines, cannabis, cocaine, phencyclidine (PCP), hallucinogens, methaqualone, opiates, barbiturates, benzodiazepines, synthetic narcotics, designer drugs, or a metabolite of any of the above.
    a. The VSO also prohibits the use or being under the influence of alcohol (including distilled spirits, wine, malt beverages, and intoxicating liquors) while on-duty.
3. Analysis of specimens (tissue or product of the human body, including, but not limited to, urine or blood, capable of revealing the presence of drugs or their metabolites) may be utilized to evaluate whether evidence of illegal controlled substance, other drug use, or intoxication by prospective or established employee exists. Drug testing methods shall be fair and reasonable and may include job applicant testing, reasonable suspicion testing, fitness for duty testing, or follow-up testing.
4. The Human Resources Director, with assistance from the Internal Affairs Unit in conjunction with the Chief Deputy are responsible for the implementation, coordination, and maintenance of a drug-free workplace program. Human Resources is responsible for the drug testing (any chemical, biological, or physical instrumental analysis administered for the purpose of determining the presence or absence of a drug or its metabolites) program as a component of the background investigation of the finalists for authorized positions.
5. Any Division Chief, Director, or Captain, after consultation with the Chief Deputy and Human Resources Director, may request an investigation of any suspected violation of this policy/procedure and such investigation may, in a manner consistent with the standards stated herein, include testing on current employees when reasonable suspicion of illegal drug use exists.
6. Any VSO employee found to have violated this prohibition may be terminated from employment in a manner consistent with applicable law and regulations.
7. Any applicant for employment found to have violated the standards articulated in this policy/procedure shall, consistent with existing law and regulation, be rejected.
8. Human Resources Section shall be responsible to inform employees about the dangers of substance abuse; the VSO drug-free policy/procedure, as well as the availability of counseling and employee assistance programs to help employees with controlled substance abuse related issues.

B. CONFIDENTIALITY OF RECORDS

1. Pursuant to Fla. Stat. § 112.0455(11)(a), Florida's Drug-Free Workplace Act, all information, interviews, reports, statements, memoranda, and drug test results, written or otherwise, received by VSO solely through its drug testing program are confidential communications and are exempt

from the provisions of Fla. Stat. § 119.07(1), Florida's Public Records Law, and may not be used or received in evidence, obtained in discovery, or disclosed in any public or private proceedings, except in accordance with the Drug-Free Workplace Act.

2. Employees of VSO who receive or have access to information concerning drug tests results shall keep all information confidential. Any release of such information shall be in a manner authorized by and consistent with Fla. Stat. § 112.0455(11)(b). Due to that section, information on drug test results shall not be released in any criminal proceeding against an employee or job applicant.

3. The restrictions provided above shall not be construed to prohibit employees of VSO or other persons specified in Fla. Stat. § 112.0455(11)(e) from having access to employee drug test information when consulting with legal counsel in connection with actions brought under or related to the Florida Drug-Free Workplace Act or where the information is relevant to the VSO defense in a civil or administrative matter.

4. All information, interviews, reports, statements, memoranda, and documentation received or generated by VSO independent of the drug testing program is NOT normally confidential and will be utilized to the fullest extent allowed by law and regulations in disciplinary actions and criminal prosecutions. Most of such non-confidential material will become, at some point in time, a public record.

C. FEDERAL COMPLIANCE NOT AFFECTED

1. The drug testing procedures provided by this policy/procedure, by the Florida Drug-Free Workplace Act and associated rules or regulations do not restrict more extensive drug testing pursuant to federal law or regulations that specifically preempt state and local regulation of drug testing; that have been enacted or implemented in connection with the operation or use of federally regulated facilities; that require, as a part of a federal contract, drug testing for safety, or protection of sensitive or proprietary data or national security, or that otherwise require drug testing as a part of federally regulated activity.

   Note: In 1989, Fla. Stat. § 112.0455, Florida's "Drug-Free Workplace Act" (hereafter referred to as the "Act") became law. Prior to the Act, VSO maintained a drug-free policy and drug testing program. VSO continues to maintain that policy and, consistent with applicable law and regulations, engages in its drug testing program. "Drug" as defined in the Act means alcohol, including distilled spirits, wine, malt beverages, and intoxicating liquors; amphetamines; cannabinoids (including marijuana and hashish); cocaine; phencyclidine (PCP); hallucinogens; methaqualone; opiates; barbiturates; benzodiazepines; synthetic narcotics; designer drugs, or a metabolite of any of the above substances.

2. Section 112.0455(6)(b) of the Act requires, prior to drug testing, that all members and job applicants be given this written notice. At the same time, such members will receive a copy of the current VSO general order *GO-022-12 Drug Testing*.

D. TYPES OF TESTING

1. JOB APPLICANT TESTING (QUALIFIED FOR POSITIONS)

a. VSO considers positions within the agency to be either "safety-sensitive" as outlined in the Drug-Free Workplace Act or special risk classification. All sworn or high risk contingent job offer candidates for full or part-time employment, contract employment, internships, and certain designated volunteer positions must submit to a "job applicant" drug test. Refusal to submit to the drug test, refusal to participate in the drug test in the manner required, or a positive confirmed drug test result indicating the illegal use of a controlled substance or other drug will be a basis for rejection.

2. REASONABLE SUSPICION TESTING

a. VSO may require an employee to submit to drug testing when there is a belief drawn from specific objective and articulable facts and reasonable inferences drawn from those facts in light of experience that an employee is illegally using or has illegally used a controlled substance or other drug in violation of this general order.

b. The VSO shall test any employee, without notice, when there is a "reasonable suspicion" of controlled substance abuse, or on-duty alcohol use or impairment. Where testing is conducted based on reasonable suspicion, the Supervisor shall promptly notify the Chief Deputy, via the chain of command, of the reasonable suspicion to warrant the testing. A copy

of this documentation shall be given the employee upon request. The original documentation shall be kept by the VSO and shall be kept for a minimum of one (1) year.

c. Any employee/appointee may be discharged for a positive confirmed drug test result when illegal drugs, as defined in Fla. Stat. § 893.13, are confirmed.

d. No VSO employee, who has tested positively in a confirmation drug test, shall be permitted to continue work, but shall be placed on administrative leave.

e. Indicators of drug use/abuse:

(1) Observable phenomena while at work, such as direct observation of drug use or of the physical symptoms or manifestations of being under the influence of a drug or alcohol.

(2) Behavioral symptoms indicative of substance abuse or intoxication from drugs or alcohol.

(3) A report of drug use, in conjunction with circumstances or information indicating a reasonable suspicion.

(4) Evidence that an employee has tampered with a drug test during their employment with VSO.

(5) Information that an employee has used, possessed, sold, solicited, transferred drugs while working or while on VSO property, while operating an agency vehicle, machinery, or equipment, on or off duty.

(6) Evidence that an employee has used, possessed, sold, solicited, or transferred drugs while employed by the VSO.

(7) Sudden changes in performance or attendance problems such as:

- Frequent absences or tardiness the employee cannot explain;
- Employee appearance and hygiene is not within the dress code policy;
- Employee has odors specific to drinking alcohol, sweating profusely, etc.;
- Employee is staggering, slurring words, not able to concentrate.

f. If a supervisor has reasonable suspicion that an employee is using a controlled substance or is abusing legal drugs (alcohol, prescription drugs, etc.), the supervisor shall report their suspicions to the Division Chief and the Human Resources Director, via the chain of command. The Human Resources Director, or designee, shall immediately arrange a drug test based on reasonable suspicion. The procedure for the drug test shall be as follows:

(1) The employee shall be placed on administrative assignment status pending results of the drug test.

(2) The Human Resources Director shall attempt to contact the Occupational Health Nurse for the purpose of coordinating the referral for testing if during normal working hours. If the Occupational Health Nurse is not available, the Human Resources Director shall arrange for the time and location of the test and issue an order to the employee to take the test. The Human Resources Director will notify the Occupational Health Nurse at the earliest opportunity.

(3) Appropriate supervisory personnel shall accompany the selected employee at all times from notification until the test is completed, to ensure the employee does not take any action(s) that may interfere with the test. Supervisory personnel shall ensure the selected employee does not ingest any solids or liquids prior to the test.

(4) The subject employee shall not be permitted to operate a motor vehicle. Supervisory personnel shall arrange for the employee to be transported to the testing site and to their residence.

(5) The Sheriff or designee will determine whether the subject employee is to be returned to administrative duty status or relieved of duty pending the results of the drug or alcohol screening.

(6) If relieved of duty, the employee shall be placed on administrative leave pending the outcome of the drug test.

(7) If the employee is given an administrative duty assignment, the subject employee shall not be permitted to operate an agency vehicle or equipment that could present a danger to the health, safety, or welfare of the public, co-workers, or the employee.

(8) A reasonable suspicion testing report must be completed by the supervisor or official who made the determination of reasonable suspicion within 24 hours of the observed behavior or before the results of the test are released, whichever is later. Such report, in memorandum form, shall be forwarded to the Chief Deputy.

3. **MANDATORY TESTING**

a. Mandatory drug or alcohol testing may occur under the following circumstances:

(1) Crashes while operating agency vehicles, whether on or off duty, unless it is immediately determined that the employee did not cause or contribute to the crash. Employees who are subject to such post-crash testing shall remain available to be tested or may otherwise be deemed to have refused the test.

(2) All duty-related uses of “deadly” force.

(3) All incidents of force involving an in-custody death.

b. In the above stated instances, the employee shall not use alcohol for eight (8) hours or until the drug/alcohol test(s) are administered.

c. Employees required to submit to mandatory drug or alcohol testing outside business hours shall provide a urine and/or breath sample for collection at a site designated by the supervisor administering the test. Due care shall be taken by the administering supervisor to ensure the privacy of the employee while confirming the employee does not take any action(s) that may interfere with the test.

(1) Employees shall provide a urine sample utilizing a specimen collection cup provided by Internal Affairs. The drug test utilized shall contain panels designed to detect the presence of specific drugs within the urine. The drug test may be a dip-style test, or cup style test with inclusive testing panels.

(2) If the panels have a presumptive positive result, the specimen collection cup shall be sealed and packaged in a sealed evidence bag. The specimen collection cup shall be sent to an approved laboratory for confirmation testing and analysis.

(a) The employee will initial the seal on the specimen collection cup and the evidence bag to acknowledge it was sealed in their presence.

(b) The employee will sign the laboratory request form and provide their contact information for the laboratory Medical Review Officer (MRO) on the paperwork.

(c) The laboratory shall report their analysis findings to the Human Resources Director.

(d) Tests that do not result in a presumptive positive result shall be discarded.

(3) Employees subject to breath testing shall provide a breath sample utilizing a portable breath test (PBT) device.

(a) The employee shall not have any foreign objects, food, or drink in their mouth prior to and during the administration of the PBT.

(b) If the PBT results are presumptive positive for the presence of alcohol, the employee shall be transported to the nearest district office for administration of a breath test utilizing a breathalyzer by a certified operator.

4. **EMPLOYEES SUBJECT TO RANDOM TESTING**

a. All persons who occupy positions set forth below are subject to random testing. The method of simple random selection will determine those persons to be tested. All candidates for positions set forth below must sign the VSO *Employee Acknowledgment of Receipt and Understanding of Drug Testing Program of Volusia Sheriff’s Office Form* to continue the selection process.

b. Candidates may withdraw requests for such positions with no adverse inference drawn. If a candidate’s test result is positive, the candidate will be subject to disciplinary action.

c. The positions subject to mandatory random testing are as follows:
   - All sworn persons in VSO;
   - All non-sworn persons within all criminal investigative sections;
   - All Pilots, Paramedics, and Aircraft Mechanics within the Special Operations Section;
   - All non-sworn employees of the Evidence Section;
   - All Telecommunicators.

d. The Human Resources Director will manage the selection of the random selection. The selection shall be made in such a way that each of the above list of positions shall have an equal chance of being selected each time selections are made.

e. Random drug tests are unannounced, and the dates and times of the testing shall be spread reasonably throughout the year.

f. VSO employees selected for random drug testing shall not be given advanced notice of the test.

g. The Human Resources Director or designee notifies the Internal Affairs Unit of the personnel randomly selected for screening.

   (1) The Internal Affairs personnel will send the random drug screen packet to the respective Director or Captain for transaction with the selected employee via BueTeam.

   (2) If the selected employee is not working on the date their supervisor is notified, the notification and test shall occur immediately upon the employee's return to work.

      (a) If the selected employee is not expected to return to work within seven (7) calendar days, the supervisor shall advise Internal Affairs of the delay and an alternate employee is selected from the Random Test List.

h. When possible, for employees reporting to work prior to 16:00 hours, testing will be done at the Occupational Health Clinic during their business hours, or selected locations as shown in section *V.N. TESTING SITES*.

i. It is the responsibility of the supervisor of the selected employee to notify the selected employee and escort them to the test site or make arrangements for another supervisor of equivalent or higher rank to notify and escort the employee to the test site.

j. After hours testing see section *V.N.2. OUTSIDE BUSINESS HOURS*.

5. **FITNESS FOR DUTY TESTING**

   a. VSO may, consistent with applicable law or regulations, require an employee to submit to a drug test conducted as part of a routinely scheduled employee fitness-for-duty medical examination that is scheduled routinely for all employees, or as may be required as part of a fitness-for-duty medical examination initiated when there is a concern that an employee is incapable of performing their assigned duties.

6. **FOLLOW-UP TESTING**

   a. The Human Resources Director may require an employee to submit to unannounced drug testing, on a quarterly basis, who is placed on an approved employee assistance rehabilitation program for drug or alcohol substance abuse for two (2) years thereafter.

7. **FOR ALL EMPLOYEES**

   a. If a disciplinary action is based solely on the first positive confirmation drug test indicating illegal use of a controlled substance or other drug, the Drug-Free Workplace Act allows an opportunity to be provided for the employee to participate in an employee assistance program or alcohol or drug rehabilitation program. Any such participation will be at the employee's expense unless covered under the employee's health insurance plan. The employee may be placed on leave while participating in such a program and will be subject to unannounced follow-up drug testing on a quarterly basis for two (2) years thereafter. However, if any evidence independent from that derived from a drug test supports a sustained disciplinary finding of a violation of VSO Drug-Free Workplace/Drug Screening policy, the employee will be terminated.

E. USE OF PRESCRIPTION AND NON-PRESCRIPTION

1. Employees shall report to work fit for duty and free of any adverse effects of drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications. However, employees must consult with their doctors about the medication's effect on their fitness for duty and ability to work safely, and they must promptly disclose any work restrictions to their supervisor, who must in turn notify the Human Resources Director and Risk Management.

2. Employees, job applicants, and other persons required to be drug tested will be able to confidentially report the use of prescription or non-prescription medications both before and after being tested. A form will be provided for this purpose, which will provide notice of the most common medications by brand name, or common name, as well as by chemical name, which may alter or affect a drug test.

F. CONSEQUENCES OF REFUSING TO SUBMIT TO A DRUG TEST

1. If an employee, job applicant, or other person required to be drug tested refuses to submit to a drug test when requested, the agency will not be barred from discharging the employee, or from refusing to hire the job applicant or allow the other person to be associated with the agency. Failure to participate in the drug test in the method or manner required shall constitute a refusal to submit to the drug test.

G. LOCAL EMPLOYEE ASSISTANCE PROGRAMS/ALCOHOL AND DRUG REHABILITATION PROGRAMS

1. The VSO will assist and support employees who voluntarily seek help for drug or alcohol problems before becoming subject to discipline or termination under this or other drug testing policies. VSO has an Employee Assistance Program (EAP) that offers benefits intended to help agency employees and anyone residing in their household by providing confidential consultation and treatment necessary to prevent their conditions from progressing to such degree that they cannot work effectively.

2. Such employees will be allowed to use accrued paid time off, placed on leaves of absence, referred to treatment providers and otherwise accommodated as required by law. Employees may be required to document that they are successfully following prescribed treatment and to take and pass follow-up tests, if they hold jobs that are safety-sensitive or require driving, or if they have violated this policy previously. Once a drug test has been initiated under this policy, unless otherwise required by the Family and Medical Leave Act or the Americans with Disabilities Act, the employee will have forfeited the opportunity to be granted a leave of absence for treatment, and will face possible discipline, up to and including termination.

3. The VSO offers the following two (2) programs to all agency employees:

   - The VSO contracted Employee Assistance Program (EAP). The current contractor for this program is:

     Cigna Health Advocate
     Email: cignaadvocate@volusia.org
     Phone: (386) 736-5951 or Extension: 13249 or (800) 244-6224

     Or

     Call EAP direct 1-877-622-4327

   - Any other qualified substance abuse rehabilitation program approved by the Human Resources Director.

4. The names, addresses, and telephone numbers of employee assistance programs and local alcohol and drug rehabilitation programs are available from the Human Resources Director and will be provided to employees upon request. The list is not exhaustive. Further information may be found in the local yellow page telephone listing under categories such as "Alcoholism Information and Treatment Centers" or "Drug Abuse and Addiction Information and Treatment."

5. An employee or applicant receiving a positive confirmed drug test will receive a letter on the test result. They may contest or explain the result to the Human Resources Director within five (5) working days after written notification of the positive test result. If the contest or explanation is not satisfactory to the VSO, the employee or applicant may contest the drug test result in the manner provided by Fla. Stat. § 112.0455(14). If an employee or applicant initiates civil or administrative action pursuant to the Act, the employee or applicant is responsible for notifying the laboratory which maintains the specimen sample so that the sample may be retained by the laboratory until

the case or administrative action has been concluded. (See Fla. Stat. § 112.0455(8)(h) for further detail).

H. RIGHTS TO CONTACT THE DRUG TESTING LABORATORY

1. Employees and job applicants have the right to consult with the testing laboratory for technical information regarding prescription and non-prescription medication. VSO will notify employees and applicants of the approved clinical laboratory.

   Note: A copy of this section (Drug-Free Workplace/Drug Screening) will be provided to all applicants and employees and be posted on all bulletin boards containing human resource related information.

I. TESTING PROCESS

1. **SUPERVISOR MAKING NOTIFICATION AND ESCORTING RESPONSIBILITIES**

   a. The supervisor making notification and escorting the selected employee to the test site shall:

      (1) Schedule the testing at the appropriate test site prior to notifying the employee.

      (2) Confidentially notify the selected employee and advise them that they have been selected for a random drug test.

         (a) If the employee refuses to take the drug test the supervisor will inform the employee failing to submit to the test shall result in disciplinary action up to and including termination.

      (3) Complete a *Substance Abuse Donor Examination Form*:

         - The form will be signed by both the supervisor and the selected employee acknowledging the notification.
         - Deliver the form to the testing site personnel to be signed and date stamped.
         - Immediately forward the completed form to the Internal Affairs Unit or the Human Resources Section.

      (4) Immediately after notification transport the selected employee and the completed *Substance Abuse Donor Examination Form* to the test site. Under no circumstance shall the employee transport themself.

      (5) The supervisor must accompany the selected employee at all times from notification to reporting to the testing location, to ensure the employee does not take any actions(s) that may interfere with the test.

         - Ensure the selected employee does not ingest any solids or liquids prior to the test.

      (6) With the occurrence of any of the following events, the escorting supervisor will have Communications Section notify the donor's Division Chief and District/Section Commander/Director. Monday-Friday between 16:00-08:00 hours, on weekends and VSO holidays the Watch Commander shall be notified.

         (a) The selected employee/donor refuses to submit to the drug test.

         (b) The selected employee/donor refuses to sign the donor statement.

            The escorting supervisor will advise the selected employee/donor failure to sign the donor statement is the same as refusing to submit to the drug test and may result in termination.

         (c) The selected employee/donor is discourteous or fails to cooperate with testing procedures.

         (d) The selected employee/donor attempts to adulterate the specimen(s) or evade testing.

      (7) The escorting supervisor shall remain at the testing site with the selected employee/donor until they provide an acceptable sample.

      (8) The selected employee must bring photo identification to the testing site, either their VSO employee identification, driver license, or other government issued identification.

2. **TESTING/COLLECTION OF SPECIMEN**

a. Upon arrival at the testing site the employee will sign in and present their VSO employee identification, driver license, or other government issued identification to the collector prior to testing at the facility and follow all directions from testing site personnel.

(1) VSO employees will conduct themselves in a professional manner.

(2) The employee will complete the appropriate documentation and follow the instructions.

b. After the drug test the employee shall return to work.

J. FAILURE TO COMPLY WITH STANDARDS OR REFUSAL TO TEST

1. A tenured employee who refuses to submit to an ordered drug test or who violates any aspect of this policy shall be subject to disciplinary action up to and including dismissal.

2. Probationary or temporary employees found to be in violation shall be dismissed.

K. RETALIATION

1. Any supervisor, employee, or appointee who, in good faith, reports an alleged violation of VSO policy or of this procedure shall not be harassed, retaliated against, or discriminated against in any way.

L. ALLEGATIONS INVOLVING CRIMINAL VIOLATIONS

1. Complaints or information which involve the alleged use or sale of controlled substances by VSO personnel, in violation of Florida Statutes, shall be referred to the Internal Affairs Unit for appropriate documentation. The Internal Affairs Unit will provide all information to the Investigative Services Section/Special Investigations Section and will track the investigation. The Sheriff retains discretion to refer the matter to an outside investigative agency.

2. At the conclusion of the criminal investigation:

a. If probable cause exists to believe a chargeable criminal offense has been committed by VSO personnel, a probable cause arrest shall be made, or the investigation referred to the State Attorney's Office for further action.

b. If there is no probable cause for criminal charges, but there exists a reasonable suspicion that the employee has used controlled substances, an administrative investigation will be initiated, and the employee may be referred for a reasonable suspicion drug screen.

M. NOTIFICATION OF RESULTS

1. The Medical Review Officer (MRO) or the Occupational Health Nurse will report test results to the Human Resources Director within three (3) business days of the completion of the review's signed, written notification containing the following:

a. The test being reported was conducted in accordance with the requirements of this policy;

b. The name of the individual tested;

c. The type of test conducted, e.g., random, post-accident, use of deadly force, reasonable suspicion;

d. The date and location of the test location;

e. The identity of the person taking the collection, conducting the analysis, and serving as the Medical Review Officer;

f. The verified test results, and if positive for controlled substances, the identity of the controlled substances for which the test verified positive.

2. The Medical Review Officer or Occupational Health Nurse shall make reasonable efforts to contact the employee to review the test results and shall notify the employer if efforts to contact the employee have been unsuccessful.

N. TESTING SITES

1. **BUSINESS HOURS**

a. Business hours are Monday through Friday, from 07:30-16:30 hours, excluding holidays.

The Occupational Health Clinic closes from 12:00-13:00 hours for lunch.

Call **(386) 736-5984** for an appointment.

b. Employees may use any Advent Health Centra Care location in Volusia County.

(1) The Volusia County Occupational Health Clinic must be contacted at (386) 736-5984 for an authorization form to take to Advent Health Centra Care. Occupational Health can fax or email the form. A new form must be requested each time Centra Care is utilized for a test.

2. **OUTSIDE BUSINESS HOURS**

Outside business hours testing shall only be conducted for mandatory or reasonable suspicion drug testing. Internal Affairs is responsible for administering testing outside business hours. A request for outside business hours testing shall be made through the chain of command in accordance with procedures set forth in the reasonable suspicion testing and mandatory testing sections of this general order.

VI. ACCREDITATION STANDARDS

A. CALEA COMMUNICATIONS ACCREDITATION

- 1.4.7

B. CALEA LAW ENFORCEMENT ACCREDITATION

- 26.3.6

VII. FORMS (Click here to access forms)

- Employee Acknowledgment of Receipt and Understanding of Drug Testing Program of Volusia Sheriff's Office, VSO Form # 121595.010
- Substance Abuse Donor Examination Notification, VSO Form # 110695.008
- Reasonable Suspicion Observation Checklist/Behavioral Indicators, VSO Form # 010521.006

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-022-13**	**Distribution** All Personnel	**Reissue/Effective Date** 05/22/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **CRITICAL INCIDENT STRESS MANAGEMENT (CISM) PROGRAM**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE [CALEA LE 11.3.4 (e), 22.1.4]

The purpose of this general order is to establish guidance for the agency's Critical Incident Stress Management (CISM) program and provide guidelines for on-call team members to assist affected agency personnel in coping with stress related to traumatic events.

II. DISCUSSION

Law enforcement personnel, both sworn and civilian, are sometimes involved in traumatic or highly stressful events and are at increased risk of experiencing some form of post-incident stress-related symptoms. The Volusia Sheriff's Office (VSO) has taken a proactive stance in developing an organizational response to critical incident stress, treating the incident with the same concern and consideration expressed for physical safety and physical injury.

A Critical Incident Stress Debriefing (CISD) Team response to such incidents is a means of equipping members to constructively deal with and survive the aftermath of a critical incident. What is a critical incident for one person may not be for another. Without intervention, those members may continue to experience detrimental effects from the incident resulting in the decline of work performance, deterioration of family relationships, increased health problems, or thoughts of suicide. Providing needed emotional and psychological peer support associated with such incidents can reduce, and sometimes eliminate, the debilitating effects of critical incidents and cumulative stress. It can promote positive coping behaviors, create a more positive work atmosphere and reduce the emotional isolation often experienced after such incidents.

While it is not intended for the CISD Team to provide clinical therapy, the Team will assist personnel in understanding and coping with their stress and help to accelerate the recovery process in persons experiencing normal emotions which present themselves during and after a critical incident.

Research on law enforcement officers at local, state, and federal levels indicate that peer support (both immediate and long-term) is one of the most beneficial types of help traumatized people can receive.

III. POLICY

The VSO recognizes the importance of a systematic and compassionate response to critical incident stress. It is therefore, the policy of the VSO to provide personnel in a timely manner with needed emotional and psychological peer support associated with their involvement in a critical incident.

IV. DEFINITIONS

Critical Incident – An abnormal event which has a stressful impact significant enough to overwhelm the usually effective coping skills of an individual or a group. Critical incident stress may result any time an employee faces a situation which causes strong emotional reactions which have the potential to interfere with the ability to function during or after the critical incident.

Critical Incident Stress Management (CISM) Program – An integrated "system" of confidential interventions which are designed to prevent or lessen the adverse psychological or physical reactions that so often accompany public safety and disaster response functions. CISM is geared towards the mitigation of post-traumatic stress reactions providing peer oriented and peer driven services.

Critical Incident Stress Debriefing (CISD) Team – The CISD Team is a function of the VSO. The Team is composed of Peer Debriefers whose function is to provide peer support for those individuals involved in critical incidents.

Debriefing – Specially structured confidential group meetings between the first responders (persons directly involved with the critical incident) and CISD Team members. Formal debriefings are generally within 72 hours of an incident. The discussion of the event is designed to mitigate the potential for long-term stressful reactions. Participants talk about their actions, thoughts and reactions to the stressful event. A debriefing is not a critique of law enforcement operations. Performance issues will not be discussed.

Defusing/Intervention – A "mini-debriefing", not as detailed, lengthy or structured as a full debriefing, performed immediately after an incident is over. It allows for peer support, information and ventilation of feelings. In many cases, defusing may eliminate the need for a debriefing. An intervention is generally a one-on-one defusing.

Demobilization – Demobilization services are utilized at large scale, lengthy and highly intense events such as airplane crashes, long-term violent civil disturbances, natural disasters, etc.

Incident Commander – The person having tactical responsibility and authority for a critical incident.

Mental Health Professional – A person trained and licensed to provide mental health counseling and treatment services.

One-to-One Peer Support – A team member who assists employees who have been involved in a critical incident; under certain circumstances, peer support may be provided by fellow employees who are not team members.

Peer Debriefer – Employees who have been trained in CISM techniques.

Stress Reaction Symptoms – Physical and emotional symptoms that originate with a specific critical incident and include nightmares, flashbacks, fatigue, nausea, concentration/memory problems, anxiety and depression, etc.

V. PROCEDURE

A. CISM INTERVENTION

1. MISSION OF CISD

a. The primary mission of CISD shall be to provide a psychological and educational process designed to reduce and control the impact of critical incidents on members of the VSO. Specifically, the primary mission of CISM shall be to:

(1) Encourage emotional ventilation;

(2) Explore the personal impact of critical incidents;

(3) Initiate the grief process for members of the VSO;

(4) Provide access to CISM services;

(5) Provide defusings and debriefings to all members of the VSO, when needed;

(6) Provide stress education and prevention programs to members at all levels before a stressful event occurs; and [CALEA CM 2.2.6 (c)]

(7) Provide a reference and referral network for members needing more support than can be provided by a debriefing. [CALEA CM 2.2.6 (b)]

b. The secondary mission of CISM shall be the following, provided the primary mission has been accomplished:

(1) Offer education and support services to VSO members; [CALEA CM 2.2.6 (b)]

(2) Improve awareness of CISM training and availability of critical incident stress management services;

2. **GOALS AND OBJECTIVES OF CISM**

a. The main goal of CISM interventions shall be to mitigate the impact of the critical incident on those who were the victim(s) of an event; those victims include:

(1) Primary victims (i.e., those directly traumatized by an event); and

(2) Secondary victims (i.e., Members who witnessed or managed a traumatic event).

b. The objectives of the CISM process include:

(1) Education regarding stress, stress reactions, and survival techniques;

(2) Emotional ventilation;

(3) Reassurance that stress response is normal and that recovery is likely;

(4) Forewarning people about signs and symptoms which may surface in the future;

(5) Establishment of a positive contact with mental health professionals;

(6) Enhancement of group cohesiveness;

(7) Prevention of post-trauma syndromes and Post-Traumatic Stress Syndrome (PTSD);

(8) Screening for people who need additional assessment or therapy;

(9) Referral to counseling or other services as necessary.

3. **CONFIDENTIALITY**

a. For ethical reasons and to keep the CISM program's credibility and integrity intact, all information communicated in debriefings, defusings, and one-on-one interventions, including topics discussed and personnel involved, shall be maintained in the strictest of confidence. No notes or recordings of any kind shall be made during such sessions.

b. As of July 1, 2020, Fla. Stat. § 111.09 was created to provide confidentiality in peer support for first responders. The statute provides the following:

Any peer support communication, electronic, oral or written, is confidential and may only be divulged or testified to in any civil, criminal, administrative or disciplinary proceeding, if:

(1) The first responder files a civil, criminal, administrative or disciplinary proceeding against the first responder peer.

(2) The first responder who was party to the peer communication agrees in writing to release of the peer communication.

(3) The first responder peer suspects the first responder who was a party to the peer support communication has committed a criminal act or intends to commit one. (The peer support who disclosed information in this context is immune from liability, neither can any cause of action arise against the peer support.)

(4) There are articulable facts or circumstances that would lead a reasonable, prudent person to fear for the safety of the first responder who was a party to the peer support communication or to another person or society and the peer support discloses peer support communication to a potential victim, law enforcement or other appropriate authorities.

The peer support, in this instance, is also immune from liability and any cause of action against the peer support.

c. Unless the provisions of V.A.3.b. are met, CISD Team member(s), while acting in the peer support capacity, are charged with maintaining the confidentiality of information communicated to them by those involved. The only exceptions to confidentiality are those that are spelled out in Fla. Stat. § 111.09.

d. Team members will not utilize any part of CISD duties to pursue a personal or non-CISD related agenda. Violations of this policy shall result in possible removal from the CISD Team and may result in disciplinary action.

B. ORGANIZATION

1. **TEAM COORDINATOR:**

a. The coordinator is authorized to manage the team, and has the responsibility of establishing training protocols, selection of members, holding regular team meetings, and determining the suitability of employee intervention after a critical incident has occurred. The coordinator is chosen by the Sheriff.

2. **TEAM LEADER:**

a. Team Leaders work under the authority of the Team Coordinator, and direct the activities of members assigned to their team. A Team Leader may serve as the Team Coordinator due to the coordinator's absence.

3. **TEAM MEMBER:**

a. Team members assist employees exhibiting signs of distress as a result of their involvement in critical incidents. Team members may be assigned to assist the Incident Commander with stress management or other issues related to an incident.

(1) **CHAPLAINS AND VICTIM ADVOCATES:**

b. The Team Coordinator or designee may request the presence of VSO Chaplains or Victim Advocates at a critical incident scene.

C. TEAM RESPONSIBILITIES

1. **TEAM COORDINATOR:**

a. Team Coordinator has the responsibility for coordinating team functions at critical incidents and may serve as a Team Leader at a scene.

2. **TEAM LEADERS:**

a. Team Leaders have the following responsibilities:

- At the scene of a critical incident:
- Make contact with involved employees;
- Separate involved employees the scene as soon as such action is approved by the Incident Commander or other authority;
- Coordinate the defusing process.
- Ensure involved employees are allowed contact with family members, if desired. If family members are invited to join the involved employee, supervisors may arrange for their transportation.
- Assign a team member to each involved employee for support and assistance until such time as they become stabilized;
- If an employee chooses another person as their peer support, the Team Leader will arrange for that person to be contacted;
- If the peer support person is a VSO employee, the team member assigned to assist the involved employee will allow them privacy.
- If the peer support person is not an employee of the VSO, the team member should remain with the involved employee until relieved by the Team Coordinator.

b. Post-Incident Consideration:

- Ensure involved employees are afforded the following considerations:
  - Allowed to calm down in a stable, private environment;
  - Permitted to shower and change clothes (with prior approval from any criminal or administrative detective);
  - Have clergy or other spiritual needs met;
  - Have food and drink, if desired.
- Ensure that incapacitated or hospitalized employees are afforded every consideration within the constraints of emergency medical priorities.
- Encourage employees to seek follow-up counseling (considered on duty time). [CALEA CM 2.2.6 (d)]

D. GENERAL PROCEDURES

1. **GENERAL**

   a. It is VSO policy that team members not discuss information secured in any defusing, debriefing or one-to-one peer support sessions. However, team members have the obligation to disclose violations of law and safety issues.

   b. Team members do not fix responsibility or blame upon any employee, and shall refrain from any discussion involving responsibility or blame.

   c. On scene defusings and post-incident debriefings are not used to critique an incident.

   d. Team members are not to be used as detectives involved in the criminal or administrative investigation of critical incidents.

2. **LONG-TERM INCIDENTS/MASS CASUALTIES**

   a. In the event of mass casualty or long-term incidents, the Team Coordinator will be allowed in or near the command post to act as an observer and liaison between the Critical Incident Stress Debriefing (CISD) Team and the Incident Commander (IC).

   b. When called to a scene, team members will act as observers only, and are restricted to the outer perimeter area unless otherwise directed by the Team Coordinator with the permission of the IC.

   c. Any adverse stress reaction observed by a team member will be reported to the Team Coordinator, who notifies the IC.

   d. If it becomes necessary to conduct an individual defusing at the scene, it is to be brief and supportive in nature. On-scene group interventions will not be conducted.

3. **OFF-SCENE SUPPORT**

   a. Off-scene defusings may be an individual or group process, as deemed necessary by the Team Coordinator. They are generally conducted within one to two (1-2) hours of an incident in a comfortable, quiet location away from the scene.

   b. The purpose of the off-scene defusing is to educate employees about possible stress reactions and the need for self-care. Generally, defusings are of brief duration.

   c. Employees will be encouraged to “unwind” and express feelings and emotions.

   d. Team members will make themselves available for employees wishing to speak with them on a private basis.

4. **FORMAL DEBRIEFING**

   a. As a follow-up to defusings, formal debriefings may be mandatory for employees involved in any death resulting from an action they took in the line of duty, as recommended by the Team Coordinator and approved by the Sheriff or designee. Attendance at formal debriefings is also mandatory for employees when serious injury or death has occurred to co-workers (either by accident or suicide), at incidents involving mass casualties, or at other incidents which the Sheriff or Incident Commander deem appropriate.

   b. Debriefings shall be discretionary in any of the following circumstances:

      (1) Traumatic death or serious injury of a non-employee;

      (2) Prolonged rescue operations in which the victim(s) expires;

      (3) Protracted SWAT operations lasting more than six hours, or as recommended by the SWAT Commander;

      (4) Accident cases involving death or serious injury;

      (5) Hostage or barricaded suspect situations;

      (6) Other law enforcement agencies requesting CISD Team assistance;

      (7) Any incident that is charged with profound or overwhelming emotions to the employees involved, such as incidents of extreme danger, severe injuries, or fatalities; and

      (8) Incidents that attract unusually intense media coverage.

c. The debriefing process attempts to mitigate the stressful impact of critical incidents through expression of feelings and emotions, coupled with educational components.

d. Debriefings are generally conducted 48 to 72 hours after an incident has occurred.

e. Media representatives, or other uninvolved observers, are not allowed to attend debriefings. Note-taking, audio or video recording of any kind is not permitted. To ensure maximum attention to the debriefing process, law enforcement radios, pagers, cell phones, telephones or other interruptions are not permitted.

f. Formal debriefings are facilitated by the CISD Team Coordinator or designee and shall be coordinated so that all involved personnel may attend.

g. Any affected ranking individuals in attendance shall have no rank authority during the debriefing process.

h. If a ranking member was not involved in the original incident, they shall not participate.

5. **NON-DISCIPLINARY RELIEF FROM DUTY – TRAUMATIC CRITICAL INCIDENTS** [CALEA CM 2.2.6 (a); LE 4.2.3]

a. Relief from duty from traumatic critical incidents may be necessary, as determined by the nature of the incident. The purpose is to ensure a consistent means of assisting personnel in dealing with critical situations and the stress that follows in order to minimize the accumulative effects of Critical Incident Stress.

b. In such traumatic critical incidents, personnel may be relieved from duty as the circumstance dictates. This removal may be a break from duty during the shift, an alternate temporary assignment, or administrative leave. Any relief from duty or temporary assignment shall be reported through chain of command to the Division Chief by the supervisor. Administrative leave must be approved by the employee's Division Chief or designee.

c. Any employee whose action(s) or use of force in an official capacity results in death or serious physical injury, be removed from operational assignments, pending an administrative review. This removal from operational assignment is non-disciplinary. [CALEA LE 4.2.3]

6. **TEAM ACTIVATION**

a. Requests for the CISD Team are made directly to the Team Coordinator or designee through Central Communications. Team response is determined by the Team Coordinator or when activated by the Sheriff, Chief Deputy or designee.

b. The Team Coordinator is notified when any of the following incidents occur:

(1) An employee becomes involved in any shooting on or off-duty (for line of duty action, refer below under Section "DEATHS OR INJURY RESULTING FROM A LINE-OF-DUTY ACTION";

(2) Death or serious injury occurs to an on duty employee;

(3) Death or serious injury occurs to another person through the action of an employee (whether on duty or off duty);

(4) Mass casualties have resulted from an incident;

(5) Other law enforcement agencies request the team's assistance.

c. Team response may also be requested when any of the following incidents occur:

(1) Death or serious injury has occurred to children;

(2) SWAT Team operations (at the discretion of the SWAT Team Commander);

(3) Traffic crashes or other accident resulting in death or serious injury;

(4) Any other incident deemed appropriate by the Sheriff or designee.

(5) A response may also be requested to assist Telecommunicators who have been involved in the call taking and dispatching of the incidents listed above.

E. DEATHS OR INJURY RESULTING FROM A LINE OF DUTY ACTION **[CALEA LE 22.1.5]**

1. While in the performance of their duties, team members must remain cognizant of the need to maintain the integrity of a criminal or administrative investigation into the facts surrounding a serious injury or death arising from the line of duty action of an employee.
2. When notified of such an incident, the Team Coordinator will respond to the scene, make contact with involved employees, and remove them from the scene as soon as such action is approved by the IC or designee.
3. The Team Coordinator will arrange the transportation of involved employees to a location where they have the opportunity to address post-incident considerations as outlined in 22.13.12, B.
4. At the direction of the Team Coordinator, the on-duty supervisor may arrange to have family members transported to the debriefing, if the involved employee desires.
5. **PEER SUPPORT**
    a. A team member will be assigned to each involved employee for support and assistance.
    b. Any request by the member being assisted for another/replacement team member will first be evaluated by the Team Coordinator.
6. **EMPLOYEE ASSISTANCE PROGRAM (EAP)**
    a. EAP counseling is confidential and is provided at no cost to the employee.

F. SELECTION OF TEAM MEMBERS

1. Applicants are advised that team participation is voluntary.
2. Applicants should have the following:
    a. Strong communication skills, including ability to be empathetic;
    b. Ability to respond on a 24-hour basis;
    c. Successful completion of any team training requirements, including stress-related intervention;
3. Applicants are interviewed and assessed for team suitability as part of the selection process, which may include an interview with existing team members.
4. Final selection of sworn CISD Team applicants will be made by the Law Enforcement Operations Division Chief.
5. Final selection of civilian CISD Team applicants will be made by the Communications Section Director.
6. Chaplains and Victim Advocates are encouraged to be members of a CISD Team and will be subject to all the requirements of this general order. CISM invites the sharing of the expertise and knowledge of these professionals in the training of CISD Team members.

G. TRAINING [CALEA CM 2.2.6 (c); LE 11.3.4 (e)]

1. The CISD Team Coordinator is responsible for coordinating and organizing training sessions and to ensure that documentation of such training is forwarded to the Training Section. The location, time and curriculum of any formal training will be at the discretion of the designated CISD Team Coordinator.
2. **ALL TEAM MEMBERS**
    a. All members shall participate in the following activities:
        (1) Training and in-service educational opportunities;
        (2) Operations defusing/debriefing
        (3) Resource and referrals
        (4) Team maintenance:
            - Recruitment
            - Debriefing the debriefers
    b. CISM resources and training are also available on the Training Section's website/intranet.

c. Training of CISD Team members shall be documented; the Training Section will maintain copies of such documentation in each respective member's training record.

VI. REFERENCES

- VSO Stress Resource Center

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-022-14**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **POST TRAUMATIC STRESS DISORDER: WORKERS' COMPENSATION GUIDELINES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish the Agency's guidelines for handling Workers' Compensation Claims dealing with Post Traumatic Stress Disorders (PTSD) as laid out in Fla. Stat. § 112.1815. In addition this general order dictates a pro-active approach to combatting PTSD to include mandatory training and a resource webpage on the Volusia Sheriff's Office (VSO) intranet to assist employees within the agency.

II. DISCUSSION

Law enforcement personnel, both sworn and civilian, are sometimes involved in traumatic or highly stressful events and are at increased risk of experiencing some form of post-incident stress-related symptoms. On October 01, 2018, Fla. Stat. § 112.1815 became effective. This statue enacted special provisions for Florida First Responders as it relates to PTSD claims and Workers' Compensation under Fla. Stat. § 440.

In addition to listing the guidelines for Workers' Compensation claims The VSO has taken a proactive stance in developing an organizational response to critical incident stress, treating the incident with the same concern and consideration expressed for physical safety and physical injury.

Resources that are available under the organizational response include:

- A Critical Incident Stress Management Team that is available to all critical incidents
- A Detective Wellness Program that is a partnership with Stewart Marchman and is available to Detectives in certain units
- The Stress Resource Center webpage on the VSO intranet is available to all employees and offers links to the Employee Assistance Program (EAP), as well as resources that can assist employees who are going through other types of crises to include but not be limited to personal, professional, spiritual, and financial issues.

III. POLICY

The VSO recognizes the importance of a systematic and compassionate response to Post Traumatic Stress Disorder. It is therefore, the policy of the VSO to provide personnel in a timely manner with the needed documentation to file claims as necessary in accordance with Fla. Stat. § 112.1815.

IV. DEFINITIONS

Critical Incident – An abnormal event which has a stressful impact significant enough to overwhelm the usually effective coping skills of an individual or a group. Critical incident stress may result any time an employee faces a situation which causes strong emotional reactions which have the potential to interfere with the ability to function during or after the critical incident.

Post-traumatic stress disorder (PTSD) – is a mental health condition that's triggered by a terrifying event – either experiencing it or witnessing it. Symptoms may include flashbacks, nightmares, and severe anxiety,

as well as uncontrollable thoughts about the event. PTSD is further defined in the *Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition*, which is published by the American Psychiatric Association.

Job-Related Injury/Disability – An injury or illness, which occurs as a direct result of performing authorized duties or while engaged in employment as defined by Fla. Stat. § 440, which renders a VSO employee unable to perform the required tasks and duties of their job classification.

V. PROCEDURE

A. FLORIDA LAW/LEGAL – FLORIDA WORKERS' COMPENSATION

1. **Fla. Stat. § 440** – The Florida Workers' Compensation Law, covers all employees for occupational illnesses and injuries arising out of and in the course of employment. All occupational injuries/illnesses needing professional medical attention require compliance with the Florida Workers' Compensation Law.

2. **Fla. Stat. § 112.1815** – (Effective October 01, 2018)

   112.1815 Firefighters, paramedics, emergency medical technicians, and law enforcement officers; special provisions for employment-related accidents and injuries.—

   (1) The term "first responder" as used in this section means a law enforcement officer as defined in s. 943.10, a firefighter as defined in s. 633.102, or an emergency medical technician or paramedic as defined in s. 401.23 employed by state or local government. A volunteer law enforcement officer, firefighter, or emergency medical technician or paramedic engaged by the state or a local government is also considered a first responder of the state or local government for purposes of this section.

   (2)(a) For the purpose of determining benefits under this section relating to employment-related accidents and injuries of first responders, the following shall apply:

   1. An injury or disease caused by the exposure to a toxic substance is not an injury by accident arising out of employment unless there is a preponderance of the evidence establishing that exposure to the specific substance involved, at the levels to which the first responder was exposed, can cause the injury or disease sustained by the employee.

   2. Any adverse result or complication caused by a smallpox vaccination of a first responder is deemed to be an injury by accident arising out of work performed in the course and scope of employment.

   3. A mental or nervous injury involving a first responder and occurring as a manifestation of a compensable injury must be demonstrated by clear and convincing evidence. For a mental or nervous injury arising out of the employment unaccompanied by a physical injury involving a first responder, only medical benefits under s. 440.13 shall be payable for the mental or nervous injury. However, payment of indemnity as provided in s. 440.15 may not be made unless a physical injury arising out of injury as a first responder accompanies the mental or nervous injury. Benefits for a first responder are not subject to any limitation on temporary benefits under s. 440.093 or the 1-percent limitation on permanent psychiatric impairment benefits under s. 440.15(3)(c).

   (b) In cases involving occupational disease, both causation and sufficient exposure to a specific harmful substance shown to be present in the workplace to support causation shall be proven by a preponderance of the evidence.

   (3) Permanent total supplemental benefits received by a first responder whose employer does not participate in the social security program shall not terminate after the first responder attains the age of 62.

   (4) For the purposes of this section, the term "occupational disease" means only a disease that arises out of employment as a first responder and is due to causes and conditions that are characteristic of and peculiar to a particular trade, occupation, process, or employment and excludes all ordinary diseases of life to which the general public is exposed, unless the incidence of the disease is substantially higher in the particular trade, occupation, process, or employment than for the general public.

   (5)(a) For the purposes of this section and chapter 440, and notwithstanding sub-subparagraph (2)(a)3. and ss. 440.093 and 440.151(2), posttraumatic stress disorder, as described in the Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition, published by the American Psychiatric Association, suffered by a first responder is a compensable occupational disease within the meaning of subsection (4) and s. 440.151 if:

   1. The posttraumatic stress disorder resulted from the first responder acting within the course of his or her employment as provided in s. 440.091; and

2. The first responder is examined and subsequently diagnosed with such disorder by a licensed psychiatrist who is an authorized treating physician as provided in chapter 440 due to one of the following events:

a. Seeing for oneself a deceased minor;

b. Directly witnessing the death of a minor;

c . Directly witnessing an injury to a minor who subsequently died before or upon arrival at a hospital emergency department;

d. Participating in the physical treatment of an injured minor who subsequently died before or upon arrival at a hospital emergency department;

e. Manually transporting an injured minor who subsequently died before or upon arrival at a hospital emergency department;

f. Seeing for oneself a decedent whose death involved grievous bodily harm of a nature that shocks the conscience;

g. Directly witnessing a death, including suicide, that involved grievous bodily harm of a nature that shocks the conscience;

h. Directly witnessing a homicide regardless of whether the homicide was criminal or excusable, including murder, mass killing as defined in 28 U.S.C. s. 530C, manslaughter, self-defense, misadventure, and negligence;

i. Directly witnessing an injury, including an attempted suicide, to a person who subsequently died before or upon arrival at a hospital emergency department if the person was injured by grievous bodily harm of a nature that shocks the conscience;

j. Participating in the physical treatment of an injury, including an attempted suicide, to a person who subsequently died before or upon arrival at a hospital emergency department if the person was injured by grievous bodily harm of a nature that shocks the conscience; or

k. Manually transporting a person who was injured, including by attempted suicide, and subsequently died before or upon arrival at a hospital emergency department if the person was injured by grievous bodily harm of a nature that shocks the conscience.

(b) Such disorder must be demonstrated by clear and convincing medical evidence.

(c) Benefits for a first responder under this subsection:

1. Do not require a physical injury to the first responder; and

2. Are not subject to:

a. Apportionment due to a preexisting posttraumatic stress disorder;

b. Any limitation on temporary benefits under s. 440.093; or

c. The 1-percent limitation on permanent psychiatric impairment benefits under s. 440.15(3).

(d) The time for notice of injury or death in cases of compensable posttraumatic stress disorder under this subsection is the same as in s. 440.151(6) and is measured from one of the qualifying events listed in subparagraph (a)2. or the manifestation of the disorder, whichever is later. A claim under this subsection must be properly noticed within 52 weeks after the qualifying event.

(e) As used in this subsection, the term:

1. "Directly witnessing" means to see or hear for oneself.

2. "Manually transporting" means to perform physical labor to move the body of a wounded person for his or her safety or medical treatment.

3. "Minor" has the same meaning as in s. 1.01(13).

(f) The Department of Financial Services shall adopt rules specifying injuries qualifying as grievous bodily harm of a nature that shocks the conscience for the purposes of this subsection.

(6) An employing agency of a first responder, including volunteer first responders, must provide educational training related to mental health awareness, prevention, mitigation, and treatment.

3. Only authorized medical care will be covered by Workers' Compensation.

B. REPORTING JOB-RELATED INJURY AND ILLNESS

1. **Employee's Responsibility**

   a. Unless unable to do so, employees will immediately report on-the-job injuries or occupational illnesses to the on-duty supervisor.

2. **Supervisor's Responsibility**

   a. Regarding the investigation of qualifying PTSD events, if an employee was involved in any event listed below and wishes to submit a claim based on the belief they may be developing PTSD, the employee shall notify the on-duty Supervisor who will complete the ***First Report of Injury or Illness***.

   b. All claims resulting from PTSD must be properly reported within 52 weeks of the qualifying event, which in accordance with Fla. Stat. § 112.1815 includes:

      (1) Minors

         (a) Seeing a deceased minor or witnessing their death

         (b) Witnessing, transporting, or physically treating an injured minor which resulted in their death prior to or upon arrival at a hospital

      (2) Deaths Involving Grievous Bodily Harm that Shock the Conscience (Including Attempted Suicides)

         (a) Seeing the decedent or witnessing their death

         (b) Witnessing, transporting or physically treating an injured person which resulted in their death prior to or upon arrival at a hospital

      (3) Homicides – Directly witnessing any homicide to include:

         (a) Criminal Homicide

         (b) Excusable Homicide

         (c) Murder

         (d) Mass Killing as defined in 28 U.S.C. s. 530C – *"3 or more killings in a single incident"*

         (e) Manslaughter

         (f) Self Defense

         (g) Misadventure

         (h) Negligence

C. TRAINING

1. **MANDATED TRAINING:**

   Fla. Stat. § 112.1815 (6) – *"An employing agency of a first responder, including volunteer first responders, must provide educational training related to mental health awareness, prevention, mitigation, and treatment."*

2. **ADDITIONAL TRAINING:**

   a. In order to develop a proactive approach to combatting the development of PTSD the VSO implemented training in addition to the training mandated in Fla. Stat. § 112.1815.

      (1) This training will be conducted at least twice annually and will vary in duration with topics covering the mental and physical well-being of all employees.

   b. In addition to the training implemented by the VSO, employees have a resource webpage on the VSO intranet available to them that will assist them with better understanding stress and its effects on the mind and body. The Stress Resource Center webpage provides links to resources that can assist an individual in crises.

VI. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 22.1.7

VII. REFERENCES

- Fla. Stat. § 440
- Fla. Stat. § 112.1815
- VSO Stress Resource Center Intranet Webpage

VIII. FORMS (Click here to access forms)

- First Report of Injury or Illness

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-022-15**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **LINE-OF-DUTY DEATHS (LODD)**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the planning and management of a line-of-duty death involving a sworn member of the Volusia Sheriff's Office (VSO). These guidelines are designed to assist in such cases, but shall remain flexible at the discretion of the Sheriff or designee.

II. DISCUSSION

A line-of-duty-death is widely regarded as the worst incident a law-enforcement agency can sustain. In such an event members of the agency, as well as the fallen deputy's surviving family, will be left do deal with powerful emotions. Care should be taken to provide the family with support by whatever means necessary. Consideration should also be given to honoring the fallen, however the family's desires must be paramount. Careful thought must be applied in this regard to ensure any resulting services don't appear to be agency-centric, and are considerate of the fallen and their family.

III. POLICY

The VSO will respond promptly to the death of an employee. This plan is intended to establish guidelines and identify an operational framework in the event of a line-of-duty death within the agency. The agency's response to a casualty will be reviewed on a case-by-case basis and will be based on the circumstances of the incident and, largely, on the desires of the surviving family. This plan may be enacted in whole or in part at the discretion of the Sheriff or their appointed designee.

IV. DEFINITIONS

Family Liaison – Agency member assigned to be in direct contact with the decedent's family and to relay their immediate needs resulting from their loss. This party should be made available to help facilitate any assistance with regard to the planning of services, and shall act as a direct liaison between the family and Oversight Commander or designee. The Family Liaison will be available to the family 24 hours a day, and will relay the surviving family's wishes with regard to viewings, memorial- or funeral services, and interment. Because the planning of services will be emotional for the surviving family, the Family Liaison should also make every effort to be present when arrangements are made. This will help ensure the dissemination of accurate, detailed information. When practical, this role should be filled by an agency member who has a close relationship with the decedent and their family. Whenever possible, an assistant should be made available to the Family Liaison, as this role can easily become overwhelming. An assistant can help reduce the workload, particularly with minor duties that will likely arise.

Honor Guard Liaison – The Honor Guard Commander or designee will be responsible for the planning and execution of all ceremonial aspects involving the VSO Honor Guard with regard to this policy. In the event of a line-of-duty death, this may include the team's involvement in viewing, funeral, memorial, or graveside ceremonies. The Honor Guard Commander shall also establish and maintain contact with the Family Liaison and the funeral home or funeral director to determine staffing and logistical needs for the Honor Guard. This

will include coordinating with and acting as point-of-contact for visiting honor guard teams who may attend or participate in said services.

Hospital Liaison – In the event death occurs at a hospital facility, the ranking deputy at that location shall act as the on-scene liaison. The relay of timely and accurate information from this party through the chain of command is crucial. Hospital staff should be kept informed of the potential arrival of concerned family and friends, and the likely arrival of the media. Hospital security should also be contacted, asked to help with parking- or media staging issues that are likely to arise. While the role of Hospital Liaison is often a short in duration and will likely encompass several different people, it is critical as a front-line conduit of information.

Line-of-Duty-Death – Any event, felonious or accidental (i.e., auto accidents, training accidents, etc.), which causes the loss of life of a VSO employee who was performing law enforcement functions either while on or off duty.

Logistics Liaison(s) – Appointed by the Oversight Commander, the Logistics Liaison(s) will handle ancillary logistical tasks as directed. These tasks may include, but are not limited to the procurement of various supplies and resources needed after a line-of-duty death. Logistic Liaison duties may include contacting area restaurants or food suppliers to address food and beverage needs, or contacting local hotels to arrange lodging for visiting relatives of the decedent or visiting law enforcement who attend funeral services.

Motor Unit Liaison – A Motor Unit supervisor selected to be the point of contact for all matters related to and executed by the VSO Motor Unit. This will include matters of traffic management, motorcades, designated parking and all other traffic-related issues to be considered under this policy. This will include planning and coordinating with outside agency motor units.

Notification Team – Team to be established when the agency learns of a line-of-duty death and a next-of-kin notification is required. This group, selected by the Sheriff or designee, will make contact with the surviving family members to notify them of the deputy's death. This team should consist of the Sheriff or designee, an agency chaplain (or other clergy of the family's religious affiliation, if known), and a close friend or any other appropriate individual.

Oversight Commander – The Sheriff or designee who will oversee the planning and execution of duties to be carried out in the event of a line-of-duty death. The Oversight Commander will have the ultimate authority in approving all aspects of actions to be taken by the agency or any of its components in the event of a line-of-duty death. Unless instructed otherwise, the Liaisons and other entities outlined in this policy should report directly to the Oversight Commander with regard to their respective duties. This is recommended in an effort to simplify planning, and will help prevent conflicting or duplicated efforts.

V. PROCEDURE

A. Line-of-Duty Death Procedures

1. **NOTIFICATION TEAM**

   a. It is vital for the family to receive an official, in-person death notification before learning of the death from the news media, concerned deputies or other sources. Timeliness is therefore essential.

   b. Upon learning of the death, a Notification Team should be assembled. This team should consist of the Sheriff or designee, an agency chaplain (or other clergy of the family's religious affiliation, if known), and a close friend or any other appropriate individual. When practical, the friend of the family should assume the role of Family Liaison. Communication regarding notifications should not be made over the radio.

      (1) Verify the name and address of the spouse (current), children and parents prior to arrival.

      (2) Determine who will be the primary speaker

      (3) Prepare for any family medical requirements which may be needed. If appropriate, have an EMS unit staged near the family's home.

      (4) Upon arrival, the primary speaker of the Notification Team will identify themselves, verify who they are speaking with, and ask to enter the home. Notifications of this nature should be made indoors, and out of the potential view of neighbors.

      (5) Ask if anyone else is at home and request everyone gather together.

(a) Begin by asking what they know about the situation. Expanding from there, give a brief description of additional events that led up to the member's arrival at the hospital or scene of death. If they know nothing of the event, start from the beginning.

(b) The notification should not attempt to shield the family from what they need to know, nor should they be left with any false sense of hope.

(c) Be aware the family's reactions may include hysteria, anger, fainting, physical violence, or shock.

(d) Make every effort to obtain the names of other members of immediate family and offer assistance in notifying them.

(e) A member of the Notification Team should be tasked with getting the family to the hospital safely. It is strongly recommended family members do not drive themselves. The use of agency vehicles to transport family members shall be permitted. The Hospital Liaison shall be notified by telephone when the family is en route.

(f) After the next-of-kin have been notified, inform the Public Information Officer (PIO) so a news release can be prepared. If children are involved and it is during school hours, and the member's spouse is available, the spouse may contact the school and inform them a deputy or someone designated by the family will be picking up the child(ren) from the school(s). If the spouse is not available, a member of the Notification Team will contact the principal of the school(s) and explain the situation. Notification should also be made to the School Resource Deputy through their supervisor for additional coordination.

2. **HOSPITAL LIAISON**

a. The Hospital Liaison may be assigned to this position for several hours until relieved. Their responsibilities will include:

(1) Coordinate the arrival of family and arrange for reserved areas for the family, officials, media and others.

(2) Ensure the family has access to a telephone

(3) Act as a liaison with hospital staff (including security personnel). Hospital security staff can identify parking, open conference rooms and help with a media staging area.

(4) Meet with the Notification team upon their arrival at the hospital.

(a) Select a hospital entrance away from the media if possible.

(b) Escort the family to their waiting area.

(c) Ensure the attending physician briefs the family as soon as possible. Agency members shall not act as an intermediary between the family and the doctor.

(d) When circumstances permit viewing, arrange for the family to be with the deputy. View the deputy's body before the family and explain what they will see before they enter the room.

(e) Ensure the family's needs are met while at the hospital.

(f) Assist hospital staff with maintaining the hospital's efficiency when numerous deputies arrive to grieve or show support for the family. This may include keeping hallways and entrances clear for the treatment of other patients.

(g) Coordinate with any hospital staff which may be helpful in assisting the family.

3. **PUBLIC INFORMATION OFFICER**

a. The Public Information Officer (PIO) or designee will respond to the hospital to serve as liaison to any on-site media.

- The name of the deputy must never be released to the media prior to notifying the next-of-kin living in the area. If the media is already at the deputy’s home, they should be requested to withhold this information pending the notification of next of kin.

- The Oversight Commander shall advise the PIO when the next-of-kin notifications have been made. Only upon receipt of this information may the PIO release the name of the deputy to the media.
- The PIO will confer with the Sheriff or Oversight Commander regarding the feasibility or desirability of conducting any type of formal news conference related to the incident. If the family member(s) elect to participate in the news conference, the PIO should coordinate such arrangements.

4. **FAMILY LIAISON**

a. The Family Liaison is the primary facilitator between the family and the agency. This party is responsible for the relay of information with regard to the family's needs and wishes. The Family Liaison should be available to the immediate surviving family on a 24-hour basis until through the interment or the conclusion of any memorial- or funeral services. The Family Liaison should confirm the agency's commitment to the family as an extended part of our "agency family". The wishes of the family are paramount and come before the wishes of the agency. Responsibilities include, but are not limited to:

(1) Make contact with the family and respond immediately to the appropriate location.

(2) Act as a liaison between the agency and the family while maintaining the family's best interests.

(3) Remain current on information surrounding the incident in order to brief the family.

(4) Consider and contact additional resources that may further assist the family.

(5) Work closely with other entities outlined in this policy in order to assist the family in planning funeral arrangements and ceremonies, as well as logistics and accommodations for out-of-town family members.

(6) Carry a cell phone to ensure an open line of communication.

(7) All available information, to include the investigative status should be released to the family.

(8) When meeting with the family concerning funeral arrangements, all entities listed in this policy should ensure the agency is not perceived as attempting to take over the funeral arrangement process. Most deputies have not prearranged their wishes for their own funerals, thus the family may need to be briefed concerning all aspects of a law enforcement service ceremony.

(a) Should the family decide to have a law enforcement funeral, they should be made aware of details involved and what the agency can offer in the way of assistance.

(b) Assistance to the family may include such preliminaries as helping with the selection of a funeral director, memorial site, or the church service.

(c) Brief the family on available funeral provisions such as a burial uniform, the involvement of the Honor Guard team, and the services of an agency chaplain.

b. The Family Liaison or their assistant will have additional responsibilities as the planning and execution of funeral services progress. Additional duties in this regard may include the following:

- Act as a facilitator between the family and the agency during the viewing and funeral.
- Be constantly available to the family during services.
- Be preset for the finalization of funeral arrangements with the funeral director or clergy. This is vital to ensure accurate, timely information is conveyed to all other entities outlined in this policy, and minimizes the risk of misinformation.
- If applicable, arrange with the funeral director to obtain a 5'x9.5' casket-sized United States flag to be delivered to the funeral home.
- Make arrangements to obtain a complete uniform of the appropriate rank and ensure it is supplied to the funeral home. Special attention should be given to locating personal property, being particularly attentive to wedding rings, medals and name tags.

c. Note: It is understood the person acting as Family Liaison may not necessarily be familiar with all aspects of this important role. They or an assistant are encouraged to reach out to other entities detailed in this policy for guidance or assistance.

5. **HONOR GUARD LIAISON**

a. The Honor Guard Liaison, depending on the family's wishes, will coordinate with the team's commander to identify deputies that can fulfill the team's various roles. These may include door- and casket posting, pallbearers, a rifle team, or any other duty relative to the team's specific function.

b. At the viewing and funeral services, an appropriate number of Honor Guard members will be provided to post the door(s) of entry to the venue.

c. Honor Guard members will also be provided to stand guard at the casket or urn. They will be relieved periodically by other team members as determined by the Honor Guard Commander.

d. As needs dictate, the Honor Guard Commander may solicit additional manpower from other honor guard teams from surrounding agencies.

e. Specific Honor Guard functions and duties are further described in a separate Honor Guard general order.

6. **LOGISTICS LIAISON**

a. The Logistics Liaison(s) should be regularly briefed as details are finalized regarding services for the fallen deputy. Their roles may include:

- Obtaining a preliminary estimate of the total number of attendees from the Family Liaison and the Oversight Commander.
- Identify area hotels willing to offer discounted or group rates for arriving family or attendees at locations in reasonable proximity to the funeral home or the family's home.
- Provide support regarding any lodging confirmations for incoming family members.
- Arrange for transportation of relatives and visiting department personnel if necessary.
- Be available by telephone or in person should incoming family members need basic information or directions to viewing or funeral venues.
- If necessary, provide transportation to relatives to the viewing and funeral services.

7. **MOTOR UNIT LIAISON**

a. Traffic Control and related services will be the responsibility of the Motor Unit Liaison. They may be assisted by appropriate personnel who have experience with traffic control, motorcades and escorts. Responsibilities may include:

(1) Coordinate with the Family Liaison and Oversight Commander regarding funeral arrangements agreed on by the family.

(2) Survey locations chosen by the family for viewing, funeral services and interment. The survey will examine the following:

- Traffic direction required for people attending.
- Parking space availability, to include determining a suitable nearby area for overflow parking.
- Determine escort routes for the family to the funeral service and procession from the service to the cemetery.
- Obtain any additional equipment needed (i.e., cones, barricades, signs, etc.) from in-house or other appropriate resources.
- Assign a deputy to ensure there is separate designated parking for civilian vehicles, motorcycles and other vehicles to facilitate the procession from funeral to cemetery.
- Establish the procession route from the funeral service to the cemetery and arrange for any additional traffic control deemed appropriate. When feasible, law enforcement authority will be utilized to close roads as deemed appropriate.

(3) Coordinate the order of the procession, which will typically advance as follows:

- Motorcycles (doubled)

- Funeral Director
- Clergy
- Hearse
- Limousine/family vehicle(s)
- VSO vehicles
- Outside agency vehicles
- Privately owned vehicles

B. ADDITIONAL RESOURCES

1. CRITICAL INCIDENT STRESS DEBRIEFING (CISD) TEAM

a. In the event of a line-of-duty death, the agency's Critical Incident Stress Debriefing Team (CISD) may be of particular value. The unit's supervisor should be notified in the event of a line-of-duty death, and will make any of the team's assets available as needed. This may include responding to the scene or hospital, and talking with co-workers affected by the incident. While the team may not necessarily be required at the time of next-of-kin notification, the team's resources will be made available to the fallen deputy's family as needed.

b. In utilizing the CISD Team, recognition must also be afforded to the responding team members, as they are also co-workers of the fallen, and will likely be strongly affected as well. The CISD team supervisor, in conjunction with the Oversight Commander, should determine if using a similar team from an outside agency is more prudent.

C. OTHER CONSIDERATIONS

1. INCIDENTS INVOLVING SUICIDE

a. Cases of suicide involving deputies, current or retired, should be carefully considered. Particular attention should be paid to public- and internal perceptions in the application of any part of this general order. These cases will be evaluated on a case-by-case basis, and any actions will be left to the discretion of the Sheriff or designee.

2. COORDINATION OF BENEFITS

a. Every effort should be made to ensure the family of the fallen deputy has access to information and resources regarding death benefits. The Oversight Commander shall ensure this task is delegated as soon as practical. Assistance can be sought through the Personnel Division or through Human Resources.

3. MOURNING BANDS

a. As a general rule, mourning bands are to be worn horizontally across the badge or, in the case of civilian employees, across their identification card if displayed on outer garments. The following are established guidelines for the display of a mourning band, but can be altered at the discretion of the Sheriff.

- For a VSO line-of-duty death, the mourning band shall be worn for a period of thirty (30) days from the date of death.
- For a regional line-of-duty-death (generally considered within the State of Florida), the mourning band shall be worn until midnight on the date of the deceased officer's funeral or interment.

4. GENERAL APPEARANCE AT FUNERALS

a. In general, services involving a line-of-duty death are a public display of an agency's darkest hour. It is critical for an agency and all its members to show the proper pride, respect, and dignity for their fallen at such events. Below are general guidelines and expectations for uniformed personnel attending a line-of-duty memorial service or funeral.

(1) Agency-owned vehicles shall be clean and presentable when used to attend or participate in such events.

(2) Uniformed members should wear a clean, properly-fitted Class A uniform. Exceptions may include an appropriate business suit for administration or plain-clothes personnel, or other uniforms dictated by a specific assignment (i.e., Motors, K-9, etc.). Uniforms of a utility nature should be avoided at these formal events.

(3) Radios, cell phones and other audible electronic devices are to be off or muted during services.

VI. REFERENCES

- Line-of-Duty Death Benefits Pamphlet

I. FORMS (Click here to access forms)

- Line of Duty Funeral Preparation Checklist, VSO Form # 121219.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-022-16**	**Distribution** All Personnel	**Reissue/Effective Date** 04/04/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/10/2025
Title **PUBLIC EMERGENCY AND DISASTER RESPONSE**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

As emergencies and disasters often disrupt the normal functioning of communities and government agencies, this Emergency and Disaster Response General Order establishes directives for employees regarding expectations, processes, and compensation in the event of a public emergency or disaster.

II. POLICY

VSO employees must remain available to work when a public emergency or disaster occurs. It shall be the policy of the VSO to act within the rules and regulations of applicable VSO General Orders, the Collective Bargaining Agreement (CBA) between the International Union of Police Associations, AFL-CIO, Florida Statutes, and/or the US Fair Labor Standards Act, as appropriate. Nothing contained in this Emergency general order shall be construed to supersede CBA between the International Union of Police Associations, AFL-CIO and VSO for sworn full-time law enforcement officers in the classifications of Deputy Sheriff I, Deputy Sheriff II, Corporal, and Sergeant.

III. DEFINITIONS

Authorized Employees – Employees authorized and expected to respond during a public emergency or disaster may include sworn law enforcement officers; the aviation unit; Communication Center personnel; and other civilian employees including information technology (IT), public affairs/media relations, evidence and forensic technicians, Victim Advocates, certified School Crossing Guards, Family Resource Center personnel, and/or administrative personnel may also receive emergency response assignments at the discretion of the Sheriff, or designee. The Sheriff, or designee reserve the right to designate specific positions or employees authorized to perform emergency response work during a public emergency.

Emergency Leave – Time off, with pay, granted to employees who are not authorized to work once VSO ceases normal operations due to a public emergency or disaster.

Emergency Response Work – Refers to work performed by an authorized employee during the time that VSO ceases normal operations due to a public emergency or disaster to save lives, protect property, protect public health and/or safety, and/or to lessen or avert a threat.

Exempt Employees – Exempt employees include sworn full-time law enforcement officers in the classifications of Sheriff, Chief Deputy, Division Chief, Captain, Lieutenant, and Internal Affairs Officers which are excluded from the CBA; and any civilian employees identified as exempt employees prior to the activation of this General Order.

Non-Exempt Civilian Employees – Non-exempt civilian employees include employees identified as non-exempt employees prior to the activation of this General Order.

Non-Exempt Sworn Employees – Non-exempt sworn employees in the classifications of Deputy Sheriff I, Deputy Sheriff II, Corporal, and Sergeant which are recognized and covered by the CBA, prior to the activation of this General Order.

Premium Pay – Additional compensation provided to employees for working certain hours and/or under certain types of conditions while this General Order is activated.

Public Emergency – Any occurrence, or threat thereof, whether natural, technological, or manmade, in war or in peace, which threatens or results in substantial injury or harm to the public, loss of life, substantial damage to or loss of property, or both. The Sheriff, or designee, may declare a public emergency with or without a declaration of a State of Emergency.

Standby Time – The requirement of an employee to remain on standby, physically on-site, at a VSO facility or designated location to ensure resources are available to perform Emergency Response Work during a public emergency or disaster. Standby time may include ensuring an employee is available and prepared to respond to emergencies, and/or is resting between shifts at a VSO facility or designated location. The Sheriff, or designee, reserve the right to designate specific facilities, positions or employees required to remain on standby during a public emergency or disaster.

IV. PROCEDURE

A. GENERAL

1. Volusia Sheriff's Office (VSO) employees must be prepared for and respond to public emergencies and disasters occurring either in Volusia County or in outlying areas, if requested through mutual aid. Employees are required to be available to respond twenty-four/seven (24/7) immediately before, during, and after a disaster.

B. APPLICABILITY

1. This General Order shall be enacted/activated at any time upon written notification from the Sheriff or delegated authority. Written notice may be disseminated electronically. Such notice must include the date and time this General Order is in effect; the type of public emergency; and any other pertinent details of the event.

C. HOURS OF WORK AND OVERTIME

1. For non-exempt civilian employees, overtime is calculated after the employee reaches forty (40) productive hours in a standard workweek of Saturday through Friday. Productive hours include regular hours worked, hours worked on an observed holiday, paid time off (PTO) hours – if the request was made greater than fourteen (14) days in advance, and VSO paid time authorized by the Sheriff.

2. For non-exempt sworn employees, hours of work and overtime will be calculated in accordance with the Collective Bargaining Agreement between the International Union of Police Associations, AFL-CIO and VSO.

    a. Overtime is calculated after the employee reaches eighty (80) productive hours within a two (2) week period. Productive hours include regular hours worked, hours worked on an observed holiday, PTO hours – If the request was made greater than fourteen (14) days in advance, and VSO paid time authorized by the Sheriff. Additionally, for non-exempt sworn employees, holiday hours not worked on an observed holiday due to their duty assignment (i.e. schools and courts) are included in the employee's productive hours for that two (2) week period.

D. EXPECTATIONS

1. SHERIFF'S AUTHORITY

a. The responsibility of the VSO to serve its citizens dictates that some essential services must be staffed. The Sheriff, or designee, shall have the authority to assign Emergency Response Work to any employee under their authority as they deem necessary during a public emergency or disaster.

2. GENERAL EXPECTATIONS OF EMPLOYEES

a. All employees are critical to the mission of the VSO and are required to work and/or be available to respond to work throughout the duration of a public emergency or disaster. VSO employees are expected to maintain services and meet new service needs brought about by a public emergency or disaster. Service demands may go beyond the scope of an employees' regularly assigned duties, require employees to assume new responsibilities, perform new tasks, and/or remain on-duty for extended periods of time. All employees are subject to

redeployment from their regular job assignments according to administratively or operationally determined service needs and demands. This may require separation from family members for extended periods before, during, and after the natural disaster or emergency.

3. **EMPLOYEE PERSONAL EMERGENCY PLAN**

   a. The VSO recognizes that employees have personal and family responsibilities that may conflict with their obligations to fulfill their job duties during a public emergency or disaster. It is the intent of VSO to provide time to employees so they may secure their homes and see to the safety of their families; however, it may not always be possible. All employees shall have a personal emergency plan in place to address their family's safety in their absence since they may be required to report to a VSO facility or designated location with limited notice.

4. **EMPLOYEES ARE REQUIRED TO REPORT**

   a. Employees shall report to their assigned VSO location or designated facility when scheduled or summoned and, if necessary, be prepared to stay for an extended period of time. Employees shall not evacuate from the area during a public emergency or disaster. Every employee is responsible for maintaining contact with their supervisor or designated point of contact and knowing where and when they must report for duty. Employees who fail to stay in contact with their supervisor or fail to report to work when scheduled or summoned without the prior approval of their supervisor shall be subject to disciplinary action, up to and including dismissal.

   b. Employees not initially scheduled or summoned to work shall remain available in the local area within one (1) hour of their assigned duty location during a public emergency or disaster. If an employee is not assigned to Emergency Response Work but is required to remain available off-site, there is no additional compensation.

   c. Employees who are on leave or who had leave approved in advance shall contact their supervisor to determine if their leave has been canceled and whether they must report to work. Employees who fail to contact their supervisor or continuing unauthorized leave shall be subject to disciplinary action, up to and including dismissal.

   d. When the employee is no longer assigned to Emergency Response Work, the employee will be provided written notice that identifies the date and time the emergency response assignment has ended.

   e. Regular work activities that could have been postponed until after this General Order is lifted will not be subject to premium pay compensation.

E. EMERGENCY COMPENSATION

1. **EMERGENCY AND DISASTER LEAVE COMPENSATION AND EXPECTATIONS**

   a. Emergency Disaster Leave will be granted to all VSO employees not authorized or assigned to work once the agency ceases normal operations due to a public emergency or disaster.

   b. Compensation for employees who are not assigned or authorized to perform Emergency Response Work during a public emergency or disaster will be as follows:

      (1) Employees not authorized or assigned to work will receive Emergency Leave to be compensated at their regular rate for their regularly scheduled hours.

      (2) Emergency Leave applies only to an employee's regular work hours during the time that normal operations are interrupted. In the case of Emergency Leave being granted for a specific geographic area of Volusia County, those employees whose assigned work facility or location (non- residence) is in the area affected may be granted Emergency Leave.

      (3) If an employee for any reason, does not report to work when VSO resumes normal operations and Emergency Leave is no longer in effect, that employee will be required to utilize accrued PTO. In the absence of accrued PTO, the employee is required to notify their supervisor if they are unable to return to work.

2. **EMERGENCY RESPONSE WORK COMPENSATION REGULAR AND OVERTIME PAY**

a. Regular and Overtime compensation for employees who are authorized and assigned to perform Emergency Response Work during a public emergency or disaster will be as follows:

(1) Non-exempt employees will be compensated at their regular hourly rate for all regular hours worked.

(2) Non-exempt employees will be compensated at a rate of one and one half (1.5) times the employee's regular hourly rate for all overtime hours worked.

(3) Overtime hours will be calculated in accordance with normal procedures.

3. **EMERGENCY RESPONSE WORK PREMIUM PAY**

a. Premium Pay compensation for employees who are assigned to perform Emergency Response Work during a public emergency or disaster will be as follows:

(1) Non-exempt employees will be compensated premium pay at a rate of one (1) additional hour at their regular hourly rate for all regular hours worked while performing assigned Emergency Response Work, in addition to their regular pay. *(This equates to compensation of two (2) times the employee's regular hourly rate for all regular hours worked while performing assigned Emergency Response Work)*.

(2) Non-exempt employees will be compensated premium pay at a rate of one (1) additional hour at their regular hourly rate for all overtime hours worked while performing assigned Emergency Response Work, in addition to their regular overtime pay. *(This equates to compensation of two and one-half (2.5) times the employee's regular hourly rate for all overtime hours worked while performing assigned Emergency Response Work)*.

(3) Exempt employees will be compensated premium pay at a daily flat rate of five hundred ($500.00) for each shift assigned to perform Emergency Response Work, in addition to their regular salary.

(4) For exempt employees, any shifts that are worked in addition to the employee's regular schedule when performing assigned Emergency Response Work during a public emergency must be approved by the Sheriff or designee, prior to the start of the shift. A written record of the approval must be sent to the Budget and Finance Section.

4. **EMERGENCY RESPONSE STANDBY TIME COMPENSATION AND EXPECTATIONS**

a. Compensation for employees who are required to remain on standby, physically on-site, at a VSO facility or designated location during a public emergency will be as follows:

(1) All non-exempt employees will be compensated at one and one-half (1.5) times their regular hourly rate for all hours they are required to be on standby, on-site at a VSO facility or designated location but not actively performing work.

(2) For exempt employees required to remain on standby there is no additional compensation.

(3) During required standby time, the employee is not authorized to leave the VSO facility or designated location except to perform assigned Emergency Response Work.

(4) Employees required to remain on standby at a VSO facility or designated location will be notified in writing which will include the start date, time and the assigned VSO facility or designated locations(s) where the employee will remain on standby. Written notification may be disseminated electronically.

(5) VSO Communications Center employees may be assigned additional duties or have extended responsibilities including but not limited to assignments in the Emergency Operations Center or alternate facilities. If necessary, on-site standby time may begin upon written notification from the Sheriff or delegated authority. Activation of standby time for Communications Center personnel will be at the discretion of the Communication Center Director or designee. Please refer to the Communications Center Standard Operating Policy (SOP) for minimum staffing procedures/requirements.

(6) VSO Evidence Facility employees may be assigned additional duties or extended responsibilities in order to protect the integrity of evidence and the evidence facility at all times. Assigned activities related to protecting property or evidence are considered

authorized Emergency Response Work. Please refer to the Evidence SOP for minimum staffing procedures/requirements.

(7) Employees are not authorized to work on non-Emergency Response Work during assigned standby time(s).

(8) When the employee is no longer required to remain on standby at a VSO facility or designated location, the employee will be provided written notice that identifies the date and time the standby assignment has ended.

5. **EMERGENCY RESPONSE WORK HOLIDAY PAY**

a. Compensation for employees who are assigned to perform Emergency Response Work on an observed holiday during a public emergency will be as follows:

(1) Observed holidays include New Year's Day; Martin Luther King Jr. Day; Good Friday; Memorial Day; Independence Day; Labor Day; Veteran's Day; Thanksgiving; and Christmas Day. Hours worked on an observed Holiday are calculated from 12:01am to 11:59pm.

(2) Non-exempt employees will be compensated premium pay at a rate of two and one-half (2.5) times their regular hourly rate for all regular hours worked while performing assigned Emergency Response Work on an observed holiday.

(3) Exempt employees will be compensated premium pay at a daily flat rate of five hundred dollars ($500.00) for each shift performing assigned to Emergency Response Work, in addition to their regular salary.

F. EMERGENCY GENERAL ORDER RECORD-KEEPING

1. Non-exempt employees:

a. Standby time will be recorded using type code 87.

b. Emergency Response Work regular hours will be recorded using type code 91.

c. Emergency Response Work overtime hours will be recorded using type code 86.

d. Emergency Leave for non-exempt employees will be recorded using type code 90.

2. Exempt employees:

a. Emergency Response Work hours worked will be recorded using code 88.

b. Emergency Response Work Premium Pay for exempt employees will be recorded using type code 99.

c. Emergency Leave for exempt employees will be recorded using type code 89.

3. 214s

a. All employees who are authorized and assigned to perform Emergency Response Work are required to document duties performed by completing an ICS214 form.

b. All employees who are authorized and assigned to perform Emergency Response Work requiring the use of an agency owned vehicle/equipment will document the hours and mileage used for that equipment using the Emergency Response Mileage form.

G. EMERGENCY CHILDCARE SHELTERS

1. The Sheriff or designee shall determine if and when employee childcare shelters are activated during a public emergency.

2. Only children between five (5) and fifteen (15) years of age of on-duty VSO employees are eligible.

3. VSO employee childcare shelters cannot accommodate children with special needs, taking certain medications, in diapers, or children with contagious conditions (cold, fever, lice, etc.).

4. The employee/guardian of an eligible child or children shall sign a release of liability and complete an Emergency Child Care Registration form. The employee/guardian shall personally register their child and show their VSO employee identification badge. The employee/guardian shall provide emergency contact information and the name of any authorized adult(s), if any, to pick up the child.

Only the employee/guardian or an authorized adult presenting photo identification can pick up and sign the child out of the childcare shelter.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-022-17**	**Distribution** All Personnel	**Reissue/Effective Date** 01/10/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **EMPLOYEE ASSISTANCE PROGRAM**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE [CALEA CM 2.2.6 (b)]

The purpose of this general order is to establish basic guidelines and procedures for utilizing or referring members who need assistance through the Employee Assistance Program (EAP).

II. POLICY [CALEA CM 2.2.6 (b); LE 22.1.4, 22.1.7]

EAP is available for employees and their families covered under the Cigna Medical Plan, EAP provides confidential and voluntary assistance for members who may be faced with challenges of financial concerns, legal issues, alcohol or drug problems, marital problems, illness of a family member, emotional worries, child care problems, etc. For the welfare of employees as well as for effective business operations, VSO encourages its employees to take advantage of this valuable benefit.

III. PROCEDURE

A. GENERAL

1. The Volusia Sheriff's Office (VSO) recognizes that a wide range of problems, not directly job related, can affect job performance. Behavioral and stress related disorders are illnesses that can be successfully treated and will receive the same consideration and offer of treatment as other illnesses. The Employee Assistance Program (EAP) benefit is intended to help agency members and anyone residing in their house-hold by providing confidential consultation and treatment necessary to prevent their conditions from progressing to such degree that they cannot work effectively.

   Members may need professional assistance in dealing with personal issues or concerns that are affecting their personal lives and possibly impacting their job performance. Members may utilize the EAP services voluntarily or they may be referred for a confidential EAP consultation which may result in a referral to an appropriate treatment provider. For additional information on member/family coverage and costs for services, link to site

   All members receive information on the EAP during on-boarding and training in Supervisory Development and Leadership Enhancement classes.

B. Employee Assistance Program (EAP) Objectives [CALEA CM 2.2.6 (b); LE 22.1.4, 22.1.7 (a)]

1. The Employee Assistance Program contains the following objectives:
   a. Foster and encourage an enlightened attitude toward behavioral and stress related disorders which may have an impact on member performance.
   b. Provide members with policy and procedural guidelines for obtaining confidential help with personal problems before they affect job performance.

c. Annually provide all employees training on EAP services, identification of behaviors which would indicate the existence of concerns, problems, or issues that could impact job performance and supervisors' role and responsibility.. [CALEA LE 22.1.7 (f)]

d. Direct managers and supervisors toward prompt corrective action where deterioration in an individual's work performance is related to behavioral or stress problems.

2. The EAP is intended to address issues as soon as they begin to affect an individual's job performance including but not limited to:

3. Any adverse family situation, emotional problems, financial difficulty, legal entanglement, marital problems vocational disenchantment, or other personal issues that seriously or repeatedly interferes with job performance or health.

C. VOLUNTARY SELF-REFERRALS [CALEA LE 22.1.7 (b)]

1. The member's right to privacy is protected by law. Total confidentiality regarding any meeting between an EAP Counselor and an agency member or anyone residing in their household will be observed. Whether the referral is voluntary or mandatory, a release of information form must be signed by the member if the member wishes another party to become involved. [CALEA LE 22.1.7 (c)]

   a. The member or anyone residing in the member's household may request assistance by calling the EAP provider listed Link

      (1) During the call, the EAP Referral Specialist will determine the appropriate action and provide a list of referrals. Members covered on the VSO group health insurance, should confirm that the provider selected is contracted with Cigna in the event that ongoing sessions may be needed. [CALEA LE 22.1.7 (d)]

      (2) If the initial assessment determines that additional counseling is required, the EAP counselor will arrange to continue to see the individual or set up a referral to a provider that can best meet the members need.

      (3) All communication between the member and the EAP counselor shall be held in the strictest confidence unless the member requests in writing that other parties be notified. The VSO shall in no way require the reporting of names of self-referred members or their family members. [CALEA LE 22.1.7 (c)]

      (4) In the event participation in the EAP necessitates an absence from work, agency members must abide by the agency directives regarding leave and agency requirements for proper leave notification.

2. The VSO contracted Employee Assistance Program (EAP) contractor is: [CALEA LE 22.1.7 (c)]

   Cigna EAP 24/7 support: (877) 622-4327 or (800) Cigna24
   www.cignabehavioral.com

D. VOLUNTARY SUPERVISORY/ADMINISTRATIVE REFERRAL [CALEA LE 22.1.7 (b)]

1. If a supervisor believes job performance problems are serious enough to jeopardize a member's employment, they may choose to refer member to the EAP as a resource for improving performance. The criteria for this type of voluntary referral to the EAP by a supervisor or Commander/Director will include:

   - Continued job performance issues documented in the member's performance evaluation after being counseled by a supervisor;
   - A series of incidents which indicate the possible presence of a personal problem;
   - The member admits to a personal problem that has not yet affected their job performance. In this instance, the supervisor would not receive any feedback other than what the member shares with the supervisor and information required to substantiate any absence.

2. Supervisors shall discuss job performance issues with members and set up a performance improvement plan, which may include participation in the EAP, within member's current performance evaluation.

3. Members who are referred to EAP shall attend the initial assessment.

4. It is the member's option to accept or reject professional advice provided by the EAP counselor. Failure by the member to accept or follow through with professional advice shall be considered in the same manner as any factor that continues to affect job performance adversely and will be documented in the member's performance evaluation.

5. Use of the EAP shall not excuse members from normal disciplinary proceedings or from abiding by the agency's written general orders.

E. MANDATORY SUPERVISORY/ADMINISTRATIVE REFERRAL [CALEA LE 22.1.7 (b, e)]

1. If the member's performance is such that disciplinary action or termination may be appropriate, the member can be required to contact and participate in (or complete) the EAP as a condition of continued employment. The criteria for this type of mandatory referral is one or a combination of the following:

   - A serious decline in the member's work performance.
   - Continued performance issues or deficiencies after this has been documented in the member's performance evaluation and the member has been counseled.
   - A series of incidents which indicate the possible presence of a personal problem.
   - As part of a disciplinary action approved by the Sheriff.

2. The member shall attend the assessment interview conducted by the EAP counselor and shall sign a release that authorizes the Human Resources Director or designee to receive progress reports and treatment recommendations.

   a. If the EAP counselor recommends continued treatment, the member must attend all such appointments until authorized to discontinue by the Human Resources Director or designee.

   b. The general nature of the problem or diagnosis will be shared with the Human Resources Director or designee and the member's supervisor.

3. Participation in the EAP shall not excuse the employee from normal disciplinary proceedings or from abiding by the agency's written directives.

4. If a member chooses not to follow through with the recommendations of the EAP counselor including a recommendation for further counseling or treatment, and the member fails to improve performance, disciplinary action or termination may result.

F. GUIDELINES FOR SUPERVISORS

1. The following is a practical guideline for implementing the EAP policy and procedures. The decision to refer an individual shall be based on evidence of deteriorating or unsatisfactory job performance. Job security or promotional opportunities normally will not be jeopardized solely based on an EAP referral.

2. Observe job impairment as demonstrated by excessive absenteeism, decreased productivity, unsatisfactory job performance, misconduct or inappropriate behavior, policy or procedural violations, safety violations or other problems.

3. **DOCUMENTATION**

   a. Data which is collected should be as specific as possible and centered on job performance or any unusual behavior on the job. Recurring patterns are to be noted. Observations or documentation should go on over a period of time.

   b. Collection of data enables the supervisor to make a fair and impartial assessment of job performance.

   c. The supervisor assesses performance and, when appropriate, refers the member to the EAP.

4. **ADDRESS AND SUPPORT THE SUBORDINATE**

   a. While supervisors do counsel employees on work performance issues, the supervisor should not try to analyze the cause of the employee's performance problem.

5. **DISCUSS ISSUE WITH SUBORDINATE**

   a. Ensure absolute privacy in discussing issues of this nature with the member.

b. Preface the discussion of performance deficiencies by emphasizing to the member that VSO recognizes their value to the agency.

c. Be straightforward; discuss with the member the specific deficiencies of performance.

d. The supervisor should base the discussion on the member's job performance – not the person.

6. **MAKING THE REFERRAL**

a. If the member confirms the performance deficiencies are related to personal issues and are not work-related, avoid personal involvement in the problem. If the member appeals to the supervisor for advice, the supervisor shall refer the member to the EAP.

b. If the member is being mandated to attend EAP (as compared to voluntary participation), contact the Human Resources Director or designee to arrange for the referral and provide the Human Resources Director with all written documentation regarding why such a referral is necessary.

7. **FOLLOW UP ON REFERRAL**

a. The supervisor's role remains the same after the member completes the program. Monitor the performance. Give credit when due; identify errors and omissions.

b. If supervisors encounter any problems or have any questions, they should contact the Human Resources Director or designee.

IV. REFERENCES

- Cigna EAP 24/7 support: (877) 622-4327 or (800) Cigna24

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-024-01**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **COLLECTIVE BARGAINING**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to outline the role of the Volusia Sheriff's Office (VSO) as it applies to the collective bargaining process.

II. DISCUSSION

The Sheriff or designee is directly involved with the collective bargaining process. Other employees as well as individuals from outside the VSO also participate. It is important that employees and management have ground rules decided in advance, negotiations are based on "good faith" and the VSO complies with the negotiated agreements.

III. POLICY

It shall be the policy of the VSO to actively participate in the collective bargaining process, in "good faith" and to review and amend when necessary written general orders and procedures to coincide with and ensure that the agreement is met in spirit as well as in technical compliance.

It shall further be the policy of the VSO to familiarize all supervisors and management personnel with the terms of the agreement affecting personnel under their supervision.

IV. PROCEDURE

A. DESIGNATED REPRESENTATIVES

1. The final authority to approve a negotiated agreement rests with the Sheriff. The designated representatives of the VSO authorized to negotiate with the employees' bargaining unit is the Sheriff or their non-bargaining unit designee.

B. EMPLOYEE BARGAINING UNIT

1. The VSO recognizes the collective bargaining unit selected by covered members as the exclusive bargaining representative of all covered sworn law enforcement officers in the VSO, excluding:
   - The Sheriff;
   - The Chief Deputy, Division Chiefs, Captains, Lieutenants, Professional Standards Section personnel, Reserve Deputies, and non-sworn personnel.

C. BARGAINING PROCEDURES

1. The VSO shall negotiate in "good faith", participate in negotiations with fairness and impartially and shall try to resolve differences and come to a mutual agreement.
2. Impasse-resolving procedures are established and described per Florida Statutes, Chapter 447.

3. It is the right of the public employer to determine unilaterally the purpose of each of its components, set standards of service to be offered to the public and, exercise control and discretion over its organization and operations. It is also the right of the public employer to direct its employees, take disciplinary action for proper cause, and relieve its employees from duty because of lack of work, or for other legitimate reasons.
4. The exercise of these rights shall not preclude employees or their representatives from raising grievances, should decisions on the above matters have the principal consequence of violating the terms and conditions of any collective bargaining agreement in force or any civil or career service regulation.
5. The negotiated agreement between the VSO and the bargaining unit shall be in writing.
6. After the agreement has been signed, the Sheriff shall, during a staff meeting, inform management personnel of the terms of the agreement affecting personnel under their command.
7. The VSO shall obtain and disseminate a copy of the signed written agreement to all Sergeants and above and it shall be their responsibility to adhere to the provisions encompassed by the terms therein. An electronic copy will be posted and maintained on the Agency's intranet.

D. AGREEMENT CONDITIONS

1. The VSO shall compensate employees serving as official bargaining representatives during the bargaining process.
2. The size and composition of the bargaining unit are determined by the agreement and include:
    - The president of the employee organization and their bargaining unit employee
    - The Sheriff or their (non-bargaining unit) designee
3. The release of information to the press shall be in compliance with the Public Information Laws of the State of Florida and Fla. Stat. § 447.605, Public Meetings and Records Law; however, by mutual agreement no press release will be issued by either party unless agreed upon mutually or an impasse occurs.
4. The methods for resolving conflicts are established and described in Florida Statutes, Chapter 447.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 22.3.1
- 22.3.2

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-025-01**	**Distribution** All Personnel	**Reissue/Effective Date** 04/06/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 11/01/2021
Title **GRIEVANCES AND APPEALS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish the policy and procedure for employee complaints, grievances and appeals in accordance with the Volusia Sheriff's Office (VSO) general orders, rules and regulations.

II. DISCUSSION

It is an ongoing commitment on the part of all VSO employees to provide efficient and continuous service to the citizens of Volusia County. Positive employee morale is an important factor in maintaining a high level of public service, and the efficiency and productivity of the organization are measured in part by the employee's helpful attitude about the organization and their willingness to work cooperatively with other employees and supervisors.

Procedures in this chapter are established to provide an orderly and expeditious method for resolving problems. Problems which may arise from working relationships and conditions need a process by which employees may acquire some degree of understanding. These procedures can be a guide for problem solution prior to having a negative impact that effects the work environment. The VSO will provide a work environment that allows the greatest amount of employee proficiency, through employee satisfaction and production. The primary purpose of these procedures is for the employee to have an opportunity to seek understanding and solutions to issues. The VSO encourages discussion between employee and supervisor. This will tend to identify and eliminate conditions which may cause misunderstanding and grievances. Supervisors and employees recognize the true purpose of these procedures is promoting the VSO effectiveness.

Grievances and appeals constitute channels of communication, informing supervision and management about things which employees feel strongly. It is advantageous to the VSO to make it an easy process to present grievances and appeals. Employees shall be encouraged not only to present their grievances or appeals, but also to present them while they are still "warm".

III. POLICY

Every complaint and grievance shall be received, heard, considered, and utilized to improve mutual understanding and relationships. Every reasonable effort shall be made to define the problem that lies behind the situation and to consider what constructive steps can be taken to solve it.

IV. DEFINITIONS

Collective Bargaining Agreement (CBA) – A written legal contract between an employer (Volusia Sheriff's Office) and a union representing the employees (International Union of Police Associations, IUPA).

Discipline Appeals Board – A board consisting of one (1) Captain, one (1) Lieutenant, and one (1) Deputy or Sergeant. The board hears appeals from employees covered by the collective bargaining agreement for discipline consisting of suspensions exceeding forty (40) hours, demotions, and terminations.

Employee Organization – The recognized bargaining representative for all sworn full-time Deputy Sheriff's in the Volusia Sheriff's Office in the classifications of Deputy and Sergeant, excluding Internal Affairs Officers.

V. PROCEDURE

A. COMPLAINTS

1. A complaint is an employee statement of dissatisfaction about some action, event, or condition in the work environment which is meaningful to the extent the employee feels it is necessary to make it known to others.
2. Complaints are always significant even though the meaning may not be clear to the supervisor. If unhappy employees cannot find a place to resolve their frustrations, the results may well escalate into a grievance. Supervisors, therefore, have a special responsibility to be available to their employees, sensitive to the problems and frustrations they may be experiencing, and to help alleviate the cause if possible.
3. Any complaint should be made verbally to the immediate supervisor. The complaint shall be dealt with informally. The reply will normally be verbal.
4. If unresolved, the employee may request a conference with the next level of supervision within their chain of command.

B. GRIEVANCES

1. A grievance is a complaint that has not been resolved at the informal level.
2. An awareness of the underlying grievance cause and prompt resolution of these causes is mandatory for effective, harmonious employee relations and effective organizational performance. A grievance procedure has been established to effect this purpose equitably and promptly.
3. **WHO MAY FILE A GRIEVANCE**
   a. All employees have the right to use the VSO grievance procedure. They may do so without fear of reprisal, restraint, coercion, or discrimination.
4. **MATTERS GRIEVABLE**
   a. Any unresolved complaint actual or supposed in circumstance, specifically identified as an event, action, or condition in the work environment, relationship, or condition in the work environment which is meaningful to an employee may be subject to the grievance procedure.
5. **MATTERS NOT GRIEVABLE**
   a. The following matters are not grievable:
      - Establishment and revision of wages or salaries and concomitant pay raises;
      - Performance evaluations;
      - Position Classifications;
      - Job Postings;
      - General Benefits;
      - Complaints, objections, or questions relating to the establishment, content or revision of agency rules, regulations, or policies, or to their substantive content;
      - Failure to promote;
      - Termination, layoff, demotion or suspension from duties because of lack of work, reduction in work force, or job abolition;
      - The hiring, promotion, transfer, assignment, and retention of agency employees;
      - Sexual harassment, ADA, EEO and others where a separate process is provided.
6. **TIME LIMITATIONS**
   a. If the employee fails to observe the time limits established for each step, it shall be assumed that the grievance is satisfied or abandoned.

b. Should supervision or management fail to observe the time limits within each step, the employee may immediately advance the grievance to the next step.

7. **EMPLOYEE REPRESENTATION**

a. Employees may be represented in presentation of a grievance at all procedure levels by a person of their choice, who may be any other employee.

8. **GRIEVANCE SUBMISSION**

a. An employee shall submit their grievance utilizing the Report of Grievance, VSO Form # 010791.001 to document and control the grievance. The form must contain or have appended to it a statement of the grievance and the fact(s) upon which it is based; the allegation of the specific wrongful act, harm done and the remedy or adjustment sought.

b. The employee shall be supplied with a copy of the completed form.

9. **SUPERVISOR'S ACTION**

a. The first level supervisor shall document the time and date the grievance was received and forward a copy directly to the Administrative Services Division Chief with copies to those in the chain of command. The Administrative Services Division Chief will provide a copy of the grievance to the Human Resources Director.

b. At each step, supervisors shall acknowledge receipt of the grievance noting the date, time, and person receiving the complaint. After thorough analysis of the facts and allegations, the supervisor shall affirm or deny the allegation(s) and identify the remedy or adjustment(s) in writing and forward the response to the Administrative Services Division Chief.

10. **ADMINISTRATION**

a. The grievance procedure is a formal effort requiring certain documentation capable of providing information with the potential for training opportunities, a level of understanding to a solution, or correcting deficiencies in the VSO.

b. The Administrative Services Division Chief shall provide the necessary administrative support and liaison with the VSO Human Resources Section as may be necessary to facilitate the process.

c. The Human Resources Director shall ensure each step of the process has been properly documented and shall establish and maintain a file of all documented complaints and grievances.

d. During and after the grievance process, the Human Resources Director shall act as coordinator of the grievance procedure and as the VSO custodian of grievance documents.

e. Grievance files and records shall be maintained in a secure area within the office of the Human Resource Director, not accessible to unauthorized personnel.

f. Grievance records may be purged in accordance with the State of Florida General Records Schedule GS1-SL for State and Local Government Agencies governing their disposal.

g. The Human Resources Director shall submit to the Sheriff a documented annual analysis of the complaints and grievances that have been filed. The purpose is to detect trends or identify deficiencies that may be corrected to minimize the causes for such future grievances.

11. **GRIEVANCE STEPS FOR ALL EMPLOYEES**

STEP I – The employee shall first take up their grievance with their immediate supervisor within ten (10) calendar days of the occurrence of the event(s), which gave rise to the grievance. If the event(s) which gave rise to the grievance occurred at a time when the employee was on annual leave, sick leave, or other compensated leave, the ten (10) calendar day period shall commence running immediately upon the employee's return from such compensated leave. The first step (between the employee and their immediate supervisor) shall be on an informal and oral basis and shall not involve any representative of the employee, including the Employee Organization for those employees covered by the collective bargaining agreement.

STEP II – Any grievance which cannot be satisfactorily settled with the immediate supervisor shall be reduced to writing on the designated form *(Report of Grievance, VSO Form # 010791.001)* by the employee and shall next be taken up with their Captain or Section Director, whichever is applicable. Such grievance shall be presented to the Captain or Director in writing within ten (10)

calendar days of the completion of Step 1. The Captain or Director shall, within ten (10) calendar days after presentation of the grievance (or such longer period of time as is mutually agreed upon), render a decision on the grievance in writing.

STEP III – Any grievance which cannot be satisfactorily settled with the Captain or Director shall then be taken up with the Sheriff or designee, either through the employee and a representative or by the employee at the employee's option. The grievance as specified in writing in Step 2 shall be discussed by and between the employee (or the employee and a representative) and the Sheriff or designee within ten (10) days after the completion of Step 2. The Sheriff or designee shall within ten (10) days after this discussion (or such longer period of time as is mutually agreed upon), render a decision in writing. If the grievance involves an employee covered by the collective bargaining agreement or the Employee Organization a copy of the Sheriff's decision shall be sent to the Employee Organization.

12. Where a grievance is general in nature in that it applies to a number of employees rather than a single employee, or if the grievance is directly between the Employee Organization and the Sheriff's Office, such grievance shall be presented in writing directly to the Sheriff within ten (10) days of the occurrence of the event(s) which gave rise to the grievance. The aggrieved employee or the representative of the Employee Organization shall sign the grievance. Thereafter, the grievance shall be processed in accordance with the procedures set forth in Step 3.

13. The Sheriff's decision is final for all grievances not involving employees covered by the collective bargaining agreement or the Employee Organization. For grievances that remain unresolved after Step 3 involving employees covered by the collective bargaining agreement or the Employee Organization the arbitration procedure found in the collective bargaining agreement may be implemented.

C. PROCEDURAL DUE PROCESS FOR DISCIPLINE (EMPLOYEE'S COVERED BY THE COLLECTIVE BARGAINING AGREEMENT)

1. For employees covered by the collective bargaining agreement, the disciplinary appeal process shall be the process described in the collective bargaining agreement.

    a. Employee Performance Notice (EPN) and Letter of Reprimand (LOR) may be appealed to the employee's Division Chief or designee, whose decision is final.

    b. Suspensions of up to forty (40) hours may be appealed to the Chief Deputy or designee, who's decision is final.

    c. Suspensions exceeding forty (40) hours, demotions, and terminations may be appealed to the Discipline Appeals Board, which shall make a recommendation to the Sheriff. The Sheriff's decision is final.

D. PROCEDURAL DUE PROCESS FOR ADVERSE PUNITIVE ACTIONS (EMPLOYEE'S NOT COVERED BY THE COLLECTIVE BARGAINING AGREEMENT)

1. Whenever the Sheriff proposes or takes an action that suspends, reduces pay, demotes, or terminates an employee's employment status (Adverse Punitive Action), the Sheriff shall afford the employee procedural due process. Procedural due process shall include:

    - A written statement of the reasons for a proposed action (Notice of Intent) and an opportunity to reply before an action is taken.
    - The employee may request a meeting to discuss the proposed adverse disciplinary action with the Sheriff. This request must be made within three (3) business days (Monday-Friday, excluding Holidays), of receiving the Notice of Intent.
    - After meeting with the employee, the Sheriff will determine whether to impose the original discipline, decrease the initial discipline, or dismiss the discipline.
    - Notification of the action taken (Notice of Final Action), the reasons for the action stated in sufficient detail for a full and complete understanding.
    - The Sheriff's decision is final.
    - Nothing herein is intended to create a property right in employment.

2. **REPRESENTATION**

   a. Any party or person appealing to the Sheriff shall have the right to be accompanied or represented by an attorney or other representative. Any designated attorney or representative should file a notice of representation with the VSO Human Resources Section as soon as possible after being so designated. If the representative is a VSO Employee, they will be required to utilize leave time during the process.

3. **APPEAL**

   a. If a Deputy believes they have been terminated in violation of Fla. Stat. § 30.076 they have the right to appeal following the guidelines as outlined in the statute.

   b. The deputy has ten (10) working days to request a hearing in writing to their immediate supervisor after receipt (Notice of Final Action).

   c. A review board will be established, and a hearing occur following the guidelines as outlined in Fla. Stat. § 30.075.

VI. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 22.4.1
- 22.4.2
- 22.4.3
- 26.1.6

VII. FORMS (Click here to access forms)

- Report of Grievance, VSO Form # 010791.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-026-01**	**Distribution** All Personnel	**Reissue/Effective Date** 10/24/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 04/02/2024
Title **DISCIPLINARY PROCEDURES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE [CALEA LE 26.1.4]

The Volusia Sheriff's Office (VSO) discipline general order and procedures are designed to provide a structured corrective action process to improve and prevent a recurrence of negative employee behavior and performance issues.

II. DISCUSSION

Discipline is often thought of in a limited sense as meaning punishment or penalty, a negative connotation. However, discipline also means instructing, teaching, and training. Its main purposes are facilitating coordination of effort, developing self-control and character, and fostering orderliness and efficiency. One of the primary measures of the level of discipline within a law enforcement agency is the orderliness with which it operates. This policy includes steps leadership is expected to follow in disciplining an employee for poor performance or bad behavior. They are intended to be fair and allow the employee the opportunity for improvement where possible.

III. POLICY

It shall be VSO policy that discipline shall be characterized as corrective rather than punitive and that disciplinary action is but one of the elements of an overall program to educate VSO employees and promote proper conduct.

IV. PROCEDURE

A. GENERAL

1. **PROGRESSIVE DISCIPLINE** [CALEA LE 26.1.5]

   a. When circumstances permit, supervisors are encouraged to pursue a philosophy of "progressive discipline" by gradually administering increasing disciplinary actions for each successive instance of employee misconduct. Each level of progressive discipline shall be fully documented. A repeat of the same offense or commission of another serious offense indicates that more severe disciplinary measures should be administered. It is further provided that certain offenses are of such serious nature that dismissal upon the first offense is applicable. [CALEA LE 26.1.5]

   b. **TIME CONSIDERATIONS**

      (1) After two (2) years from the date of issuance, employee performance notices (EPN)/counseling and letters of reprimand (LOR)/reprimands may not be considered for progressive discipline.

2. **CONSISTENCY**

a. Although internal consistency in administering discipline is desirable, numerous factors should be considered in determining the appropriate level of discipline to be assessed at each successive step. Some factors involved include, but are not limited to, length of service, time intervals between offenses, effectiveness of prior disciplinary actions, willingness to improve, overall work performance, job attitude, and disciplinary actions previously administered to other comparable members or employees for similar offenses.

3. **APPLICATION**

a. All employees are expected to abide by Sheriff's orders, VSO policies, procedures, rules, and regulations stated in the general orders or elsewhere and may be punished for any act or omission constituting a violation.

4. **AUTHORITY** [CALEA LE 26.1.5]

a. The Sheriff may reprimand, suspend, demote, or dismiss any VSO employee for violating any provision of this manual. Nothing contained herein shall limit the Sheriff's right, power, and authority to take whatever disciplinary action is deemed appropriate under given circumstances.

b. Recognizing each instance of misconduct differs from somewhat similar actions in many respects, the Sheriff retains the right to treat each occurrence individually.

c. Persons holding the rank of Assistant Chief or above may impose discipline of any severity, up to and including termination. Assistant Chiefs or higher ranks may delegate their authority to a Captain, or equivalent, who is in charge of a section or unit.

d. Persons holding the rank of Captain or equivalent may impose discipline up to and including suspension.

e. Persons holding the rank of Sergeant, Lieutenant, or equivalent may impose discipline up to and including a letter of reprimand (LOR).

5. **COUNTERMANDING GENERAL ORDERS**

a. The Sheriff may, at their discretion, authorize the suspension of rules, orders, procedures, or general orders of the VSO when necessary for covert investigations or to achieve VSO objectives.

b. Division Chiefs, Captains, and Section Directors or designees may suspend or countermand a rule, order, procedure, or general order only when failure to do so would obstruct the achievement of objectives or otherwise be adverse to the VSO. In such cases, a written explanation will be immediately forwarded to the Sheriff.

6. **DISCRIMINATION** [CALEA LE 26.1.5]

a. Supervisors shall be guided by and scrupulously adhere to the provisions of the Civil Rights Act of 1964 (as amended), the Age Discrimination in Employment Act of 1967 (as amended), Florida Civil Rights Act, Americans with Disabilities Act, and all other applicable federal and state laws, as relates to safeguarding of employees from discrimination in the disciplinary process.

B. DISCIPLINARY ACTIONS

1. Ordinarily, disciplinary action will be progressive, beginning with the least severe action reasonably expected to be effective and escalating to more severe forms, if necessary. There are three levels of disciplinary action:

a. Non-punitive actions are intended to correct employee deficiencies in performance or conduct by counseling, teaching, and training without conveying any negative sanctions.

b. Non-adverse punitive actions are in the form of the employee performance notice (EPN) or letter of reprimand. Both are in writing and provide formal documentation of employee behavior.

c. Adverse punitive actions are those actions that result in an employee suffering an involuntary reduction in pay or status and are the most serious of disciplinary actions. Such actions include reduction in salary rate, suspension, demotion, and dismissal.

2. **NON-PUNITIVE DISCIPLINARY ACTION** [CALEA LE 26.1.4 (b)]

a. It shall be policy to use non-punitive disciplinary measures whenever possible to resolve disciplinary problems. Often, a marginal employee can be motivated better by counseling or training rather than punitive measures. It is the responsibility of every supervisor and commanding officer to recognize situations where non-punitive measures may be preferable to punitive disciplinary measures.

b. **COUNSELING**

(1) Supervisors are responsible for providing appropriate counseling when there is a recognizable problem with an employee's performance or behavior.

(2) Effective counseling provided in a timely manner can avert the need for the vast majority of disciplinary actions.

(3) Supervisors must recognize situations beyond their expertise as it relates to any professional counseling that may be indicated in dealing with serious emotional problems associated with:

- Domestic difficulties;
- Physical or psychological illness;
- Alcohol or other substance abuse.

(4) Supervisors should counsel the employee to seek professional assistance. If the employee fails to voluntarily seek help, the supervisor (with command concurrence) may require the employee to attend the Employee Assistance Program.

(5) Second counseling for the same problem might be more suitably conducted by the first-line supervisor's Division Chief or Captain to attach an appropriate level, degree of seriousness, and severity to the counseling.

c. **REMEDIAL TRAINING** [CALEA LE 26.1.4 (a), 33.1.5 (a)]

(1) Supervisors shall provide qualified instruction to assist employees in overcoming a noted deficiency. This instruction must be appropriate and not detract excessively from other supervisory responsibilities.

(2) If the instruction required to remedy a deficiency is beyond supervisory capacities, the employee may be required to complete an in-service training program successfully. The program shall be designed to fit specific job requirements or individual needs. When possible, the VSO in-service training program should be utilized.

(3) Supervisors shall document the need for remedial training. A request shall be submitted via the chain of command requesting remedial training using the following criteria:

- Repeated demonstration by the employee indicating the need for additional training;
- Request from the employee for additional training (known deficiency);
- Emergency Vehicle Operations Course (EVOC) training after an employee has an at-fault accident;
- Training as a result of disciplinary action in which the employee did not adhere to policy;
- Firearm’s qualification failure.

(4) Should in-service training not address the specific problem or not be available in a timely fashion, employees may be required to successfully complete training by an outside source.

(5) Remedial training must be documented. Informal remedial training shall be documented in the employee's field file, with formal (in-service, outside source) training also documented in the employee's VSO personnel file.

3. **NON-ADVERSE PUNITIVE ACTIONS** [CALEA LE 26.1.4 (c)]

a. If non-punitive efforts are unsuccessful in resolving the problem, then more serious corrective action is indicated. Non-adverse punitive disciplinary actions are the employee performance notice and letter of reprimand.

b. **EMPLOYEE PERFORMANCE NOTICE (EPN)/VERBAL REPRIMAND/COUNSELING**

(1) Whenever grounds for disciplinary action exist and the supervisor determines that the incident, action, or employee behavior is such that more severe disciplinary action is not immediately necessary, the supervisor should communicate the deficiency to the employee, the supervisor's observation of the problem and offer assistance in correcting the situation.

(2) An employee performance notice is generated and delivered to the subject employee through the BlueTeam software application. The subject employee shall acknowledge receipt of the employee performance notice by typing their name and DID into the subject box. The employee performance notice is then routed through the chain of command in the BlueTeam application. The subject employee shall be informed prior to receipt that any comments they wish to have included regarding the employee performance notice shall not be typed in the acknowledgment comment box, *only their name and departmental identification number (DID)*.

(3) The finalized employee performance notice is stored in the IAPro software application.

(4) When an employee performance notice is given, the supervisor shall submit it via BlueTeam to show the date and nature of the reprimand.

(5) The EPN is the only non-adverse punitive action not requiring documentation in the employee's official personnel file maintained by the Human Resources Director.

(6) Depending on the circumstances or seriousness of the offense, normally, no more than two (2) employee performance notices should be given to an employee for the same type of offense, after which a more severe type of disciplinary action should be taken. Whenever possible, however, sufficient time for improvement should be allowed before further or more severe action is taken.

(7) The employee performance notice shall be utilized to document the deficiency or deficiencies and requires the signatures of both the supervisor and the employee.

(a) The employee's signature does not imply agreement or disagreement with the contents. The signature indicates only that the employee has read or has been given the opportunity to read the employee performance notice.

(b) Employees may submit a written response to be included and filed with the employee performance notice within ten (10) days of the employee's acknowledgment of the employee performance notice. Employees may submit either a written or electronic (email) response to the disciplining authority through the chain of command. The response will be forwarded to Internal Affairs for inclusion in the finalized employee performance notice document within the IAPro software application.

(c) If the employee refuses to sign, the supervisor will note and record the reason or reasons given.

(d) Failure to sign the employee performance notice constitutes insubordination and will result in disciplinary action in accordance with general order *GO-026-02 Standards of Conduct*.

c. **LETTER OF REPRIMAND (LOR)/WRITTEN REPRIMAND**

(1) When the supervisor determines the deficiency is significant or repetitive, a letter of reprimand shall be addressed to the employee when appropriate and necessary. It shall include the charge, the specific behavior, the dates of the behavior (where appropriate), a warning that continuance of the behavior will result in more severe disciplinary action, an offer of assistance in correcting the behavior, circumstances affecting the severity of the discipline, and advice on the right of appeal through the grievance procedure.

(2) A letter of reprimand is generated and delivered to the subject employee through the BlueTeam software application. The subject employee shall acknowledge receipt of the letter of reprimand by typing their name and DID into the subject box. The letter of reprimand is then routed through the chain of command in the BlueTeam application. The subject employee shall be informed prior to receipt that any comments they wish to have included regarding the letter of reprimand shall not be typed in the acknowledgment comment box, *only their name and departmental identification number (DID)*.

(3) The finalized letter of reprimand is stored in the IAPro software application and the subject employee's official personnel file.

(4) Failure to acknowledge receipt of the letter of reprimand constitutes insubordination and will result in disciplinary action in accordance with general order *GO-026-02 Standards of Conduct*.

4. **ADVERSE PUNITIVE ACTIONS** [CALEA LE 26.1.4 (c)]

a. Adverse punitive actions are actions wherein the employee suffers an involuntary reduction in pay or status. Such actions include reduction in salary rate, demotion, suspension, and dismissal.

b. Demotions resulting from organizational changes, reductions in force because of lack of funds, rejections of probation, classification studies, and the voluntary initiative of an employee are not adverse actions for disciplinary reasons.

c. **ADVANCE NOTICE REQUIRED**

(1) The Sheriff or designee shall provide an employee with a written Notice of Intent describing the charge and its effective date at least three (3) working days in advance of the proposed effective date of any adverse action.

(2) The statement of charges shall fully explain the reasons for the proposed action. The Notice of Intent shall also fully explain the employee's right to respond to the charges within three (3) working days after receipt.

d. **NOTICE OF FINAL ACTION**

(1) If there is no response or the response is inadequate to alter the proposed action, the Sheriff shall provide a Notice of Final Action and proceed with the action.

(2) Dismissal of an employee requires the inclusion of the following written statements in the notice of final action: [CALEA LE 26.1.7 (a, b, c)]

- A statement citing the reasons for the dismissal;
- The effective date and time of the dismissal;
- The status of any retirement or fringe benefits the employee may be eligible for after dismissal.

(3) After final notice for adverse action, a Personnel Action Form shall be prepared to finalize the action.

e. Adverse punitive actions in order of increasing severity are:

(1) Suspensions;

(2) Reduction in pay;

(3) Demotion;

(4) Dismissal.

f. **SUSPENSIONS**

(1) The Sheriff or designee has the authority to suspend an employee with or without pay based on the facts and circumstances of the event.

(2) **EMERGENCY SUSPENSION**

(a) A supervisor may immediately suspend with pay an employee when an emergency exists, making immediate suspension of the employee necessary before chain of command concurrence can be obtained. Emergencies are preserving the health and safety of the employee or others and continuing vital services to the public or a VSO function without serious disruption. The suspension period may not exceed one (1) day.

(b) Supervisors exercising this option must report the emergency suspension in writing through chain of command to the Sheriff for concurrence as soon as possible and practical. The report shall also contain the disciplinary action (if applicable) recommended by the supervisor. Circumstances that may justify an emergency suspension are:

- **Insubordination** – When the employee is or has been insubordinate and when such insubordination may cause immediate problems
- **Unfit for duty** – When the employee has reported for duty under the influence of an intoxicant or drug, consumes an intoxicant or drug while on duty, or their physical or mental faculties are so impaired as to create an unsafe condition for whatever reason.
- **Criminal Act** – Whenever there is probable cause to believe the employee was or is involved in a criminal act

(3) **EMPLOYEE UNDER SUSPENSION**

(a) When a VSO employee is suspended without pay for disciplinary action, the Sheriff or designee may afford the employee an opportunity to serve the suspension by one of the three methods:

- Do not report to work for the specified time and do not receive compensation for those hours.
- The employee may surrender accrued leave time to satisfy the suspension. In lieu of serving the suspension without pay for its entirety, the Sheriff or designee may allow the employee to use their personal leave to satisfy up to a maximum of sixty hours (60) throughout their employment. The employee will notify their supervisor of their desire to utilize leave time. The supervisor will notify the payroll department, and the leave time will be deducted from their balance. The employee will report for work as usual in lieu of suspension. Example: An employee is suspended for eight (8) hours, and the Sheriff allows them to use eight (8) hours of personal leave to satisfy the suspension. The employee may use up to fifty-two (52) additional personal leave hours to satisfy future suspensions at the Sheriff's or designee's discretion.
- The Sheriff or designee may allow the employee to use a combination of leave time and time off without pay to satisfy the suspension.

(b) The Sheriff has the final decision as to how the employee will serve the suspension.

(c) A day of suspension is calculated at eight (8) hours for all VSO employees.

(d) The employee may be required to surrender the following VSO equipment: vehicle, gas card, cellular telephone, weapons, badges, and credentials. The employee is prohibited from wearing any part of the VSO uniform or any clothing that identifies the employee as a member of the VSO and shall not exercise the authority of their office.

(e) The date that the suspension will be taken will be determined after consulting with the employee. Care shall be taken to avoid scheduling the suspension during a pay period that includes a holiday. Final approval will be made by the Sheriff or designee.

(f) The suspended employee is prohibited from working any overtime during the pay period. Both VSO overtime and extra-duty details are prohibited. If a significant emergency arises which requires maximum operational manpower, Captains and higher ranks have the authority to recall a suspended employee to active duty.

(g) Employees will not work an alternative shift at straight time pay to circumvent the intent of a suspension. For example, a suspended Deputy who normally works Alpha shift will not be allowed to fill in on a Bravo shift to make up their time. A suspension covers the entire 24-hour period of the day assigned. A suspended employee shall not work any shift other than their normally assigned duties. At the end of the pay period, the employee's time card must reflect the normal work period less the scheduled suspension time, whether by pay or time usage. It remains the employee's responsibility to notify anyone scheduling work details or overtime that they are under suspension and not eligible to work.

(h) For suspensions thirty (30) days or longer, the employee shall pay the entire premium for the enrolled benefit options they choose to continue while

suspended. The employee must contact the Human Resources Director or designee for instruction on the process. Payment will be made by a method approved by the VSO. If the employee chooses not to pay the premium, there will be no coverage. If there is a lapse in benefit coverage, the employee must complete new benefit paperwork when they return to work. The employee may re-enroll in the same benefits prior to the suspension without pay.

(4) **RESTORATION TO ACTIVE DUTY**

(a) At the end of the prescribed suspension period, the employee shall be returned to active duty at their previous salary rate unless other disciplinary action affecting the position or salary has been taken.

(b) An employee under an emergency suspension should return to work at their next regularly scheduled tour of duty unless otherwise instructed by their supervisor.

(5) **REDUCTION IN PAY**

(a) Reducing an employee's pay within their grade to correct a problem concerning performance or conduct can be an effective disciplinary action. Whenever the Sheriff or designee determines that it is appropriate to the circumstances, an employee's pay may be reduced in order to influence an employee to improve performance or behavior.

(6) **DEMOTION**

(a) Demotions are extremely serious disciplinary actions and are usually confined to situations where the employee's performance is below the minimum requirements for the job. Upon review of the facts surrounding a given situation, the Sheriff or designee may determine that the demotion of an employee to a position in a lower pay grade is warranted and proper in an attempt to correct the situation.

(7) **DISMISSAL**

(a) Dismissal is the most severe disciplinary action that can be taken against an employee since it normally means permanent removal from VSO service. An employee may be dismissed when all reasonable attempts at corrective action have been ineffectual or when the seriousness of, and the circumstances surrounding, the offense leaves dismissal as the only feasible alternative.

5. **WRITTEN RESPONSE TO DISCIPLINARY ACTIONS**

a. Employees may file a written response to any letter of reprimand or other documents placed in the employee's personnel file as a result of supervisory action or citizen complaint. Any such written response shall be included in their personnel file together with the letter of reprimand or other documents against which it is directed.

C. SUPERVISORY RESPONSIBILITIES, INQUIRIES, AUTHORITY, AND ACCOUNTABILITY [CALEA LE 26.1.5]

1. First-line supervisors are crucial to the disciplinary process. They have the best opportunity to observe the conduct and appearance of employees in their charge and detect those instances when disciplinary actions are warranted.

2. **RESPONSIBILITIES** [CALEA LE 26.1.5]

a. Supervisors are responsible for, and have the duty to counsel, train, initiate punitive actions, and conduct inquiries into allegations of misconduct involving employees under their immediate command.

3. **INQUIRIES** [CALEA LE 26.1.5]

a. Supervisors are responsible for initiating prompt inquiries into all complaints of misconduct by their employees and conducting full inquiries into allegations of employee misconduct that may include, but are not limited to:

- Minor violations of policy and procedure;
- Allegations of rudeness to citizens;
- Insubordination;

- Tardiness or dilatory behavior.

b. Supervisors must be acutely aware of and explicitly follow general order *GO-052-01 Complaint Procedures* in conducting these inquiries to ensure their actions are timely, reasonable, consistent, and legal.

4. **DISCIPLINARY AUTHORITY** [CALEA LE 26.1.5]

a. Supervisors may issue employee performance notices, letters of reprimand, and make emergency suspensions (with pay) under the provisions of this general order.

b. Supervisors may make recommendations for more serious forms of discipline and may require an employee to obtain professional counseling or formal remedial training with the concurrence of their Division Chief.

5. **ACCOUNTABILITY** [CALEA LE 26.1.5]

a. Failure for a supervisor to initiate, conduct a thorough inquiry, or take proper corrective or disciplinary action when necessary is considered neglect of duty and will itself be subject to disciplinary action against the supervisor.

6. **OFFENSE CLASSIFICATION**

a. Violations of policy, procedure, rule, or regulation shall be grouped according to the nature of the offense and classified as:

- Neglect of Duty Offenses;
- Improper Conduct Offenses;
- Insubordination Offenses;
- Unlawful Conduct Offenses;
- Job Knowledge and Performance.

7. **DISCIPLINARY VARIANCE**

a. For each violation, consideration will be given to the severity of the misconduct and the factors listed in this general order. In each case where the recommended disciplinary action is modified, the reasons for such modification will be noted.

D. FAST TRACK DISCIPLINE (FTD) [CALEA LE 26.1.4 (a, b, c), 26.1.5]

1. Fast Track Discipline is available to employees who realize and voluntarily admit they committed a policy violation and wish to expedite the disposition of the matter. [CALEA LE 26.1.5]

a. Purpose of Fast Track Discipline:

(1) A formal investigation and disciplinary appeal can consume considerable time and resources.

(2) On a purely voluntary basis, the subject employee may wish to acknowledge having violated agency directives and then accept discipline rather than proceeding with a formal investigation and disciplinary process.

(3) Fast Track Discipline is designed to reduce the length of time it takes to complete an investigation.

(4) Fast Track Discipline may, if appropriate, be available to address all violations of the VSO General Orders, except a Criminal Conduct violation.

2. Procedures for Fast Track Discipline: [CALEA LE 26.1.5]

a. Phase 1 – Notification of the Complaint and the Fast Track Discipline Offer [CALEA LE 26.1.5]

(1) When a supervisor receives a complaint, they shall review the complaint. If the nature or facts of the allegation indicate that an FTD is the most appropriate means of handling the complaint, they will request approval through their chain of command to the Captain level or designee to offer FTD.

(2) FTD can be offered by the supervisor or requested by the employee.

(3) Once the supervisor offers the option of Fast Track Discipline, the employee must give their response in writing to the supervisor within five (5) days notice of the complaint to initiate the process.

(4) Upon written response from the subject employee, the supervisor will forward the response with their recommendation to the Sheriff or designee through the Chain of Command for their signatures and recommendations.

b. Phase 2 – Chain of Command Recommendations

(1) The subject employee's performance and previous discipline history with the agency shall be considered.

(2) The FTD will advance through the Chain of Command for signatures and recommendations and then return to the subject employee within ten (10) calendar days.

(3) The Sheriff or designee will review the FTD and recommendations and make the final decision on the appropriate discipline.

c. Phase 3 – Final Review and Acceptance of FTD

(1) The subject employee has five (5) calendar days to review the finalized FTD agreement recommendation.

(a) If the FTD agreement is not returned to the supervisor within five (5) calendar days, the employee will be deemed to have waived this process, and the investigation will proceed.

(2) By signing the FTD Agreement, the subject employee agrees that:

- The employee is participating in the FTD freely and without any expressed or implied threat, promise or intimidation.
- The employee does not wish to contest the factual allegations in the complaint.
- The employee waives any and all further actions concerning the investigation and discipline imposed through this agreement.
- The employee waives their rights under Fla. Stat. Ch. § 112, Part VI Law Enforcement and Correctional Officers.
- Discipline imposed as a result of any agreement may be considered in any future disciplinary action.
- If applicable, the employee must still participate in a witness interview concerning the same investigation involving another subject employee.

(3) A copy of the signed FTD will be sent to the:

- Subject employee;
- Appropriate Division Commander/Captain/Director;
- Professional Standards Section - Internal Affairs;
- Human Resources Section to be placed in the employee's discipline file.

(4) Once phase 3 is completed and agreed upon by the subject employee, the FTD is:

- Closed;
- Becomes public record;
- Available for inspection by employees and members of the public pursuant to established procedures.

3. A Fast Track Discipline agreement reached between the subject employee and the VSO shall not establish binding precedent on the Sheriff in other cases.

E. DISCIPLINARY RECORDS AND DOCUMENTATION [CALEA LE 26.1.8; TA 4.6.7]

1. Supervisors and commanding officers are responsible for properly recording or documentation of disciplinary actions. There are three (3) files wherein disciplinary action may be documented on an employee:

- **Field File** – All supervisors shall maintain a work history on each employee. This file is informal and intended to serve as a repository for information essential in providing a thorough supervisory knowledge of the employee. It shall contain notes and other documentation of employee behavior or performance to provide an accurate basis for employee performance evaluations or progressive disciplinary actions. The file is transferred with the employee when assigned a new supervisor. Information retention in this file is subject to the State of Florida General Records Schedule for Law Enforcement Records provisions.
- **Internal Affairs File** – Internal Affairs maintains this file for the Sheriff. This record consists of but is not limited to cases investigated that allege employee misconduct or violation of VSO policy. Records retention shall be in accordance with the State of Florida General Records Schedule for Law Enforcement Records.
    - Records of all punitive disciplinary actions and those non-punitive actions that may relate to formal counseling or training are included in this file. Records retention related to disciplinary actions shall be retained in this file in accordance with the State of Florida General Records Schedule for Law Enforcement Records.
- **Personnel File** – The Human Resources Section maintains the employee's official (master) Personnel File. It shall contain documentation of all punitive actions, except oral reprimands. Records retention shall be in accordance with the State of Florida General Records Schedule for State and Local Government Agencies.

V. REFERENCES

- **IUPA Collective Bargaining Agreement**

VI. FORMS (Click here to access forms)

- Fast Track Discipline, VSO Form # 123020.001
- Letter of Reprimand, VSO Form # 092997.15

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-026-02**	**Distribution** All Personnel	**Reissue/Effective Date** 08/02/2023
		Original Issue Date 01/05/2021	**Previous Revision Date** 03/12/2021
Title **STANDARDS OF CONDUCT [CALEA LE 22.2.5 (b), 26.1.1]**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to adopt and promulgate standards of conduct for Volusia Sheriff's Office (VSO) employees.

II. DISCUSSION

In the performance of duty to serve society, an employee of a law enforcement agency is often called upon to make difficult decisions. Discretion must be exercised in situations where the Deputy and civilian employee's rights, liabilities, and those of the VSO hinge upon good conduct and sound judgment. Some decisions are not easily made, and occasionally involve a choice, which may cause personal hardship or discomfort.

Deputies and civilian employees must be faithful to the oath of office, the principles of professional police service, and the objectives of the VSO. Personal motives must not be allowed to influence decisions and conduct in the discharge of duty.

All personnel, civilian or sworn, may find themselves at any given time in a character-defining situation. This is because these "choice points" articulate our personal values, clarify our character, and define our integrity. As public employees of the VSO, the use and application of good judgment, decency and common sense is expected both on and off duty and should be considered the cornerstone of public trust.

III. POLICY

It shall be the policy of the VSO that employees maintain command of temper, patience, and discretion. They shall not engage in any conduct which constitutes neglect of duty or which is likely to adversely affect the discipline, good order, or reputation of the VSO, even though such conduct may not be specifically set forth in this general order.

The "Law Enforcement Code of Ethics" established by the International Association of Chiefs of Police and presented in general order *GO-001-04 Oath and Code of Ethics* is hereby adopted as general guidance for, and the standard against which employee conduct is both expected and measured.

This policy identifies certain general and specific conduct that is prohibited for employees of the VSO. If a particular subject or offense is not addressed in this general order, the reader should consult the table of contents of this manual for direction to a more appropriate general order or applicable Standard Operating Procedures (SOP) manual.

Further, it is the policy of the VSO to provide ethics training to all personnel at a minimum biennially.

IV. DEFINITIONS

AMOROUS RELATIONSHIP – means a dating, sexual, physical, romantic, domestic cohabitation, or domestic partnership relationship and any other similar relationship that goes beyond professional consideration or friendship

V. PROCEDURE

A. GENERAL

1. This general order contains the VSO disciplinary rules and is applicable to all employees of VSO.

B. DISCIPLINARY RULES

1. The Sheriff may, reprimand, suspend, demote, or dismiss any employee of the VSO for violating any provision of this general order and nothing contained herein shall limit the right, power, and authority of the Sheriff to take whatever disciplinary action is deemed appropriate under given circumstances.
2. The VSO disciplinary rules are grouped by offense classification. These offense classifications are:
   - Neglect of Duty Offenses;
   - Improper Conduct Offenses;
   - Insubordination Offenses;
   - Unlawful Conduct Offenses;
   - Job Knowledge and Performance.
3. Any other conduct or action, on-duty or off-duty, of such seriousness that disciplinary action is considered warranted.

C. NEGLECT OF DUTY

1. Neglect of duty offenses include any act, failure to act or instance wherein an employee ignored, paid no attention to, disregarded, failed to care for, give proper attention to or carry out the duties and responsibilities of their position whether through carelessness, oversight or neglect.
2. **PERSONAL REQUIREMENTS**
   a. **Personal Appearance** – Employees shall maintain a neat, clean, and proper appearance in conformance with the grooming and dress requirements promulgated in general order *GO-022-06 Appearance, Uniforms and Equipment*
   b. **Identification to be Carried** – Sworn employees shall carry their badge and commission (ID Card) on their person at all times:
      (1) **Uniform On-Duty** – The VSO issued uniform provides for the prominent display of the agency badge and legal authority as a certified law enforcement deputy.
      (2) **Plain-Clothes On-Duty** – While in plain-clothes, deputies shall wear their issued badge in the badge holder attached to a break-away lanyard. The lanyard is to be worn around the neck so that the badge is prominently displayed at chest level.
      (3) **Exceptions** – During hazardous covert/undercover assignments or under special circumstances as authorized by the Division Chief, or designee.
      (4) **Off-Duty** – Sworn off-duty personnel shall have their badge and commission in their possession except when made impractical by the nature of their activities such as sports.
      (5) **Civilians** – Civilian personnel are prohibited from wearing any clothing that is issued strictly to sworn personnel and that bears the official law enforcement badge.
   c. **Deputies to Carry Firearms** – All Deputies shall carry on or about their person an approved firearm when on duty, except when otherwise ordered by competent authority. It is recommended, but not required, that Deputies carry an approved firearm when off duty except when made impractical by the nature of their activities such as sports.

d. **Care and Maintenance of Firearms** – Sworn personnel who are required to carry firearms in the performance of official duties shall maintain such firearms in a clean and serviceable condition while on duty.

e. **Residency Requirement** – All employees are required to reside in Volusia County within 90 days of initial appointment. This requirement may be waived by the Sheriff upon written request. All requests shall be handled on a case-by-case determination by the Sheriff. A copy of the written request and resulting determination shall be maintained in the individual's personnel file. Any change in residency outside of Volusia County shall require resubmission of a separate written request for waiver.

f. **Marital Status, Address, and Telephone Number** – Employees shall keep the VSO informed of their correct marital status, residential address, and telephone number. Sworn employees are required to have telephone service. Employees must report any change of address or telephone number within twenty-four (24) hours.

g. **Florida Driver License Requirements** – Any VSO member whose duties require a driver license shall maintain a valid driver license. Any VSO member whose driver license is suspended or revoked for any reason shall immediately notify the Sheriff in writing via the chain of command of the event and circumstances involved. This may be accomplished via interoffice memorandum or via email. A copy of the notification shall be forwarded to the Internal Affairs Office by the employee's Division Chief.

3. **REPORTING FOR DUTY**

a. **Absence from Duty without Proper Notification** – Employees shall report for duty in accordance with their assigned work schedules and shall not be absent from duty without supervisor's authorization or having made proper notification. Employees who are unable to report for duty due to illness or other emergency shall cause notification of their supervisor not less than one hour prior to scheduled reporting time, whenever possible.

b. **Failure to Report for Duty Due to Conduct** – Employees shall be circumspect in their private activities and shall not subject themselves to circumstances such that they are unfit or unable to report for duty at the designated time.

c. **Tardiness** – Employees shall promptly report for duty properly prepared at the time and place required by assignments or orders.

d. **Failure to Respond to a Subpoena** – Employees shall promptly report to the specified location at the time and date as required by civil or criminal subpoena without fail. Employees who are unable to respond to a subpoena because of sickness, injury, or other such causes, or because of conflict with another subpoena shall notify the Court Liaison.

e. **Court Attire** – Hearings before a Judge-only shall require uniform of the day; proceedings before a jury require Class A uniform. In the case of depositions or undercover assignments, employees may wear business dress attire consistent with the requirements established in general order *GO-022-06 Appearance Uniforms and Equipment*, under "Civilian Employees".

f. **Failure or Refusal to Work Overtime or Special Hours** – Employees shall report for duty or remain on duty, when scheduled to or assigned to work overtime, special events or special shifts.

g. **Misuse of Personal Leave Benefits** – Employees shall not feign illness or injury or falsely report themselves ill or injured or otherwise deceive any commanding officer or supervisor of the VSO as to the conditions of their health for purposes of avoiding normal duties through use of accumulated personal leave.

(1) If an employee is absent from duty due to illness for more than three consecutive calendar days, a doctor's verification of illness or a supervisor's verification of illness may be required upon returning to work.

4. **INJURY, DAMAGE, OR LOSS**

a. **Failure to Report Personal Injury** – Any personal injury, however slight, incurred on the job shall be reported to a supervisor. Any injury requiring professional treatment incurred off-duty shall be reported to an employee's supervisor or commanding officer as soon as practical.

b. **Failure to Report Loss of Equipment, Badge, or ID Card** – Employees shall immediately report the loss of badge, ID card, or other VSO equipment to a supervisor. A written report shall be made.

c. **Failure to Report Vehicle Accident** – Employees shall immediately report accidents in which they are involved with a VSO vehicle or equipment. Vehicle includes any form of sea, land, or air transport.

5. **DUTY REQUIREMENTS**

a. **Leaving Assigned Work Area** – Employees shall remain at or in assigned work areas or District during working hours, unless otherwise authorized by a supervisor.

b. **Horseplay or Other Distracting Activity** – Employees shall perform their duties in a conscientious manner and shall not engage in horseplay while on duty or at a VSO facility or work station and shall not distract others who are performing assigned duties.

c. **Abusing Meal or Rest Periods**

(1) Employees working an eight (8) or ten (10) hour workday are permitted one ten (10) minute rest period during the first half of their shift and one ten (10) minute rest period during the second half of their shift.

(2) Employees working a twelve (12) hour workday are permitted one fifteen (15) minute rest period during the first half of their shift and one fifteen (15) minute rest period during the second half of their shift.

(3) Employees may suspend work activities up to forty (40) minutes per workday for meal breaks. Employees, with supervisor's approval, may combine their rest periods for up to a one (1) hour meal break.

(4) Rest periods and meal breaks may be suspended or canceled depending on workload. Employees may be recalled to duty at any time when on break.

(5) Meal breaks or rest periods may not be taken during the last hour of the workday.

d. **Meal Break Attendance**

(1) Maximum attendance for Patrol Units and Civil Units at any public location/restaurant for meals shall be two Units and one Supervisor.

(a) Exceptions: When involved in training exercises, units may attend as a group.

(2) Supervisors and all deputies shall keep in mind appearance and public perception of the agency and should use good judgment when attending public/restaurant areas. Supervisors/Deputies shall be held accountable.

e. **Lotto/Lottery Ticket Purchases** – The purchase of Lotto/Lottery tickets while on duty or in uniform is not permitted.

f. **Inattention to Duties, Loafing, Sleeping** – Employees shall be attentive to job duties and shall not neglect work by inattention, loafing, or sleeping while on duty.

g. **Failure to Follow General Order, Standard Operation Procedure, or Order** – Employees shall adhere to all official general orders, standard operational procedures, and orders, and shall faithfully execute all the duties and responsibilities of their assigned position.

h. **Submission of Reports and Documents** – Employees shall originate, complete, and submit all reports and documents required in the execution of their duties prior to concluding a tour of duty except as authorized by a supervisor.

i. **Citizens' Complaints to be Recorded** – Employees shall courteously and promptly adhere to the policy and procedures provided in general order *GO-052-01 Complaint Procedures* for processing citizen complaints of alleged misconduct by VSO personnel.

j. **Employees to Monitor Radio** – Employees shall monitor the appropriate active talk group of the Communications Center when operating a radio-equipped vehicle, on or off duty.

k. **Employees to Respond to Radio Calls** – Employees shall respond promptly to radio calls when logged or listed in service by the Communications Center.

l. **Employees to Render Assistance On or Off Duty** – Sworn employees shall respond to calls for assistance from citizens and from other VSO personnel and shall take appropriate action in emergencies or criminal occurrences on or off duty. This includes assisting disabled motorists.

m. **Negligence, Not Endangering** – Employees shall not ignore or violate official general orders, orders, or supervisory instructions or knowingly fail to properly execute the duties and responsibilities of their assigned positions.

n. **Negligence Associated with Safety of Persons or Property** – Employees shall be attentive to job duties and shall not violate official general orders, orders, supervisory instructions, or knowingly refrain and cause another to refrain from the performance of lawful duties required for the safety of persons or property.

o. **Endangering Others Through Neglect** – Deputies shall take appropriate action in response to:

(1) Emergency situations where there is a known danger to the lives of others;

(2) In response to serious crimes. Particularly those of violent nature, which come to their attention on or off duty.

p. **Disregard for or frequent violations of safety rules** – Employees shall adhere to all safety rules or standards.

q. **Handling of Prisoners** – Deputies shall exercise proper care in the arrest, transportation, and detention of prisoners to prevent escape, injury to self or others, or damage to property.

r. **Search of Arrested Person** –Upon arrest, prisoners shall be searched carefully by the arresting Deputy and all weapons, contraband, or evidence shall be immediately confiscated. When a prisoner cannot be thoroughly searched before being turned over to a receiving Deputy, the arresting Deputy shall, without fail, notify the deputy receiving the prisoner.

s. **Cowardice** – Deputies shall perform their required duties and shall not avoid such duties because of fear, lack of courage or resoluteness. Deputies are not expected to enter imminently hazardous situations without assistance; however, they shall not fail to come to the aid of another member of the VSO who is already engaged in a hazardous situation.

D. IMPROPER CONDUCT OFFENSES

1. PERSONAL CONDUCT

a. **Personal Bearing** – Employees shall maintain a professional, businesslike appearance while on duty or in uniform. Slouching, standing with hands in pockets, leaning against structures, propping feet upon vehicles or other inappropriate objects is not permitted while in public view.

b. **Courtesy** – Employees shall be civil and respectful toward each other and toward the public in general. They shall be especially courteous to visitors, guests, speakers, and instructors.

c. **Use of Profanity** – Employees shall not use profanity, vulgarity in speech, or gesture in public or while representing the VSO.

d. **Rumors and Gossip** – Employees shall not engage in or convey gossip detrimental to other employees, the general public, VSO, or Office of the Sheriff.

Members of VSO shall cooperate with, support, and assist each other at every opportunity, and no member shall maliciously criticize the work or the manner of performance of any other member.

It shall be the duty of every VSO member to refrain from originating or circulating any malicious gossip to the intended detriment of VSO or any member there of.

e. **Neighborhood and Domestic Disputes** – Employees shall avoid official, personal involvement in neighborhood controversies, domestic or family disputes. Such disputes shall be investigated by impartial on-duty law enforcement officers. Deputies shall not attempt to exercise authority or to make arrest in their own quarrels but shall contact a superior officer, who shall cause the matter to be investigated and action taken by impartial law enforcement officers having no personal interest in the dispute.

f. **INVOLVEMENT IN CIVIL MATTERS**

(1) Employees shall not involve themselves in civil actions or disputes of other persons nor shall they presume to adjudicate any civil dispute or give advice in civil matters beyond referring parties to the proper agency or class of persons equipped to handle their problem.

(2) Any employee contemplating a civil action as plaintiff or having been named a defendant in a civil action arising from their official duties or capacity as an employee of the VSO shall immediately notify the VSO General Counsel.

(3) Employees shall not testify in civil cases not involving the VSO unless legally summoned.

g. **Association with Criminals** – Employees shall avoid regular or continuous association or dealings with persons who they know or should know are under criminal investigation or indictments, or persons who have a criminal or immoral reputation in the community, except as necessary in the performance of official duties. Immediate family members are exempt from this provision, providing the situation is immediately reported to the Sheriff.

h. **Association with Dissident Groups** – Employees shall not knowingly associate with any person or organization, which advocates, or is instrumental in fostering hatred or persecution of any person or group of persons, nor shall they knowingly associate with any person or group which advocates the overthrow of the United States Government. (Does not include those employees engaged in the investigation of said groups.)

i. **Participation in a strike, as defined by the Public Employees Relations Commission** – Any VSO employee participating in a strike, as defined in Fla. Stat. Ch. § 447, pt. II (Fla. Stat. § 447.201 et seq.), shall be subject to termination from VSO employment.

j. **Use of Blogs, Web Postings, Chat Rooms, etc.** – As an employee of the VSO, the use and application of good judgment, decency and common sense is expected both on and off duty. This expectation also applies while engaged in various computer activities both on and off duty. Participation in World Wide Web/Internet services such as Web postings, blogs, chat rooms, dating services, etc., should be carefully considered for proper personal conduct. Employees are not to use, or cause/authorize to be used, any official information, photographs, speech, or writings that identify them as a member of the VSO. Employees shall guard themselves accordingly and shall not participate in any conduct that is likely to have an adverse effect on the reputation of the VSO.

k. **Seat Belt Violations** –All VSO employees shall utilize seat belts when occupying any VSO vehicle, in accordance with Fla. Stat. § 316.614. All drivers of VSO vehicles shall ensure that any passenger, employee, or non-employee, is utilizing an installed seat belt, with the following exceptions:

(1) Prisoners transported in the rear of caged patrol vehicles or prisoner transport vans need not utilize seat belts.

(2) When there is a pre-existing injury or medical condition that may be aggravated by the use of seat belts, the Deputy shall provide documentation from a medical physician to their District/Section Commander.

This standard applies to the normal operation of a VSO vehicle and does not apply to situations where the use of seat belts would hinder apprehension or response to a particular call. Supervisors may grant exceptions for specific situations in which they deem efficiency of operations to outweigh the safety benefit. [CALEA LE 41.3.3]

l. **Reporting Arrests, Etc.** – Employees who are arrested, have been informed that they are a witness/subject/suspect in a criminal investigation, have been issued a criminal summons, notice to appear, traffic citation(s), or civil citation; have their driver's license suspended or have an active warrant(s) or capiases against them, shall immediately notify the Sheriff in writing via the chain of command of the event and circumstances involved. This may be accomplished via interoffice memorandum or via email. A copy of the notification shall be forwarded to the Internal Affairs Office by the employee's Division Chief.

2. **PROFESSIONAL CONDUCT**

a. **Personnel Identification upon Request** – Employees, while on duty or in uniform, or when otherwise recognized as a member of the VSO, shall give their name, rank or position in a respectful and courteous manner to any person requesting such identification unless

engaged in covert duties; this shall include display of the employee's agency-issued photo-identification card if requested. Employees shall provide verbal identification over the phone while conducting official business. [CALEA LE 22.1.8 (a, b, c)]

b. **Mailing Address** – Employees shall not use the VSO or any of its facilities as a mailing address for private or personal purposes. Deputies may use the VSO address for registration of personally titled motor vehicles pursuant to Florida Law.

c. **Correspondence and Stationary** – All correspondence shall comply with the provisions of general order *GO-012-02 Written Direction and Official Correspondence.* Employees shall not send correspondence out of the VSO over their signatures without the permission of the Sheriff. All official correspondence with any party outside the VSO shall be prepared over the signature of, or upon the authority of the Sheriff. Employees shall not use official VSO stationary except for authorized correspondence.

d. **Conspicuous Display of Firearms** – Exposed firearms may be carried by non-uniformed Deputies while in an official capacity. Firearms shall be securely holstered or carried in a secure covering alongside a displayed badge or when wearing a shirt with the VSO insignia.

e. **Wearing Uniform While Under Disciplinary Suspension** – Employees shall not wear an official VSO uniform, or any part thereof, while under disciplinary suspension except as authorized by the Sheriff or Division Chief.

f. **Abuse of Official Identification** – Employees shall maintain the security of official VSO identification and shall not lend their photo identification card or badge to another person or permit them to be photographed or reproduced without the approval of the Sheriff.

g. **Derogatory Ethnic/Sexual Orientation Remarks** – Employees shall not make any remarks that are disparaging, diminishing, belittling, disrespectful, demeaning, pejorative, negative, or unfavorable, concerning the perceived or actual, race, ethnic background, national origin, gender, sexual orientation/identity, religion, economic status, age, or cultural group of any person.

h. **Harassment** – Employees shall not use their official position to harass, threaten or coerce any person. [CALEA LE 26.1.3]

i. **Sexual Harassment** – Employees shall not engage in conduct, which is defined by Sec. 703, Title VII of the Civil Rights Act of 1964 as sexual harassment. [CALEA LE 26.1.3]

j. **Exposing Others to Communicable Disease** – Employees shall not knowingly harbor a serious communicable disease, which may endanger others or knowingly expose others to serious communicable disease.

k. **Off-Duty Employment** – Employees shall obtain prior written approval from the Sheriff before engaging in other employment, occupation, profession, or commercial enterprise. Refer to general order *GO-022-09 Outside Employment*. [CALEA LE 22.2.4]

3. **CONFIDENTIALITY**

a. **Exempt Personal Information** – The home addresses, telephone numbers (including home, personal cellular, personal pager, and those associated with personal communication devices), social security numbers, dates of birth, and photographs of active or former sworn or civilian law enforcement personnel; the home addresses, telephone numbers, social security numbers, photographs, date of birth, and places of employment of the spouses and children of such personnel; and the names and locations of schools and day care facilities attended by the children of such personnel are exempt from Fla. Stat. § 119.07 (1).

Effective October 1, 2013, the names of spouses and children of active and former sworn and civilian law enforcement personnel are also exempt. Such information shall be released only when authorized by competent authority, or with consent of the sworn/civilian personnel concerned.

b. **Interference in Official Investigation** – Employees shall not interfere with cases being processed by other Deputies or other governmental agencies, nor undertake any investigation or other official action not part of their regular duties unless ordered to do so by a superior, unless the intervening Deputy reasonably believes that failure to act would result in an injustice, or the exigencies of the situation require immediate action. Such action shall be immediately reported to a superior.

c. **Misdirected Action of Personnel Under Investigation** – Employees against whom a complaint has been made shall not attempt directly or indirectly, by threat, appeal, persuasion, payment of money or other consideration, to secure the abandonment or withdrawal of the complaint, charges, or allegations.

d. **Dissemination of Information** – Employees shall treat the official business of the VSO as confidential. Information regarding official business shall be disseminated only to those for whom it is intended and in accordance with established procedures. Employees may remove or copy official records or reports only in accordance with the provisions of Chapter 082.

e. **Communicating Criminal Information** – Employees shall maintain the security of confidential information and shall not intentionally communicate or give law enforcement information to another which may aid a person to escape arrest, delay the apprehension of a criminal suspect, and secure the removal of stolen or embezzled goods, money or other property. Employees shall not intentionally divulge the identity of criminal informants except as required by law and authorized by competent authority.

f. **Exposure of Undercover Deputies** – Employees shall protect the identity of Deputies engaged in covert operations and shall not intentionally expose the identity or occupation of Deputies engaged in covert operations. Employees shall not recognize or greet plainclothes Deputies unless greeted first.

g. **Privileged information** – Employees may deal with plans, programs, and information of significant public interest. Employees must not use this privileged information for their own financial advantage or to provide any other person with financial advantage, or with information which could be used for financial advantage. If an employee finds that they have an outside financial interest which could be affected by the VSO plans or activities, they must immediately report the situation to their supervisor. Each employee is charged with the responsibility of ensuring that they release only information that they have authority and responsibility to release and that should be made available to the general public. Violation of privileged information or use for private gain is just cause for dismissal. This section shall not be construed to be in conflict with the State Public Records Act, Fla. Stat. Ch. §119.

4. **POLITICAL CONDUCT**

a. **Political Activity** – Employees shall not engage in political activities while on duty, or off duty while in uniform, a VSO vehicle, or use their official position when engaged in political activities.

b. **Election/Polling Places** – Deputies shall not enter or remain within an official polling place without permission from elections officials except to cast a ballot or in performance of their official duties.

c. **Misrepresentation/Controversial Opinions** – Employees shall not express opinions on religious, political, economic, or other questions of controversial nature while on duty or while representing the VSO, without prior knowledge and approval of the Sheriff.

d. **Testimonials** – Employees shall obtain the approval of the Sheriff before authorizing use of their names, photos, or official titles which identify them as members of the VSO in testimonials, advertisements of any commodity, or commercial enterprises.

e. **Political Activity** – All employees are entitled to exercise their rights as citizens to express their opinions on all political subjects and candidates, to vote as they choose, to hold membership in and support a political party, to maintain political neutrality, and to attend political meetings.

f. No employee shall use official authority or influence for the purpose of interfering with or affecting the result of an election or nomination for office; participate in the management, affairs or campaign of any candidate for political office during work hours, in a county building, or on a county work site; solicit any assessments, contributions, services, or petitions for any political party or political campaign during work hours, in a VSO building, or on a VSO work site; use VSO property for any political party or any candidate campaign; or appear in any VSO uniform as a political candidate or as part of an event or advertisement in support of any candidate or political party.

g. No employee may hold elected political office while employed with VSO.

h. Any VSO employee may qualify as a candidate for elected office, with the following exceptions:

- A Deputy Sheriff must resign to qualify to run for the Office of Volusia Sheriff when the current Volusia Sheriff qualifies to run for reelection.
- The employee must resign, if qualifying to run for the particular elected office will violate any Florida Statute, e.g., Fla. Stat. § 99.012.
- The employee must resign, if qualifying to run for the particular office will violate any Federal rule or law.

i. Unless waived by the Sheriff for the needs of the agency, an employee who becomes a candidate for an elected public office shall be required to take fifteen (15) calendar days of mandatory uninterrupted leave immediately prior to and on the date of each primary or general election for which such office is on the ballot. An employee taking such leave shall use available personal leave time to meet the requirements of this subsection; however, if such employee has insufficient personal leave available for the entirety of the mandatory leave period, the remainder shall be treated as approved unpaid leave without pay but without loss of benefits.

5. **USE OF ALCOHOL, DRUGS, AND TOBACCO**

a. **Alcoholic Beverages in VSO Facilities** – Alcoholic beverages shall not be brought into or kept in VSO buildings or vehicles, except as evidence or property when officially seized and reported.

b. **Entering or Frequenting Liquor Establishments** – While on duty or in uniform, Deputies shall not enter or frequent places established primarily for sale, storage, or consumption of alcoholic beverages, or primarily for sale or display of pornographic pictures and materials, except in discharge of official duties.

c. **Misuse of Identification While Drinking** – Employees, while off duty and partaking of alcoholic beverages or frequenting premises established primarily for consumption or sale of alcoholic beverages, shall do so only as private individuals, and shall not voluntarily display official VSO identification unless necessary to perform official duties. Employees shall not be in possession of an agency issued firearm during these activities.

d. **Engaging in Sale of Alcoholic Beverages** – Pursuant to Florida law, no Sheriff or Deputy Sheriff shall be permitted to engage in the sale of alcoholic beverages or be employed directly or indirectly in connection with the operation of any business licensed under the beverage law, or be permitted to own any stock or interest in any firm, partnership or corporation dealing in the sale or distribution of alcoholic beverages except as provided by general law.

e. **Use of Prescribed or Over the Counter Drugs While On Duty** – Employees shall ascertain the likely effect of over the counter and prescribed drugs from the prescribing physician or a pharmacist and shall adhere to general order *GO-022-12 Drug Testing* (section V. A.), prior to reporting for duty.

f. **Use or Odor of Alcoholic Beverage While On Duty** – Employees shall not consume, ingest, or partake of intoxicating liquors or alcoholic beverages of any kind while on duty except as authorized in the performance of official duties. Medically prescribed drugs with alcohol base shall not be used on duty unless approved by a commanding officer. Employees shall not report for duty or be on duty with the odor of alcoholic beverages upon their breath.

g. **Reporting for duty or On Duty While Intoxicated** – Employees shall not report for duty or be on duty while under the influence of intoxicating liquors or drugs or alcoholic beverages to the extent normal faculties are impaired, as defined by Florida law.

h. **Unfitness for Duty Due to Alcohol or Drugs** – Employees shall keep themselves fit for duty and shall not become unfit for regularly scheduled duty because of excessive use of intoxicating or alcoholic beverages or drugs to the extent normal faculties are impaired as defined by Florida law. Lawfully prescribed medicines taken in conjunction with legitimate sick leave shall be accepted. Habitual use of intoxicating beverages to excess or abuse of narcotics, drugs, or other controlled substances so as to interfere with job performance or the efficiency of VSO service is prohibited.

i. **Illegal Use or Possession of Drugs** – Employees shall not engage in the illegal use or possession of illegal drugs/narcotics.

j. **Use of Tobacco/Nicotine** – Regular risk civilian employees, and those sworn personnel hired prior to October 1, 2007, who use any type of tobacco/nicotine products (excludes nicotine gum, lozenges) shall use such products only where expressly permitted (e.g., designated smoking areas). This shall include those devices originally designed for "smokeless"/vapor-producing applications (e.g., e-cigarettes), or any similar device that mimics the behaviors of smoking.

k. Use of any tobacco/nicotine product (excludes nicotine gum, lozenges), or "smokeless"/vapor-producing device by any employee, sworn or civilian, is expressly forbidden while in any VSO buildings/facilities or VSO owned or leased vehicles, marked or unmarked. There shall be no area set aside for this purpose within any VSO building or facility.

l. Uniformed employees shall not smoke, use, or allow any form of tobacco/nicotine product (excludes nicotine gum, lozenges), or "smokeless"/vapor-producing device to remain in their mouth while on duty and in direct contact with the public.

m. This does not preclude the use of tobacco/nicotine or a "smokeless"/vapor-producing device in a public place so long as it is legal to do so and the employee exercises professional discretion, good judgment, and prudence.

n. **Tobacco Use by Volunteers** – While serving as a civilian volunteer for the VSO, volunteer members in uniform shall not smoke, use, or allow any form of tobacco to remain in their mouth while on duty and in direct contact with the public. In addition, at no time shall any volunteer, whether in uniform or civilian dress use any form of tobacco product while in a VSO facility or in a VSO owned or leased vehicle.

o. Sworn personnel hired after October 1, 2007 and special risk civilian positions (Latent Print Examiners; Evidence Technicians) hired after October 13, 2017, or who seek a special risk civilian position as of October 13, 2017 are not permitted to use tobacco products at any time (on duty or off duty) and shall comply with such prohibitions as a condition of hire and continued employment.

NOTE: As a condition of selection, civilian personnel seeking positions designated as special risk are required to meet the tobacco free requirements upon application or must successfully participate in a tobacco/nicotine cessation program and test nicotine/cotinine-free by the end of the program, as scheduled through the VSO Human Resources Section.

6. **USE AND CARE OF EQUIPMENT AND FACILITIES**

a. **Defacing or Marring Bulletin Boards** – Employees shall not intentionally mark, mar, alter or deface any printed or written notices placed upon VSO bulletin boards.

b. **Defacing or Marring Facilities and Vehicles** – Employees shall not intentionally mark, mar, alter or deface surfaces of VSO buildings, facilities, or vehicles.

c. **Restricted Areas/Equipment** – Employees shall obtain authorization from competent authority before using VSO equipment not regularly assigned or before entering any locked or restricted area of VSO facilities.

d. **Radio Transmissions** – Employees shall use official radio channels in accordance with the procedures promulgated in Chapter 081. The radio microphone shall be keyed only when transmitting an official, authorized message. Operators shall use assigned tactical radio ID designations and not refer to or call another unit or Deputy by name. Employees shall avoid use of sarcasm, impertinent remark or other transmission more appropriately communicated by other means.

e. **Use and Handling of Weapons** – Employees shall use or handle weapons in a careful, safe, and prudent manner on and off duty. Weapons shall be used in accordance with the law and VSO general orders.

f. **Handling Monies and Property** – Money or other property coming into the possession of VSO personnel which does not belong to such personnel shall be delivered to the proper custodian, and a report shall be made of the transaction in accordance with the provisions of Chapters 017, 083, or 084, as applicable.

g. **Processing Property and Evidence** – Property and evidence which has been received in connection with official duties shall be processed in accordance with the provisions of

Chapters 083 and 084. VSO personnel shall not convert to their own use, manufacture, conceal, falsify, destroy, remove, tamper with, or withhold any property or evidence held in connection with an investigation or other official action except in accordance with established procedures.

h. **Careless Handling of Equipment-Not Resulting in Damage/Loss** – Employees shall utilize VSO equipment for its intended purpose in accordance with established procedures and shall not use said equipment in a careless manner.

i. **Careless Handling of Equipment and Vehicles** – Resulting in Damage/Loss - Employees shall utilize VSO equipment for its intended purpose in accordance with established procedures and shall not subject such equipment to loss or damage through careless handling.

j. **Intentional Abuse of Equipment or Vehicles** – Employees shall ensure the maintenance and utilization of VSO equipment is in accordance with established procedures and shall not intentionally abuse, misuse or damage said equipment or vehicles.

k. Employees shall not, directly or indirectly, use or allow the use of the VSO property of any kind for other than official activities.

l. Employees shall not willfully misuse, misappropriate, neglect or destroy VSO property or convert VSO property for personal use or gain.

7. **USE OF FORCE**

a. Deputies shall only use that degree of force necessary to perform official duties in strict accordance with general orders *GO-001-01 Use of Force Guidelines*, *GO-001-02 Firearms*, and *GO-001-03 Use of Less-Lethal Weapons and Devices* of this Manual.

b. **Excessive Force** – Deputies shall not use excessive force.

c. **Use of Deadly Force Contrary to Policy or Procedure, Not Resulting in Injury** – Deputies shall use deadly force strictly in accordance with the provisions of general order *GO-001-01 Use of Force Guidelines* and shall not violate the Standards established therein even when such use does not, and is not likely to, result in injury or death.

d. **Use of Deadly Force Contrary to Policy or Procedure, Resulting in Injury or Death** – Deputies shall use deadly force in strict accordance with the policy and procedure established in general order *GO-001-01 Use of Force Guidelines* and shall not violate these general orders to the extent injury or death results or is likely to result, even when such use of deadly force may be authorized by Florida laws.

e. **Unlawful Use of Deadly Force** – Deputies shall use deadly force in strict accordance with the policy and procedure established in general order *GO-001-01 Use of Force Guidelines* and shall not violate or exceed statutory provisions governing the use of deadly force to the extent that injury or death is inflicted or is likely to result.

f. **Duty to Intervene (Use of Force)** – VSO Employees who observe an unreasonable use of force by VSO employees or public safety associate(s) are required to intervene and notify an appropriate supervisory authority or Internal Affairs.

Public safety associates include but are not limited to members of other law enforcement agencies and law enforcement support agencies.

Civilian employees are not expected to risk injury through physical intervention but are required to make immediate notification to an appropriate supervisor not involved in the unreasonable use of force.

8. **VERACITY**

a. **Untruthfulness** – Employees shall not knowingly make false or untrue statements except as authorized in the performance of duties and as necessary to maintain covert operations during investigation of criminal activities.

b. **Untruthfulness in an Official Proceeding (Not Under Oath)** – Employees shall not knowingly make false statements to a supervisor or to any official of a government agency during an official proceeding of the VSO or other government agency even though such statements are not made under oath.

c. **Perjury in an Official Proceeding** – Employees shall not knowingly make false statements while under oath in any court, civil or criminal, in statements made to Internal Affairs Detectives, notaries and persons taking depositions or other testimony or any other official proceeding as defined in Fla. Stat. § 837.

d. **Falsification of Official Documents** – Employees shall not knowingly falsify or knowingly cause another to falsify any official record or document.

e. **Fictitious Illness or Injury Claim** – Employees shall not feign illness or injury or falsely report themselves ill or injured or otherwise deceive or attempt to deceive any supervisor of the VSO as to the condition of their health for purposes of making a fraudulent claim for insurance, workers compensation or disability retirement.

f. Employees shall not commit any act of dishonesty, falsification, misrepresentation, concealment, or deception in any employment related matter except as authorized in the performance of duties and as necessary to maintain covert operations during investigation of criminal activities.

g. Employees shall not make any false statement in an application or in any other document used to obtain employment regardless of the passage of time elapsed from date of hire.

9. **OFFICIAL CONDUCT**

a. **Improper Use of Official Position** – Employees shall not use their official position to solicit free admission to any public event or place of amusement or to gain any other monetary benefit except in the course of official duties or as authorized by the Sheriff. Notwithstanding the provisions of this general order, the Sheriff finds the practice of certain business establishments providing reduced rates/discounts to VSO employees for food or other services of nominal value a permitted activity if prudent under the circumstances and not perceived as in violation of other sections of this Manual.

b. **Statement of Responsibility** – Employees who become involved in personal injury or property damage accidents while on duty or while operating a VSO vehicle shall avoid statements of liability and shall not make statements concerning the responsibility for such accidents or inform parties that the VSO shall pay for damages even though VSO personnel may be at fault. Persons involved should be referred to their own insurance companies or to Risk Management.

c. **Recommending Services** – Employees shall not recommend specific professional or business services to citizens. This prohibition includes but is not restricted to medical, legal, bonding, tow trucks, and auto repair service. Citizens inquiring about such services shall be referred to either a professional association, Internet search, or to the telephone directory.

d. **Surety** – VSO personnel shall not become surety, grantor or furnish bail for any person arrested or charged with a crime except members of their immediate family and then only upon notification of their commanding officer.

e. **Tortious Acts** – Employees shall not commit, by act of commission or omission, any flagrant or tortious act while in the performance of their duties. Violations of Civil Rights Acts under color of law (18 USC 241 and 242) are felony offenses.

f. **Unlawful Compensation, Bribery** – Employees shall not corruptly request, solicit, accept, or agree to accept, any pecuniary or other benefit not authorized by law for past, present, future performance, non-performance, or for any act or omissions believed to have been either within the official discretion of VSO personnel, or in violation of Florida law.

g. **Violating Laws Relating to Office of Sheriff** – Employees shall not knowingly violate or cause another to violate any statute or lawfully adopted rule or regulation relating to the office of Sheriff.

h. **Code of Ethics for Public Officers and Employees** – Employees shall strictly adhere to the code of ethics for public officers and employees and shall not violate the Code of Ethics for Public Officers and Employees as set forth in Florida law.

i. **Reporting Violations by Employees** – Employees who have information concerning illegal actions, dereliction of duty, malfeasance, misfeasance, unprofessional or unethical conduct by another employee of the VSO have a duty to immediately report same to a supervisor or Internal Affairs.

j. **Auctions and Public Sales** – Employees of the VSO are prohibited from participating in buyback programs or purchasing items donated to charitable organizations prior to the property being picked up by the charitable organization. However, nothing shall prohibit the purchase of property through sale or auction by VSO employees through normal channels open to the general public when off duty and out of uniform.

k. **Use of Equipment: AVL** – Employees shall ensure proper maintenance and utilization of the VSO AVL (GPS) for its intended purpose and in accordance with installation requirements.

(1) Employees shall not intentionally cause the interruption of AVL equipment through purposeful acts of negligence or inattention.

(2) Any employee found to engage in such purposeful acts with intent to deceive the AVL system in order to avoid detection while on duty shall be subject to disciplinary action up to dismissal.

l. **Texting While Driving** – In accordance with Fla. Stat. § 316.305, while driving a VSO vehicle (rental, lease, owned), employees are prohibited from texting or typing into a cellphone.

m. **Fraternization** – In order to promote the efficient and effective operation of the VSO and to avoid conflicts of interest, misunderstandings, complaints of favoritism and other problems of supervision, security, morale, or possible claims of sexual harassment, hostile work environment or discrimination, direct-report amorous relationships are discouraged. Should a direct-report amorous relationship develop, it is incumbent upon both parties involved to immediately notify the Sheriff in writing via chain of command.

(1) So as not to compromise the respect of subordinate personnel as well as the professionalism, integrity, and obligations of a supervisor (civilian or sworn), one or both of the involved members shall be reassigned. This reassignment is not disciplinary in nature, but rather a constructive step to avoid the appearance of favoritism/partiality or otherwise undermining good order, discipline, authority, or morale.

(2) In addition, in any peer-to-peer amorous relationship where both parties are assigned to the same shift, section, unit or office, it is incumbent upon both parties to immediately notify their supervisor. The supervisor shall assess the potential for any professional conflict of interest in respect to the current assignments on a case-by-case basis.

(3) In any relationship with a subordinate, the higher-ranking member bears the responsibility for ensuring that appropriate standards of mutual conduct and respect are observed and must avoid even the reasonable perception that fraternization is occurring.

(4) **Prohibited Actions** – The prohibited actions described in this section are directed at circumstances involving VSO members as well as persons for whom employment with the VSO is conditional or subject to some form of performance review, including:

- Applicants;
- Deputy Recruit Trainees;
- New Deputy Trainees;
- Direct-reports; and
- Civilian employees.

Because of the likelihood of an adverse impact from fraternization in any of these circumstances is clearly predictable, the VSO, shall, in its efforts to provide a fair and impartial work environment, set a stricter standard of conduct.

(a) No member of the VSO may enter into an amorous relationship with an applicant.

(b) No member of the VSO may enter into an amorous relationship with a Deputy Recruit Trainee or New Deputy Trainee.

(c) No member of the VSO may work as a direct-report to a higher-ranking member of the VSO to whom they are engaged in an amorous relationship.

(d) No member of the VSO may occupy a position or assignment which will place them under the supervision or management of a higher-ranking member of the agency with whom they are engaged in an amorous relationship. This includes extra-duty employment.

(5) Human Resources Section Members

(a) Every interaction between a member of Human Resources and an applicant shall be of a strictly professional nature.

(b) Human Resources members that are assigned to conduct any portion of a background investigation on an applicant with whom they have an amorous relationship shall immediately notify the Human Resources Director, in writing, describing the nature of their relationship with the applicant.

(6) Training Academy Members and Deputy Training Officers

(a) Every interaction with a Deputy Recruit Trainee or New Deputy Trainee shall be of a strictly professional nature.

(b) Unless specifically approved by a Division Chief, off-duty, social interaction with any Deputy Recruit Trainee or New Deputy Trainee is prohibited. The only exception is if the member and trainee are related.

(c) One-on-one training sessions with a Deputy Recruit Trainee or New Deputy Trainee must be pre-approved by the Training Academy Commander.

(d) VSO Training Academy members shall immediately notify the Training Academy Commander, in writing, should a situation arise where a Deputy Recruit Trainee or New Deputy Trainee is assigned to the Training Academy for any reason with whom they have an amorous relationship. The notification shall describe the nature of the relationship.

n. **Access, Use of Secure/Restricted Databases*** – Only authorized employees who have acknowledged in writing the confidentiality, restrictions and legal ramifications associated with access to such data/information are permitted to access and utilize agency designated secure/restricted databases and only for specific law enforcement/criminal justice purposes. Unauthorized use includes, but is not limited to, queries not related to a legitimate law enforcement purpose, personal use, improper dissemination to non-law enforcement personnel and sharing, copying, or distributing information to unauthorized users. Unauthorized access, use or disclosure of data from secure/restricted databases is a serious matter and may result in civil or criminal penalties.

(1) No employee shall use this authorized access as a privilege or means to gain access to protected information about others for any purpose other than law enforcement business directly associated with their assignment and shall do so during scheduled/required work hours. Due to the sensitive nature of the information being accessed and the potential for legal ramifications associated with a violation.

o. **Fictitious Use or Access to Secure/Restricted Databases** – Employees shall not knowingly under false or fictitious pretense cause another to access secured/restricted databases in an attempt to avoid detection of unauthorized use. Employees who knowingly oblige such a request shall also be in violation of authorized access/use.

***Secure/Restricted Databases Defined** – A criminal justice database that requires the use of a password or authentication process to gain access to the database. Examples include but are not limited to: IAPro, Blue Team, CAD/RMS, CAREER OFFENDER AND STATEWIDE TRACKING, CDC, CJIS, CJNET, CLERK.ORG, DAVID, FCIC/NCIC, FDLE SEXPRED MAINTENANCE, FINDER, JAIL PHOTO IMAGING, OFFENDER WATCH, ETC.

p. **Use of Equipment: BWC** – Employees shall ensure proper maintenance and utilization of the VSO BWC (body-worn cameras) for its intended purpose and in accordance with general order *GO-041-20 Body Worn Cameras*.

(1) Employees shall not intentionally, through acts of negligence or inattention, cause interruption or defeat of the BWC for its intended purpose of recording law enforcement encounters.

(2) Any employee found to engage in purposeful acts with intent to defeat the purpose of the BWC in order to avoid or manipulate the recording of events while on duty shall be subject to disciplinary action up to dismissal.

q. No member of the VSO shall reveal the existence of any Order of any Court authorizing the installation or use of technical and electronic intelligence equipment, nor shall any member

reveal the existence of any active Court ordered operation involving technical and electronic intelligence equipment except as authorized by the Court (Fla. Stat. § 934.43).

r. **Gifts and gratuities** – No employee shall solicit or accept any gift, gratuity, favor, entertainment, loan or any other item of monetary value from any organization, business firm or person who has or is seeking to obtain business with the VSO or from any organization, business firm or individual whose interests may be affected by the employee's performance or nonperformance of official duties. This restriction is not intended to prohibit employees from obtaining loans from regular lending institutions.

Acceptance of nominal gifts in keeping with special occasions, such as marriage, retirement, or illness; food and refreshments in the ordinary course of business meetings; unsolicited advertising or promotional material, e.g., pens, notepads, calendars, etc., or social courtesies which promote good public relations is permitted.

Contributions made for flower funds or special gifts for fellow employees are not prohibited. However, participation in such activities, including contributions for even nominal gifts to supervisors, must be wholly voluntary on the part of each employee, and any gifts should be of minimal value.

Supervisors, in addition, must avoid placing themselves in a position which could interfere with, or create the impression of interfering with, the objective evaluation and direction of their subordinates. No supervisor shall accept gifts from subordinates other than those of nominal value for special occasions, and no supervisor shall borrow money or accept favors from subordinates.

Inspectors, contracting officers and enforcement officers must be particularly careful to guard against relationships which might be construed as evidence of favoritism, coercion, unfair advantage, or collusion.

s. **Conflict of interest** – No employee shall solicit or accept anything of value to the recipient, including a gift, loan, reward, promise of future employment, favor, or service:

- That would cause a reasonably prudent person to be influenced in the discharge of official duties.
- That is based upon any understanding that the vote, official action or judgment of the public officer, employee or candidate would be influenced thereby.

No public officer or employee of an agency or their spouse or minor child shall, at any time, accept any compensation, payment or thing of value when such public officer or employee knows, or with the exercise of reasonable care should know, that it was given to influence a vote or other action in which the officer or employee was expected to participate in their official capacity.

No employee shall corruptly use or attempt to use their official position or any property or resource which may be within their trust, or perform their official duties, to secure a special privilege, benefit or exemption for himself or others.

No employee shall have or hold any employment or contractual relationship (personal services) with any business entity or any agency which is subject to the regulation of, or doing business with, the VSO, excluding those organizations and their officers, who, when acting in their official capacity, enter into or negotiate a collective bargaining contract with the Sheriff; nor shall an employee have or hold any employment or contractual relationship that will create a conflict between their private interests and the performance of their public duties or that would impede the full and faithful discharge of their public duties.

No employee shall disclose or use information not available to members of the general public and gained by reason of their official position or benefit or for the personal gain or benefit of any other person or business entity.

It is not the intent of this section, nor shall it be construed, to prevent any employee of the VSO from accepting other employment or following any pursuit which does not interfere with the full and faithful discharge of such employee of their duties to the VSO.

The provisions of this subsection (e) shall be construed to be consistent with state law regarding conflict of interest. Notwithstanding anything in this section to the contrary, employees are bound by all state laws respecting conflict of interest, including but not limited to any required disclosure of financial interests.

t. **Business activities and solicitation** – No employee shall engage in any business other than their regular duties during working hours, including such activities as selling to fellow employees, lending of money for profit, etc.

u. **Family employment restrictions** – No employee shall advocate, lobby, influence, use their position to influence, or appear to influence, any employment or personnel related decision for or on behalf of an immediate family member or an immediate family member of another employee. No member of the immediate family of an employee may be employed, promoted, demoted, or transferred on a permanent or temporary basis, to a position where that relative would be supervised by or supervising, or influenced by or influencing, the activities of that employee. For purposes of this subsection, the term "immediate family" is defined as blood, marital or step relatives, including father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, step-sister, half-brother, half-sister, or any ward of an employee living within the same household.

v. No person shall, directly or indirectly, give, render, pay, offer, solicit, or accept any money, service or other valuable consideration for any appointment, proposed appointment, promotion, or proposed promotion to, or any advantage in, a position in the VSO.

w. No employee of the Human Resources Section, or any other person, shall defeat, deceive or obstruct any person in their right to examination, eligibility, certification or appointment under this General Order or furnish to any person any special or confidential information for the purpose of affecting the rights or prospects of any person with respect to employment in the VSO.

x. **Code of conduct** – Employees of the VSO are employed to provide service to the citizenry and the public in general and are expected to conduct themselves in a manner that will reflect credit upon the VSO. Employees must avoid any action which might result in or create the impression of using public office for private gain, giving preferential treatment to any person, or losing impartiality in conducting public business.

E. INSUBORDINATION OFFENSES

1. Insubordination shall include any act, failure to act, word, gesture or expression that is, or may be properly interpreted as, resisting or in defiance of legally constituted authority.

2. **INSUBORDINATION TOWARD SUPERIORS**

a. **Respect Towards Superiors** – Employees shall display respect and shall address supervisors and superior officers by proper rank or title.

b. **Abusiveness** – Employees shall not use abusive language or gestures toward a supervisor or superior officer of the VSO. Superior officers shall not use abusive language or gestures toward subordinates.

c. **Prompt Compliance with Lawful Order** – Employees shall promptly execute the lawful orders or instructions of a supervisor or superior officer of the VSO and shall not delay or fail to carry out such orders or instructions.

d. **Compliance with Direct Order of a Superior or Competent Authority** – Employees shall comply with the direct orders or instructions given by a supervisor or superior officer and shall not refuse to comply when such orders or instructions are lawful and proper.

e. **Failure to Acknowledge Supervisory Action** – Employees are required to acknowledge in writing all documented progressive discipline and employee performance reports/evaluations as provided by their supervisors.

(1) The employee's signature does not imply agreement or disagreement with the contents. The signature indicates only that the employee has read or has been given the opportunity to read the report/evaluation.

(2) Refusal to sign upon direction of the supervisor constitutes lack of compliance with a direct order.

f. Refusal to be examined by a designated physician when so directed by proper authority.

g. Employees shall not commit other acts of insubordination.

3. **INSUBORDINATION TOWARD VSO**

   a. **Criticism of Orders or Policies** – Employees shall not publicly criticize or ridicule the VSO, its policies, orders, or personnel in speech, writing or by other expression where such interferes with the maintenance of discipline or otherwise undermines the effectiveness of the VSO.

   b. **Loyalty Oath** – All persons who now or hereafter are employed by the VSO shall be required to take the state loyalty oath. Penalty for refusing shall be as prescribed by state law, which includes but is not limited to the immediate discharge of said person.

F. UNLAWFUL CONDUCT

1. Disciplinary measures resulting from unlawful conduct may be imposed independently of, and concurrent with, civil and criminal prosecutions, or internal disciplinary measures may be waived pending civil or criminal disposition of any employee contract. The administration of internal disciplinary measures from unlawful conduct must necessarily depend upon individual case circumstances and shall be determined by the Sheriff.

2. **Non-Criminal Violations** – VSO personnel shall adhere to all federal, state, and local laws and ordinances including those punishable by no other penalty than a fine, forfeiture or other civil penalty. (Includes but is not limited to traffic infractions.)

3. **Misdemeanors Not Affecting VSO** – VSO personnel shall adhere to all federal, state and local laws, defined as a first or second degree misdemeanor, whether chargeable or not, provided that the commission of such crime does not bring the VSO or its personnel into disrepute or otherwise impair the efficiency or operation of the VSO, and adverse effect upon future performance of duties by the personnel concerned appears unlikely.

4. **Misdemeanor Injurious to VSO** – VSO personnel shall adhere to all federal, state and local laws and shall not commit any act or crime defined as a misdemeanor, first or second degree, whether chargeable or not, which brings discredit upon the VSO or otherwise impairs the operation and efficiency of the VSO or which is likely to impair the ability of personnel concerned to perform assigned duties.

5. **Commission of Felony** – VSO personnel shall not commit any act or crime defined by state or federal law as a felony, whether chargeable or not.

6. **Criminal or Illegal Conduct** – Regardless of the filing of criminal charges, or lack thereof, or the absence of a criminal conviction, criminal or illegal conduct that interferes with effective job performance or has an adverse effect on the VSO is prohibited.

G. JOB KNOWLEDGE AND PERFORMANCE

1. **GENERAL PROFICIENCY**

   a. VSO personnel are required to maintain the job knowledge, skills and abilities required for the performance of the duties and responsibilities attendant to their positions.

   b. Failure to maintain required skills, knowledge and abilities within acceptable levels shall result in counseling, instruction, or training.

   c. Repeated failure to maintain necessary skills, knowledge and abilities after counseling and instruction shall result in increasing the severity of disciplinary actions.

   d. Incompetent or unsatisfactory performance of duties, as deemed by the Sheriff or designee, shall result in disciplinary actions.

2. **KNOWLEDGE OF OFFICIAL GENERAL ORDERS AND PERTINENT STANDARD OPERATING PROCEDURES**

   a. VSO personnel are required to possess a sound working knowledge of the policies and procedures established by general orders and standard operating procedures.

   b. Frequent or repeated violation of policies and procedures established by general orders and standard operating procedures shall be deemed as indicative of careless disregard by the employee.

   c. Three disciplinary actions of unrelated but minor nature within a six (6) month period shall constitute a continued failure to maintain and demonstrate knowledge of the policies and

procedures established by general orders and standard operating procedures and may result in remedial training.

d. Subsequent violations and recurrent failure to maintain and demonstrate knowledge of general orders, rules & regulations, or standard operating procedures may be cause for dismissal.

3. **SUPERVISOR RESPONSIBILITY**

a. Each supervisor shall provide guidance and training to subordinate staff for effective and efficient achievement of established goals and objectives. A supervisor has the responsibility and authority for assigning, reviewing, and monitoring activities of subordinate staff under their command. In addition, a supervisor shall provide clear directions to subordinates and address specific problems for completion of work assignments. The supervisor shall also ensure that assigned employees comply with applicable federal and state laws, Volusia County ordinances, and all VSO written direction as provided through general orders, Training Bulletins, policies, and procedures.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-030-01**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **DEMOTIONS AND TRANSFERS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide guidance and direction regarding demotions and transfer of personnel

II. DISCUSSION

This general order applies to all Volusia Sheriff's Office (VSO) personnel and establishes policy and procedures for coordinating employment actions

III. POLICY

The Human Resources Director will be responsible for coordinating the employment actions addressed in this general order and for ensuring that all requirements for each action are met.

IV. PROCEDURE

A. DEMOTIONS GENERALLY

1. An employee may be demoted to a position in a lower pay grade for which they are qualified whenever:
   a. The position held by the employee is eliminated.
   b. The position held by the employee is reclassified to a lower grade.
   c. The employee voluntarily requests a lower classification.
   d. The employee does not render satisfactory service in the position held.
2. An employee demoted to another position with substantially different position requirements shall be subject to the requirement of completing a one (1) year probationary period unless the employee already completed a probationary period in that same classification.

B. VOLUNTARY DEMOTIONS

1. An employee may be demoted to a position in a class with a lower pay range upon written request subject to the approval of the Command Staff. The Human Resources Director shall determine whether the employee is qualified to perform the duties and responsibilities of the lower class position.
2. When demotion is voluntary, the employee's pay rate shall be determined by the Sheriff, but shall be no higher than the previous pay rate, or the maximum pay rate for the new class, whichever is lower.

C. INVOLUNTARY DEMOTIONS

1. When it has been determined that an employee is unable to satisfactorily perform the duties of a position, the Sheriff may demote an employee to a position in a lower class having duties and responsibilities which the employee can successfully perform.

2. When demotion is involuntary, the employee's pay rate shall be determined by the Human Resources Director, but shall be no higher than the previous pay rate, or the maximum pay rate for the new class, whichever is lower.

D. DISCIPLINARY DEMOTIONS

1. Disciplinary demotions are described in general order *GO-026-01 Disciplinary Procedures*.

E. TRANSFERS

1. A position may be filled by transferring an employee from a position in the same class or in a different class in the same pay range involving the performance of similar duties and requiring essentially the same basic qualifications.

2. **INTRAWORK SECTIONAL TRANSFER**

   a. An appointing authority may transfer an employee from one position to another position in the same class at any time.

   b. Transfer of an employee from a position in one class to a position in another class may be made only between classes in the same pay range, and only in the absence of a layoff list and work sectional promotional list, and provided the Human Resources Director certifies that the employee meets the minimum qualifications for the class.

3. **INTERWORK SECTIONAL TRANSFER**

   a. A transfer of an employee from a position in one work section to a position in the same class in a different work section may be made in the absence of a layoff list.

   b. A transfer of an employee from a position in one work section to a position in a different class in another work section may be made in the absence of a layoff list or a work sectional or VSO promotional list.

4. Such transfers are subject to the approval of the Human Resources Director that the employee meets the minimum qualifications for the class.

5. The Human Resources Director shall determine whether a probationary period is to be served when an employee transfers from a position in one class to a position in another class.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-030-02**	**Distribution** All Personnel	**Reissue/Effective Date** 07/26/2023
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **PERSONNEL FILES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE [CALEA TA 4.6.7]

The purpose of this general order is to provide guidelines for the establishment, maintenance, security, and access of personnel files.

II. DISCUSSION

Personnel files are public records as defined by Fla. Stat. Ch. § 119, and the Florida Supreme Court. Copies of excised personnel files may be examined and copied by any person desiring to do so, at reasonable times, under reasonable conditions and under the supervision of the Public Records Processing Unit.

The Public Records Law does provide for some exemptions concerning the release of information concerning certain employees.

Florida Statutes exempt the home addresses, telephone numbers, photographs, social security numbers, and driver license numbers of active or former members; the home addresses, telephone numbers, photographs, social security numbers, driver's license numbers and the places of employment of spouses and children of active or former members; and the names and locations of schools attended by the children of active or former members.

Employees of the Volusia Sheriff's Office (VSO) shall take great care in complying with the law as outlined above. Criminal charges or severe administrative action may be taken against any member who violates the law or this general order.

The state has enacted legislation, which is fully endorsed and supported by VSO, which states that public records are the public's business, and that any citizen has the right and the privilege of access to any records maintained by a public agency, with certain specified exceptions.

III. POLICY

It shall be the policy of VSO that provisions of this general order shall not conflict with federal, state or county laws regarding public records.

In accord with this philosophy, any records of the Human Resources Section, except those expressly exempted by law, shall be open to the public during normal working hours in accordance with reasonable rules set forth to ensure the safety and security of the records, and to provide for minimal disruption of public business.

IV. DEFINITIONS

HRIS/ERP System – Human Resource Information System/Enterprise Resource Planning System.

V. POLICY AND PROCEDURE

A. GENERAL [CALEA TA 4.6.7]

1. The Human Resources Section will maintain a personnel file for every person employed by VSO.
2. Electronic copies may be stored in the VSO HRIS/ERP System
3. Each personnel file may contain:
    - Employment application;
    - A copy of a passport or documents used for verification according to E-Verify if used as identification document for an I-9;
    - Education documents;
    - Performance reviews;
    - Military records;
    - Pre-employment data;
    - Retirement records;
    - Licenses, awards, citations, or VSO recognition for services rendered;
    - Employment contracts, when applicable;
    - Oath of office;
    - Loyalty oath;
    - Notice of Separation;
    - Personnel Actions;
    - Verification of employment.

B. CUSTODY OF PERSONNEL RECORDS [CALEA TA 4.6.7]

1. The Human Resources Director is the official custodian of all personnel records and shall be responsible for their safekeeping and retention as prescribed by law.
2. Hard copy personnel records of active employees are stored securely within the Administrative Office of the Sheriff.
    a. The outer door to the personnel records file storage area serves as the first level of security.
        (1) The outer door is secured using a non-duplicating security key.
        (2) The outer door grants access to the workroom.
        (3) There are no files stored in the workroom.
        (4) Access is restricted to Human Resources personnel.
        (5) The Human Resources Director may authorize access to the workroom on an as-needed basis.
    b. The inner door to the file room serves as a second level of security.
        (1) The inner door leads from the workroom to the storage room.
        (2) The inner door is secured using a combination door lock.
        (3) Access is restricted to Human Resources personnel.
    c. Locking file cabinets located in the file storage room serves as a third level of security.
        (1) The locking file cabinets are used to store medical record information.
        (2) Access is restricted to Human Resources Personnel.
3. Electronic files and records are stored securely within the VSO's HRIS/ERP System.
    a. The Human Resources Director controls access to the personnel files stored within the system.

b. Human Resources staff are assigned login credentials that allow access to the personnel files.

c. Electronic access to personnel files is restricted to Human Resources personnel.

4. Hard copy personnel records of former employees may be stored at a secured off-site records management storage facility. Access to personnel files at the facility is restricted to Human Resources personnel.

C. OFFICIAL PERSONNEL FORMS AND RECORDS

1. **Forms** – All personnel actions described in this article shall be made on forms designated by the Human Resources Director.

2. **Records** – The official record of all personnel transactions shall be maintained in the Human Resource section. Any records or copies of records that may be maintained in sectional files shall not be considered to be a part of the employee's personnel record, or a part of the official personnel files, unless such record is also on file in the Human Resources section with the exception of training records which are maintained at the Training Academy.

D. AVAILABILITY OF RECORDS

1. Except those records exempted by law, personnel records are public records available for inspection by any person.

2. All outside requests for access to personnel files are forwarded to the Public Records Processing Unit for their review and assistance. The times for examination of personnel files will be scheduled during normal business hours.

3. Representatives from other law enforcement agencies may review personnel files as part of their reference background check when current or former members list the agency as an employer in their employment application. The Human Resources Section will supervise the examination of any and all personnel files by such person, to ensure full compliance with the law. Appropriate waivers will be required and retained in the members file for documentation purposes.

4. At no time will any person be left alone with a personnel file. All persons will be treated with respect and dignity and the rights of all persons shall be protected at all times.

5. **SPECIFICS**

a. The Public Records Processing Unit will contact the requester and make the necessary arrangements for the file to be examined and copied, if desired. Documents containing exempt data will be copied and the exempt data blacked out.

b. At no time will the employee harass, communicate with, or interfere in any way with the person examining the file. The member is there as an observer only.

c. There is no charge to review a personnel file, however, charges will be made, according to law, for the required redacting and copying of any data contained in the personnel file. Such charges will be on a cash basis only. The person will be given an itemized receipt by the Public Records Processing Unit. The money and receipt will be turned over to the Finance Unit for proper accounting.

d. The Human Resources Section is not required by the Public Records Law, Fla. Stat. Ch. §119, to perform records research and to compile data into records in new form. Space and assistance will be made available to persons wishing to research and compile data.

e. A record shall be kept of the employee whose file was inspected/copied, the date time and place, the name of the Public Records Processing Unit employee supervising the inspection.

f. **Inspection** – Any person wishing to inspect any personnel record may do so during regular work hours.

g. **Copies** – Any person desiring a copy of any public record may have such copy furnished for a per copy fee, to cover the expense of producing such copy, to be determined by the Human Resources Director.

h. **Delay in availability** – Single records are normally available immediately for inspection. If an extensive file search or copying is necessary to make the requested records available,

inspection may be delayed a reasonable time to allow the file search and copying to take place without undue disruption of public service.

i. **Removal or destruction of records** – No records may be removed from the Human Resources office except with the specific approval of the Human Resources Director. No record shall be destroyed unless required by law. The Human Resources Director must give final approval to the destruction of any record required by the retention schedule or other law.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-031-01**	**Distribution** All Personnel	**Reissue/Effective Date** 09/19/2024
		Original Issue Date 01/05/2021	**Previous Revision Date** 06/10/2024
Title **RECRUITMENT AND SELECTION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE [CALEA TA 5.2.1]

The purpose of this general order is to establish guidelines for recruitment and establish procedures for fair and equitable selection processes for vacant entry-level deputy sheriff, telecommunicator, and other non-sworn positions within the Volusia Sheriff's Office (VSO).

II. DISCUSSION

The recruitment and selection processes are important to any organization desirous of attracting and employing qualified personnel. The processes must be valid, quantitative, show validity, and have a minimum adverse impact for them to meet expected objectives.

III. POLICY

The VSO recruitment plans reflect equal employment opportunity objectives in accordance with Title VII of the Civil Rights Acts of 1964, as amended, to attract applicants to meet present and future personnel requirements. The Human Resources (HR) Section has engaged the cooperation of community organizations and leaders to implement the plans, as needed, to fill personnel vacancies.

The VSO selection process provides a means to ensure the following: [CALEA CM 4.2.1, 4.2.2; TA 5.2.1 (b)]

- All personnel actions, including the recruitment, selection, and advancement of employees, are based on relative knowledge, skills, and abilities (KSAs);
- Fair treatment of all applicants in all aspects of personnel administration without regard to political affiliation, race, color, national origin, sex, religious creed, or physical or mental disability and with proper respect for their privacy, constitutional rights, and federal and state laws.

IV. DEFINITIONS

Analysis – A systematic, structured process for dissecting an event into its basic parts to identify patterns or trends. Analysis should reveal patterns or trends that could be predictive or could indicate program effectiveness, training needs, equipment upgrade needs, or policy modification needs.

Job Announcement – A written statement announcing a position to be filled within VSO that is advertised through electronic, print, or other means.

Recruitment Notice – A written statement for attracting potential job applicants from the available labor force.

Recruitment Plan – A written plan for actively recruiting all qualified candidates, including underrepresented minorities and women.

V. PROCEDURE

A. RECRUITMENT [CALEA LE 31.1.1]

1. AUTHORITY AND RESPONSIBILITY

a. The authority for administering the VSO recruiting program is placed directly with the HR Section.

b. The VSO directly involves itself in all activities critical to the recruitment effort.

c. The HR Director is responsible for those areas relevant to recruiting. Those responsibilities include, but are not limited to:

- Planning;
- Organizing;
- Staffing;
- Directing;
- Reporting and budgeting.

2. ADMINISTRATIVE PRACTICES/RECRUITMENT PROGRAM [CALEA CM 4.1.3]

a. The Training Academy works with HR to facilitate the Deputy Sheriff Recruitment Program, while Communications works with HR to facilitate the Telecommunicator Recruitment Program to attract qualified applicants.

b. An effective recruitment program will improve the quality of applicants and provide a basis for filling vacancies within the VSO.

c. **RECRUITMENT NOTICES**

(1) Recruitment notices include, but are not limited to:

- A description of the duties, responsibilities, requisite skills, educational level, and other minimum qualifications or requirements;
- Advertise VSO as an equal opportunity employer on all recruitment advertisements;
- The official application filing deadlines.

(2) Recruitment notices advertise entry-level job vacancies through electronic, print, or other media.

3. RECRUITMENT TEAMS [CALEA CM 4.1.3; LE 31.1.2]

a. The Recruitment Teams shall assist the HR Director in performing activities associated with the Recruitment Program as needed.

b. The composition of the Recruitment Teams shall be as follows:

- The HR Director or designee;
- The assigned recruiting liaison members;
- Other agency personnel deemed necessary during active recruitment periods.

c. Whenever possible, minority personnel fluent in the community's language and culture will be used actively in the Recruitment Program.

d. Personnel will not be involved in recruiting activities before receiving training to include but not be limited to the following:

- VSO Recruitment Plans;
- Personnel matters, especially equal employment opportunity and the key recruitment objectives;
- VSO recruitment needs and commitments;
- Career opportunities;
- Salaries;
- Cultural awareness.

4. COMMUNITY/CIVIC GROUP ASSISTANCE [CALEA LE 31.3.2]

a. The VSO will seek cooperative assistance in the Recruitment Program through the many community and civic groups.

b. Those groups directly involved in the VSO service area will be solicited for referrals and advice on improving the Recruitment Program. VSO will solicit groups directly involved in the areas serviced by VSO for referrals and advice on improvements for the Recruitment Program.

c. In addition, job announcements will be posted with interested community and civic groups in contact with individuals who are likely candidates for recruitment.

5. **ENTRY-LEVEL RECRUITING**

a. Through the Recruitment Teams, the VSO will participate in functions that enhance recruitment opportunities. These functions include, but are not limited to:

- Career Days;
- Job Fairs;
- Expos;
- Any other type of exhibit or lecture format that recruits an individual to the field of law enforcement or telecommunications.

b. A recruiter will contact career counselors at high schools, colleges, and universities.

c. A recruiter will provide position advertisements, salary and benefits information, and establish the VSO on a contact list for presentations or participation in any career-related program.

d. The VSO will send personnel to these locations to conduct on-site recruiting activities.

6. **STUDENT INTERN PROGRAM**

a. The HR Section maintains a student intern program in conjunction with local colleges and universities.

b. The HR Section is responsible for the coordination of the program between the VSO and the various learning institutions.

c. The processing of the intern applicant is the same as that of the non-sworn applicant.

7. **RECRUITMENT PLANS** [CALEA CM 4.1.3 (a, b, c, d, e); LE 31.2.1 (a, b, c)]

a. VSO, through the HR Director, maintains active Recruitment Plans for full-time deputy sheriff and telecommunications personnel. The plans will outline steps to achieve the goal of an ethnic, racial, and gender workforce composition in the deputy sheriff and telecommunicator ranks in approximate proportion to the makeup of the available workforce in the law enforcement agency's service community. The recruitment plans will include the following:

- Statement of objectives;
- A plan of action to achieve the stated objectives;
- Identify employees, inside or outside the agency, responsible for the plans' administration.

b. The HR Director shall conduct an annual analysis on the recruitment plan that is reviewed by the Sheriff. The analysis report shall include the following:

- Demographic data of deputy sheriff and telecommunicator personnel;
- Volusia County population demographics;
- Volusia County workforce demographics;
- Progress towards stated objectives;
- Revisions to the plans, if needed.

8. **EQUAL EMPLOYMENT OPPORTUNITY PLAN** [CALEA LE 31.2.3]

a. VSO adheres to Title VII of the Civil Rights Act as amended and the Americans with Disabilities Act.

b. VSO has an equal employment opportunity plan prepared and maintained by HR.

9. **AGENCY JOB ANNOUNCEMENTS**

a. The agency job announcement shall include, but not be limited to:
   - A description of the duties, responsibilities, requisite skills, educational level, and other minimum qualifications or requirements;
   - The minimum qualification requirements for eligibility for admission to successive portions of the examination;
   - The official application filing deadlines;
   - Advertise VSO as an equal-opportunity employer;
   - The class title;
   - Salary range or starting salary;
   - How to apply for the position;
   - The date, time, and place of any written, performance, or oral examinations, as well as other pertinent information.

b. Advertise entry-level job vacancies through electronic, print, or other media.

c. Job announcements for the Deputy Sheriff position shall advise that eligible applicants will be required to meet VSO's stringent medical standards for the position before being appointed to the position.

d. Announcements of positions open continuously will be distributed and posted in the same manner as any other examination announcement.

e. Job announcements for positions with examinations will be announced a minimum of two (2) weeks before the official application filing deadline, if any. Normally, the filing deadline will not be more than three (3) weeks from the date of the announcement.

f. These announcements may be advertised through the electronic media (i.e., radio/television/Internet) with special attention given to those sources unique to the minority communities within the VSO service areas, with a request for publicity based on public service.

g. Job announcements, employment applications, and recruitment advertisements indicate that the VSO is an Equal Opportunity Employer. In addition, the VSO grants certain veteran hiring preferences in accordance with Fla. Stat. § 295.07.

10. **APPLICATION PROCESS**

a. The VSO, through the Recruitment Teams, may collect pre-application contact information to track those persons who have shown an interest in a position. All applications for positions or examinations will be on standard forms, either electronic or printed, prescribed by the HR Director.

b. An official application filing deadline will be included on the employment announcements and recruitment advertisements.

c. HR Section is responsible for maintaining contact with the applicants for all positions, from the initial application to the final employment disposition. [CALEA LE 31.3.3]

d. The VSO does not initially reject an application because of an error or omission that can be corrected. The applicant will be contacted as soon as the error or omission is noted for the correction to be made. The Sheriff or designee has the final decision as to whether an application is denied on the basis of a deficiency. Whenever an applicant or application is rejected, notice of such rejection will be mailed or emailed to the applicant by the HR Section. [CALEA LE 31.4.5]

B. SELECTION PROCESS [CALEA CM 4.2.1, 4.2.2; LE 31.4.1; TA 5.2.1]

1. **AUTHORITY**

a. The authority and responsibility for administering the VSO selection process are placed directly with the HR Section.

b. The HR Director or designee shall develop and administer entry-level selection examinations as necessary and appropriate to obtain an adequate supply of qualified applicants to meet the needs of the VSO.

c. The HR Director is responsible for areas relevant to the VSO's human resource needs, including but not limited to:

- Planning;
- Organizing;
- Staffing;
- Directing;
- Coordinating;
- Reporting.

d. The VSO maintains the primary responsibility for such selection components as the background investigation (BGI), oral interviews, and probationary period assessment.

2. **RESPONSIBILITY**

a. The Sheriff, also known as the Appointing Authority, retains final responsibility for the selection of personnel.

b. The Sheriff, through the HR Director, will identify the specific skills, knowledge, abilities, and personal attributes required for the positions and the selection of personnel.

c. The Sheriff, through the HR Director, will be instrumental in developing those components used in the determination of skills and attributes for the position.

3. **SELECTION PROCESS – NON-SWORN** [CALEA CM 4.3.7, 4.3.8]

a. The selection process for non-sworn positions with the VSO begins upon receipt of the applications by the HR Section. The applications received by the deadline are reviewed for completeness and minimum hiring requirements. At the time of employment application, applicants will be provided with information and an acknowledgment statement regarding all elements of the selection process, expected duration of the process, and agency policy on reapplication. The selection and hiring process is as follows (order may vary): Application reviewed for completeness and minimum hiring requirements.

- Phone screening.
- Preliminary background information.
- Testing, if applicable for the position (Telecommunicator applicants complete a skills test; other positions may also require a skills test).
- Interview.
- Conditional offer of employment.
- Detailed background investigation.
- Truth verification examination (computerized voice stress analysis [CVSA]).
- Psychological examinations are required of applicants/candidates for the following positions:
  - Telecommunicator;
  - Warrants Specialist;
  - Crime Scene Investigator;
  - Evidence Specialist;
  - Evidence Support Specialist;
  - Latent Print Examiner;
  - Civilian Pilot.
- Medical examination including drug testing and may include nicotine testing – Examinations for telecommunicator applicants include hearing and vision testing and are completed before appointment to a probationary position. Examinations for other positions are based on the position's mental, physical, and environmental requirements.
- Eligibility list, if needed.
- Final offer.

b. The selection procedure is detailed in appendix *GO-031-01-B Non-Sworn Applicant Selection Procedure and Information Packet*.

c. From start to finish, the selection process may take two (2) to four (4) months to complete. Unforeseen circumstances or staffing levels may shorten or lengthen the time to complete the process.

4. **SELECTION PROCESS – DEPUTY SHERIFF AND ACADEMY RECRUIT** [CALEA LE 31.5.6, 31.5.7]

a. The selection process for deputy sheriff positions and academy recruits begins upon receipt of the application by the HR Section. Applications received by the deadline are reviewed for completeness and minimum hiring requirements. At the time of employment application, applicants will be provided with information and an acknowledgment statement regarding all elements of the selection process, expected duration of the process, and agency policy on reapplication. The complete selection and hiring process is as follows (order may vary):

- Application reviewed for completeness and minimum hiring requirements;
- Phone screening;
- Preliminary background information (BGI);
- Physical abilities test (PAT);
- Written exercise (writing ability);
- Oral board (structured questions);
- Conditional offer of employment;
- Detailed background investigation;
- Truth verification examination (polygraph);
- Psychological examination;
- Medical examination (including drug and nicotine testing);
- Confirmation of successful completion of the criminal justice basic abilities test (CJBAT, if applicable;
- Staff review;
- Eligibility list, if needed;
- Final offer.

b. The selection procedure is detailed in appendix *GO-031-01-A Deputy Sheriff and Academy Recruit Applicant Selection Procedure and Information Packet*.

c. From start to finish, the selection process may take two (2) to four (4) months to complete. Unforeseen circumstances or staffing levels may shorten or lengthen the time to complete the process.

5. **SELECTION PROCESS VALIDITY** [CALEA LE 31.4.2; TA 5.2.1 (b)]

a. The HR Director will determine which examining device or combination of devices will be used to evaluate the relative fitness of the applicants.

b. The selection process uses only those devices documented as job related.

c. The devices selected will relate to the duties and responsibilities of the class for which applicants are being examined. These devices will be impartial and will fairly appraise and determine:

- The merit;
- Fitness;
- Ability;
- Qualifications of the applicants to perform in a position in the class.

d. The validity of the selection process as a whole, or individual devices of the selection process, is determined in one or more of the following ways:

- Criterion related validation;
- Construct validation;
- Content validation.

e. Examinations may be:

- Assembled or unassembled;
- Practical in nature and will be constructed to reveal the capacity of the applicant for the class for which they are competing;
- Designed to reveal their general background and related skills, knowledge/abilities, and any character or personal traits which are job related.

f. The HR Director will ensure accountability in the following areas:
- Professionally and legally accepted data collection techniques are used to identify job tasks;
- Measurable applicant characteristics related to predicting job performance are identified;
- Selection devices whose measures are job related have been used;
- Conclusion and inferences about candidates are logical and persuasive.

g. The Sheriff, through the HR Director, will have input as to the selection process and those devices identified and used in the examination of applicants.

6. **SELECTION PROCESS ADMINISTRATION** [CM 4.2.1]

a. The HR Director will ensure that any written test used as a device in the selection process is documented as being job related. This is true for any test used or relied upon by the VSO, including commercially developed ones.

b. The HR Director shall assist the Sheriff in determining the following:
- Appropriate written, performance, or other tests;
- Method of evaluating experience, education, and training;
- Weights to be assigned to various parts of the examination.

c. The examination will represent a proper balance between the specialized knowledge of position requirements possessed by VSO personnel and the specialized knowledge of regulatory requirements and testing methods possessed by the HR Section.

d. The HR Section will have an examination plan prepared describing:
- Specific qualification requirements and alternatives and skills, knowledge, and abilities to be measured by each examination device selected;
- The importance of weighing each part of the examination process;
- The method to be used in evaluating applicants.

e. The Sheriff, through the HR Director, will actively participate in the design and implementation of the examination plan.

f. The HR Director establishes the minimum performance or cut-off score for all examinations.

g. If more than one (1) device is used in an examination, a minimum performance or cut-off score may be established for each device.

h. Applicants may be required to attain at least the minimum performance or cut-off score on each device to receive a passing grade or to be rated on the remaining examination devices.

i. If more than one (1) device is used, a weighting process will be applied to appropriately allocate the importance of all the various devices.

j. The HR Director assures that all elements of the selection process are administered, scored, evaluated, and interpreted uniformly within the classification and that the conduct of the examination(s), as well as the operational elements of the selection process, is clearly set forth and carried out identically for all candidates. [CALEA LE 31.4.3; TA 5.2.1 (a)]

k. The Sheriff will ensure compliance by having an active and continuous liaison with the HR Director regarding the use of all devices in the selection process.

l. The HR Director or designee provides final examination results in numeric or adjective ratings. In either situation, it is assured as being job related.

m. The HR Director ensures that those elements of the selection process administered or provided by any private sector organization or vendor meet the requirements of job relatedness.

n. The Sheriff, through the HR Director, will provide all needed information to support the professional and legal requirements of being job related with regard to any service that may be requested as an additional device to the selection process.

o. These individuals will meet the necessary qualifications and be thoroughly trained in the content and use of the selection procedures.

p. The Sheriff, through the HR Director, will provide additional logistical support to the selection process with those individuals who are qualified and trained in the content and use of the procedures. Whenever possible, those individuals will also be representative of the service area.

q. The HR Section will ensure that selection material is stored in a secure area when not being used. These measures will include but not be limited to: [CALEA LE 31.4.6 (b); TA 5.2.5]

- Locked file drawers;
- Locked and/or limited access file rooms;
- Electronic files require passwords to access.

r. Any VSO components in temporary care, custody, and control of selection materials will give the selection materials at least the same security as the HR Section. [CALEA TA 5.2.5]

s. At no time will unsecured selection material be left unattended. [CALEA TA 5.2.5]

t. All reports containing the testing materials/results regarding any required medical examinations and emotional stability and psychological fitness examinations will remain with the examination provider. Only the provider's final letter/notice will be maintained with the background files secured in the locked file room maintained by HR.

u. All CVSA/polygraph results will be housed in the HR secured file room. No one may access files without permission from the Sheriff or the Internal Affairs Commander. [CALEA LE 31.4.6 (c, d); TA 5.2.5]

v. All selection process material, including records of applicants not appointed to probationary status, will be disposed of in a manner that prevents disclosure of the information. This destruction will be in accordance with Florida Statutes and the Florida Department of State, Division of Library and Information Services general records schedules. [CALEA LE 31.4.6 (a); TA 5.2.5]

7. **SELECTION PROCESS REVIEW**

a. The HR will continually review the selection process and make changes as needed.

b. This review will address the job relatedness of the selection process.

c. This may include a review of the most recent literature and case law on selection, equal employment opportunity, and related selection issues.

8. **REAPPLICATION PROCESS** [CALEA LE 31.4.4 (c)]

a. The HR Director specifies the conditions and procedures for reapplication, retesting, and reevaluating applicants not appointed to probationary status.

b. The applicant who is unsuccessful in completing the selection process for one (1) or more reasons may apply to the position after six (6) months from the date of the examination in which they were unsuccessful. However, the applicant will not be allowed to reapply if unsuccessful on the truth verification or psychological examination. Exceptions may be made at the discretion of the Sheriff.

c. An applicant must submit a new application for employment to be considered for any future examinations.

d. Applicants who believe their applications have been erroneously rejected or who believe that their examinations have been incorrectly rated may present their appeal to the HR Director.

9. **SELECTION PROCESS INFORMATION TO THE APPLICANTS**

a. It is the responsibility of the HR Director to ensure all applicants are informed in writing at the time of filing their formal application of all the elements of the selection process, the expected duration of the selection process, and the reapplication policy. [CALEA LE 31.4.4 (a)]

b. It is the responsibility of the HR Director to ensure all applicants not eligible for appointment to probationary status are informed in writing. This notification will take place within thirty (30) days of the decision. [CALEA LE 31.4.5; TA 5.2.3]

c. It is the responsibility of the HR Director to ensure any applicant not appointed to a probationary status based on a single test, examination, interview, or investigation is informed in writing within thirty (30) days of the decision of the specific reason.

10. **BACKGROUND INVESTIGATIONS** [CALEA LE 31.5.1]

a. The VSO, through the HR Section, will conduct a background investigation on all selected applicants only for employment with the VSO. This investigation will be conducted before appointment to a probationary status.

b. The background investigation will include, but not be limited to, the following:

- Pre-employment interview.
- Verify qualifying credentials.
- Education.
- Employment.
- Driver's license inquiry with the State of Florida, Department of Highway Safety and Motor Vehicles, and the state of issue for the applicant's license. This is to be done regardless of the applicant advising against having a Florida driver's license.
- Military Service Record - a copy of the DD214 obtained for file, or a waiver of non military service.
- Criminal records inquiry through National Crime Information Center (NCIC), Florida Crime Information Center (FCIC), VSO, Intelligence Unit, Criminal Records Section and Criminal Justice Information System (CJIS). Additional State and Local Agencies as may be warranted, given applicant’s origin.
- Review of social media accounts.
- Credit inquiry; employment insight report.
- Fingerprint submission through the Florida Department of Law Enforcement (FDLE) and the Federal Bureau of Investigation (FBI).
- Employment inquiry, with at least three (3) employers.
- A review of relevant national or state decertification resources, if available.
- Character inquiry, with at least three (3) personal or professional references.

c. Applicant may be subject to an unannounced visit to the applicant's residence.

d. While conducting these inquiries in person is more reliable, telephone, mail, and electronically made inquiries are appropriate in obtaining some information. Such would be the case if the applicant has relocated from outside the state.

e. VSO will only use personnel trained to conduct background investigations. These members are specially trained in collecting the required information. These members will participate in regular training to maintain the professional and legal requirements needed to successfully conduct background investigations. Training may be formal or in-house.

f. The background investigation will be documented on the standard report of investigation (ROI). This written report will be submitted for all applicants who have had full consideration for appointment to a probationary status.

g. The ROI is provided to the Sheriff for his review and approval. If an applicant is appointed to a probationary status, the ROI, including the background investigation file, is incorporated into their VSO personnel file. [CALEA TA 5.2.7]

h. If the applicant is not selected for appointment to a probationary status, the ROI, including the background investigation file, is maintained on file for a minimum of five (5) years. [CALEA TA 5.2.7]

i. The storage and subsequent destruction of these files are in accordance with Florida Statutes and the Florida Department of State's Division of Library and Information Services general records schedules. [CALEA TA 5.2.7]

11. **INSTRUMENT TO DETECT DECEPTION EXAMINATIONS**

a. Applicants for employment participate in a pre-employment instrument to detect deception examination as part of the selection process. The instrument to detect deception used shall be the polygraph examination for deputy sheriff positions and the Computerized Voice Stress Analyzer (CVSA) for civilian positions.

b. These examinations are administered and the results evaluated by certified CVSA and polygraph operators. [CALEA LE 31.5.4]

c. The CVSA/polygraph operator will provide the applicant with a list of questions just prior to and at the location of the test so that there is sufficient time to review and understand what is will be asked of them. [CALEA LE 31.5.3]

d. Upon the conclusion of the examination, the CVSA/polygraph operator will provide a Pre-Employment Report. The report will contain information including but not limited to the applicant's name, the date of the examination, and relevant questions that were asked the applicant.

e. This report will also include any pretest admissions and a statement by the CVSA/polygraph operator as to the truthfulness of the applicant. This report will be filed separately from the background investigation.

f. The results of the CVSA or polygraph examination will not be used as a single determinant of employment status. An admission during the pretest or posttest interviews, together with other information, may be sufficient to support decisions relevant to employment status. [CALEA LE 31.5.5]

12. **ORAL INTERVIEWS**

a. The HR Director will ensure an oral interview of each applicant is conducted prior to appointment to a probationary status using valid, useful, and nondiscriminatory procedures.

b. This will be done using a "Patterned Interview" as established in the examination plan.

c. The use of rating scales and procedures will be standardized to permit valid and useful distinction among applicants and their expected job performance.

d. Results will be recorded on a standardized form.

e. The Sheriff, through the HR Director, will assist in facilitating the oral interviews by having individuals who are qualified and thoroughly trained in the content and use of the selection procedure conduct the oral interviews. This does not prohibit the Sheriff from conducting the oral interviews personally or participating as a board member.

13. **OCCUPATIONAL QUALIFICATIONS**

a. The HR Director determines that all physical and age qualifications for entry-level deputy sheriff positions meet the requirements of validity, utility, and minimum adverse impact.

b. Medical standards are established for all positions by the VSO. [CALEA CM 4.3.7; TA 5.2.8]

- Applicants for deputy sheriff, telecommunicator, latent print technician, evidence technician, crime analyst, and social worker positions will be required to undergo a medical examination to determine physical fitness to perform the work of the position for which they are being considered.
- Additionally, applicants for deputy sheriff and telecommunicator positions will be required to undergo a medical examination to determine mental fitness to perform the work of the position for which they are being considered.

c. Medical examinations, which may include hearing and vision tests, are conducted prior to appointment to probationary status using valid, useful, and nondiscriminatory procedures. The examination shall be based upon the entry-level job descriptions of the position, ensuring the applicant is medically fit to perform the functions required. [CALEA CM 4.3.7; TA 5.2.8]

d. Determination of physical or mental fitness will be by a qualified professional designated by or acceptable to the HR Director. [CALEA CM 4.3.8; TA 5.2.8]

e. A psychological examination shall be conducted on each applicant/candidate for the following positions prior to appointment to probationary status, using valid, useful, and nondiscriminatory procedures: [CALEA CM 4.3.8, LE 31.5.7]

- Deputy Sheriff;
- Academy Recruit;
- Civilian Pilot;
- Crime Scene Investigator;
- Evidence Specialist;
- Latent Print Examiner;
- Telecommunicator;
- Warrants Specialist.

f. Only qualified professionals are used to certify the general good health of an applicant, as well as assess the emotional stability and psychological fitness of the deputy sheriff and telecommunicator applicants. [CALEA LE 31.5.7]

g. All medical examinations are reported on standard forms or reports and received by the HR Director. These items are then filed separately from each other and from the background investigation information. The items are maintained in independent files for future statistical analysis.

h. All applicants seeking employment as a sworn Deputy Sheriff with VSO shall be required to meet applicable job-related physical ability/fitness standards prior to employment. Each candidate must successfully pass the agency recognized Physical Abilities Test (PAT); failure to pass the PAT will disqualify the candidate from further processing. Only qualified PAT instructors from the Training Section will be utilized to administer the PAT. [CALEA TA 5.2.8]

i. General Order *GO-022-06 Appearance, Uniforms, and Equipment* contains the definition of body ornamentation and what is and is not acceptable. So as not to exclude candidates based solely on body ornamentation, a candidate's existing body ornamentation will be evaluated during the selection process.

j. All deputy sheriff applicants shall be non-tobacco users at the time of hire as a condition of employment and shall be required, as an absolute condition of employment, to refrain from the use of tobacco products of any kind on or off duty during employment with VSO. Any applicant hired that violates this condition of employment is subject to disciplinary action up to and including termination.

k. The selection criteria for all sworn deputy sheriff positions are identical as it pertains to knowledge, skill, and ability and are not dependent upon full-time status. All sworn deputy sheriff personnel, both full and part-time, shall meet all Florida statutory requirements for full-time sworn deputy sheriffs. [CALEA LE 31.4.1]

VI. APPENDICES

- GO-031-01-A Deputy Sheriff and Academy Recruit Applicant Selection Procedure and Information Packet
- GO-031-01-B Non-Sworn Applicant Selection Procedure and Information Packet

VII. REFERENCES

- Fla. Stat. § 30.073 Appointment; Probation; Regular Appointment.–
- Fla. Stat. § 110.2135 Preference in employment, reemployment, promotion, and retention.–
- Fla. Stat. § 295.07 Preference in appointment and retention.–
- Fla. Stat. § 295.08 Positions for which a numerically based selection process is used.–
- Fla. Stat. § 295.085 Positions for which a numerically based selection process is not used.–
- Fla. Stat. § 295.09 Reinstatement or reemployment; promotion preference.–
- Fla. Stat. § 943.13 Officers' minimum qualifications for employment or appointment.
- General Records Schedule GS1-SL for State and Local Government Agencies
- General Records Schedule GS2 for Criminal Justice Agencies and District Medical Examiners

- Volusia Sheriff's Office Equal Employment Opportunity Plan
- Volusia Sheriff's Office Sworn Recruitment Plan
- Volusia Sheriff's Office Telecommunicator Recruitment Plan

VOLUSIA SHERIFF'S OFFICE

DEPUTY SHERIFF AND ACADEMY RECRUIT

APPLICANT SELECTION PROCEDURE AND INFORMATION PACKET

The Volusia Sheriff's Office (VSO) is an Equal Employment Opportunity Employer and will not deny employment opportunity based on race, color, religion, sex, gender identity, sexual orientation, pregnancy, status as a parent, national origin, age, disability (physical or mental), family medical history or genetic information, political affiliation, military service, or other non-merit based on factors. VSO strives to create and maintain a work environment in which people are treated with dignity, decency, and respect. The environment of VSO should be characterized by mutual trust and the absence of intimidation, bullying, oppression, and exploitation. The VSO will not tolerate unlawful discrimination or harassment of any kind.

The VSO selection process is based on the General Orders and provides a means to ensure that all personnel actions, including recruitment, selection and advancement of employees shall be based on skills, relative knowledge, and abilities (SKAs).

PROCEDURE

A. SELECTION PROCESS – SWORN & ACADEMY RECRUIT

The selection process for the Volusia Sheriff's Office begins upon receipt of the application by the Human Resources Section. Applications received by the deadline are reviewed for completeness and minimum hiring requirements. At the time of employment application, applicants will be provided with information and an acknowledgment statement in writing regarding all elements of the selections process, expected duration of the process, and agency policy on reapplication. The complete selection and hiring process is as follows (order may vary):

- Application reviewed for completeness and minimum hiring requirements
- Phone Screening
- Preliminary background information (BGI)
- Physical ability test (PAT)
- Written exercise (writing ability)
- Oral board (structured questions)
- Conditional offer of employment
- Detailed background investigation
- Truth verification examination (polygraph)
- Psychological examination
- Medical examination (including drug and nicotine testing)
- Confirmation of successful completion of the criminal justice basic abilities test (CJBAT), if applicable

- Staff review
- Eligibility list, if needed
- Final offer

Upon review of the preliminary background information, applicants who meet minimum requirements will be contacted for a phone screening and will be scheduled for the written exercise, oral board, and physical abilities test (PAT). Applicants that successfully complete the written exercise, oral board, and PAT will be provided with a conditional offer and will be requested to submit additional documentation. From start to finish, the selection process may take two (2) to four (4) months to complete. Unforeseen circumstances or staffing levels may shorten or lengthen the time to complete the process. Applicants may be disqualified at any step in the process. Disqualification notifications shall be made via email. Veteran's preference will be awarded at the conclusion of the oral board.

Applicants who have been convicted of a violation of law, including moving traffic violations, or pleads guilty or nolo contendere to such charges in any local, state, federal, or other jurisdiction in any state, at any time, shall be responsible for disclosing such information as part of the application. All applications must be signed by the applicant attesting to the truthfulness of all statements provided. **Omission of facts that would alter the decision to employ may be regarded as untruthful statements.**

Applications found to be inadequate or incomplete will not be considered as meeting the minimum qualifications for the job. Applicants will have until the closing deadline for the job posting to update applications.

Notification will be provided to applicants who do not meet the minimum hiring requirements and standards and their pre-screener disposition will be marked accordingly. Notification will be in writing within 30 days of the determination, and the applicant shall be informed, therein, of the reapplication process.

1. Phase I – Pre-employment assessments

a. **Phone Screening** – Initial contact will be established with the applicants to answer any questions they may have regarding the agency or the selection process.

b. **Physical Abilities Test (PAT)** – will be conducted on all sworn and academy recruit candidates. Candidates must meet the minimum standard of the Agency approved Physical Abilities Test (PAT), as administered by qualified instructors with the Volusia Sheriff's Office Training Section.

c. **Written Exercise (Writing Ability)** – A written exercise will be utilized to determine each sworn and academy recruit candidate's writing ability. The exercise shall consist of a writing assignment to be completed by the candidate based on the topic and instructions presented during the hiring process. Each candidate in the group being evaluated will receive the same assignment. This does not prevent the assignment from changing from group to group.

d. **Oral Board (structured questions, the minimum passing score is 70%)** – Oral Boards shall use an established set of questions and scoring device. Each candidate in the group being evaluated will receive the same questions. This does not prevent the questions from changing from group to group.

Candidates will receive a numerical score based upon the written exercise and the oral board assessment. The minimum cut off score needed to proceed to Phase II is seventy (70) percent.

Failure to pass, either the oral board/written essay or PAT test will result in removal from the remaining selection process.

During this phase, photographs of visible tattoos will be taken by a training staff member.

2. Phase II

Candidates who move on to Phase II will be offered a "Conditional Offer of Employment" which is contingent upon the successful completion of the following steps:

a. **Background Investigation** – A detailed background investigation will be conducted on all sworn and academy recruit applicants who successfully pass Phase I.

b. **Polygraph examinations** – shall be conducted on all sworn and academy recruit applicants. Examinations shall be conducted and interpreted by operators trained and certified in the use of polygraphs.

c. **Psychological examination** – The VSO requires sworn and academy recruit candidates to undergo a psychological examination, using valid, useful, and non-discriminatory procedures. This will be used to determine fitness and ability to adequately and safely perform the duties and responsibilities of the position for which a candidate is being considered. This examination shall be scheduled and conducted by a qualified professional to ensure emotional stability and psychological fitness.

d. **Medical Examination** – will be performed to certify the general health (physical and mental) of each candidate prior to appointment, including drug and nicotine screening.

Under certain circumstances, at the direction of the Sheriff or designee, candidates may be offered the medical, polygraph and/or the psychological examination during Phase I.

3. Phase III

a. An **Executive Staff Review** of each successful candidate will be conducted reviewing all the above criteria. Selections for vacancies shall be recommended by the executive staff.

b. The Sheriff, through the Human Resources Director, shall notify all candidates of their official start date and provide relevant information regarding equipment, uniforms, orientation, etc. Notification will be made by telephone followed by an email.

Unsuccessful candidates will be notified of their non-selection by the Human Resources Section via email within 30 days of the determination.

B. RE-APPLICATION PROCESS:

1. The Human Resources Director specifies the conditions and procedures for re-application, retesting and re-evaluation of applicants not appointed to probationary status.
2. An applicant who is unsuccessful in completing the selection process for one (1) or more reasons may apply to the position after six (6) months from the date of the examination in which they were unsuccessful. However, the applicant will not be allowed to re-apply if unsuccessful on the truth verification or psychological examination. Exceptions may be made at the discretion of the Sheriff.

3. It shall be necessary for an applicant to submit a new application for employment to be considered for any future examinations.
4. Applicants who believe their applications have been erroneously rejected or who believe that their examinations have been incorrectly rated may present their appeal to the Human Resources Director.

PHYSICAL ABILITIES TEST (PAT)

(Revised 07/2010)

The Florida Physical Abilities Test (PAT) was created to ascertain if a law enforcement officer candidate possesses the minimal level of physical ability necessary to succeed in training and on the job.

The PAT is composed of a series of tasks that are completed in a continuous flow manner on a standardized course. Applicants must complete the course/tasks within 6 minutes and 00 seconds. Failure to complete the course within 6 minutes 00 seconds will result in the disqualification of the applicant.

Applicants should wear comfortable clothing and tennis shoes. No applicant will be exempted due to medical condition. All applicants should obtain clearance from their medical provider prior to attempting the PAT You will be required to sign a medical release form prior to participating in the PAT.

PAT tasks include:

- Exiting a vehicle/opening a trunk Running 220 yards
- Completing an obstacle course
- Dragging a 150-pound dummy 100 feet
- Completing obstacle course in reverse
- Running 220 yards
- Dry firing a weapon six (6) times with each hand
- Placing items in a trunk/entering a vehicle

THE TEST

TASK 1 - START

- Applicants begin test seated in a patrol vehicle with their seat belts on, hands on the steering wheel at the ten o'clock position and the two o'clock position.
- Each applicant wears a Velcro duty belt with handcuffs in a secured handcuff case located center point (in the middle) of the back. The trunk key is in the glove compartment. A handgun and a baton are lying in the vehicle's closed trunk.
- Remove hands from the steering wheel, unfasten the seat belt, open the glove compartment, and take out the key. You may leave the glove compartment and car door open.
- Get out of the car and go to the trunk. Insert key and open trunk (must use key to open trunk).
- Reach around back with support hand and remove handcuffs from case, place handcuffs into trunk and remove belt. Remove the handgun and baton from the trunk. Close the trunk leaving the key in the lock. Move toward the bench/stool. Place handgun on the bench/stool. Keep the baton.

TASK 2

- Run 220 yards towards the obstacle course.

TASK 3

- Enter obstacle course.
- Climb over a 40-inch wall.
- Run 10 feet.
- Jump over three (3) hurdles (24”, 12” and 18”) spaced 5 feet apart.
- Run 10 feet and enter the serpentine.
- Run in a serpentine manner through nine pylons placed in a single row, 5 feet apart
- Run 10 feet toward the low crawl.
- Drop to the ground and crawl 8 feet under a 27-inch open air barrier.
- Drop the baton beside the cones as you exit the last low crawl pylon.

IF YOU KNOCK OVER, TOUCH, HIT OR RUN INTO A HURDLE OR PYLON, YOU MUST STOP AND REPEAT THAT PORTION OF THE OBSTACLE COURSE

TASK 4

- Stand up and sprint 50 feet.
- Grab the 150-pound dummy and drag it 100 feet.

TASK 5

- Drop the dummy and sprint 50 feet towards the pylons.
- Reverse obstacle course.
- Drop into a low crawl and pick up the baton.
- Enter the obstacle course in reverse.
- Low crawl 8 feet under a 27-inch open air barrier
- Stand up and run 10 feet toward the serpentine.
- Run in a serpentine manner through nine pylons placed in a single row, 5 feet apart.
- Run 10 feet and jump over the three (3) hurdles (18”, 12” and 24”) spaced 5 feet apart.
- Run 10 feet.
- Climb over 40-inch wall.

IF YOU KNOCK OVER, TOUCH, HIT OR RUN INTO A HURDLE OR PYLON, YOU MUST STOP AND REPEAT THAT PORTION OF THE OBSTACLE COURSE

TASK 6

- Run 220 yards.

TASK 7

- Place the baton on the bench/stool. Pick up the handgun.
- Assume a proper firing position and pull the trigger six (6) times with each hand, using a training gun.

TASK 8

- Keeping the gun, pick up the baton.
- Run to the trunk, turn the key, and open the trunk.
- Place the weapon and baton inside the trunk.
- Close the trunk and remove the key from the lock.

- Run to the driver's door and enter the vehicle.
- Close the door.
- Place the key in the glove compartment and close it.
- Securely fasten your seatbelt.
- Place your hands on the steering week at the ten o'clock position and two o'clock position.

TEST COMPLETION

IF YOU DO NOT COMPLETE THE TEST OR FAIL TO MEET THE 6 MINUTE 00 SECONDS TIME LIMIT, YOUR APPLICATION WILL BE CLOSED

VOLUSIA SHERIFF'S OFFICE

NON-SWORN APPLICANT SELECTION PROCEDURE AND INFORMATION PACKET

The Volusia Sheriff's Office (VSO) is an Equal Employment Opportunity Employer and will not deny employment opportunity based on race, color, religion, sex, gender identity, sexual orientation, pregnancy, status as a parent, national origin, age, disability (physical or mental), family medical history or genetic information, political affiliation, military service, or other non-merit based on factors. VSO strives to create and maintain a work environment in which people are treated with dignity, decency, and respect. The environment of VSO should be characterized by mutual trust and the absence of intimidation, bullying, oppression, and exploitation. The VSO will not tolerate unlawful discrimination or harassment of any kind.

The VSO selection process is based on the General Orders and provides a means to ensure that all personnel actions, including recruitment, selection and advancement of employees shall be based on skills, relative knowledge, and abilities (SKAs).

PROCEDURE

A. <u>SELECTION PROCESS – NON-SWORN</u>

The selection process for the Volusia Sheriff's Office begins upon receipt of the application by the Human Resources Section. Applications received by the deadline are reviewed for completeness and minimum hiring requirements. At the time of employment application, applicants will be provided with information and an acknowledgment statement in writing regarding all elements of the selections process, expected duration of the process, and agency policy on reapplication. The complete selection and hiring process is as follows (order may vary):

- Application reviewed for completeness and minimum hiring requirements
- Phone screening
- Preliminary background information
- Testing, if applicable for the position (**Telecommunicator Applicants MUST complete a skills test; other positions may also require a skills test)**
- Interview
- Conditional offer of employment
- Detailed background investigation
- Truth verification examination (computerized voice stress analysis [CVSA])
- Psychological examinations are required of applicants/candidates for the following positions:
    - **Telecommunicator;**
    - **Warrants Specialist;**
    - **Crime Scene Investigator;**
    - **Evidence Specialist;**

- **Evidence Support Specialist;**
- **Latent Print Examiner**
- **Civilian Pilot**

- Medical examination, including drug and may include nicotine testing. Examinations for telecommunicator applicants include hearing and vision testing and are completed before appointment to a probationary position. Examinations for other positions are based on the position's mental, physical, and environmental requirements.
- Eligibility list, if needed
- Final offer

From start to finish, the selection process may take two (2) to four (4) months to complete. Unforeseen circumstances or staffing levels may shorten or lengthen the time to complete the process. Applicants may be disqualified at any step in the process. Disqualification notifications shall be made via email. Veteran's preference will be awarded at the conclusion of a passing interview.

Applicants who have been convicted of a violation of law, including moving traffic violations, or pleads guilty or nolo contendere to such charges in any local, state, federal, or other jurisdiction in any state, at any time, shall be responsible for disclosing such information as part of the application. All applications must be signed by the applicant attesting to the truthfulness of all statements provided. Omission of facts that would alter the decision to employ may be regarded as untruthful statements.

Applications found to be inadequate or incomplete will not be considered as meeting the minimum qualification for the job. Applicants will have until the closing deadline for the job posting to update applications.

Notification will be provided to applicants who do not meet the minimum hiring requirements and standards and their pre-screener disposition will be marked accordingly. Notification will be in writing within 30 days of the determination, and they shall be informed, therein, of the reapplication process.

1. Phase I

a. **Preliminary background investigation** - conducted on all qualified applications received.

b. **Phone Screening** – initial contact will be established with the applicants to answer any questions they may have regarding the agency or the selection process.

c. **Skills Test** – for Telecommunicators: will be administered before the interviews are conducted. Unsuccessful candidates will not move to the next step. Other positions will complete the skill testing either before or after the time of interview.

d. **Interview** – Applicants who meet the minimum qualifications and/or are successful on the skills test will be selected for interviews.

2. Phase II

a. **Conditional Offer of Employment** – A conditional offer of employment may be made prior to completion of all background procedures and will be made contingent upon successful completion of truth verification, physical examination, and psychological examination, where applicable.

b. **Detailed Background Investigation** – A detailed background investigation will be conducted to verify accuracy of applicant information and follow up on any questions developed during the background process.

c. **Computer Stress Voice Analyzer (CVSA) test –** shall be conducted on all applicants. Examinations shall be conducted by operators trained and certified in the use of CVSA.

d. **Psychological examination –** The VSO requires applicants for telecommunicator, warrants specialist, crime scene investigator, evidence specialist, evidence support specialist, latent print examiner, and civilian pilot ,to undergo a psychological examination, using valid, useful, and non-discriminatory procedures. This will be used to determine fitness and ability to adequately and safely perform the duties and responsibilities of the position for which a candidate is being considered. This examination shall be scheduled and conducted by a qualified professional to ensure emotional stability and psychological fitness.

e. **Medical Examination** – to be conducted to certify the general health (physical and mental) of candidate prior to appointment, including drug and nicotine screening where applicable. The medical examination for telecommunicator applicants includes hearing and vision testing and is completed prior to appointment to a probationary position.

3. Phase III – FINAL SELECTION

a. The Sheriff, through the Human Resources Director, shall notify all candidates of their official start date and provide relevant information regarding equipment, uniforms, orientation, etc. Notification will be made by telephone followed by an email.

b. Unsuccessful candidates will be notified of their non-selection via email within 30 days of the determination.

B. <u>REAPPLICATION PROCESS:</u>

1. The Human Resources Director specifies the conditions and procedures for re-advertisement, re-application, retesting and re-evaluation of applicants.
2. An applicant who is unsuccessful in completing the selection process for one (1) or more reasons may apply to the position after six (6) months from the date of the examination in which they were unsuccessful. However, the applicant will not be allowed to re-apply if unsuccessful on the truth verification or psychological examination. Exceptions may be made at the discretion of the Sheriff.
3. It shall be necessary for an applicant to submit a new application for employment to be considered for any future examinations.
4. Applicants who believe their applications have been erroneously rejected or who believe that their examinations have been incorrectly rated may present their appeal to the Human Resources Director.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-032-02**	**Distribution** All Personnel	**Reissue/Effective Date** 11/01/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **APPOINTMENTS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the Volusia Sheriff's Office (VSO) appointment process.

II. DISCUSSION

Appointments with the competitive and noncompetitive divisions in VSO (classified and unclassified) may be of the following types: permanent, temporary, part-time, intermittent, seasonal, emergency, noncompetitive, unclassified, trainee or, in certain cases, combinations of such types.

III. POLICY

No appointments shall be made except to positions specifically and duly authorized by the Sheriff and established and classified by the Human Resource Director.

IV. PROCEDURE

A. PERMANENT APPOINTMENTS

1. Permanent appointments may be made from a hiring process without an eligible list, a layoff list, a reinstatement list or an eligible list, or by promotion, demotion or transfer to a permanent position. A permanent appointee is fully eligible for all benefits.
2. Permanent appointments are without specified duration and remain in effect until the appointee voluntarily separates or is involuntarily separated, or the position is abolished.

B. TEMPORARY APPOINTMENTS

1. Temporary appointments may be made to either permanent or temporary positions and will normally be for one year or less.
2. A person appointed on a temporary basis shall not be eligible for the rights, privileges and benefits conferred through this article to other employees, except as otherwise specified.
3. No employee covered under the collective bargaining agreement shall be appointed to temporarily fill a position in a higher classification, without consultation with the union.

C. PART-TIME APPOINTMENTS

1. An appointment of a person on less than a full-time basis may be made to either an authorized full-time or part-time position. A part-time appointment may be permanent or temporary, but scheduled hours shall be continuous each pay period for the duration of the appointment. Scheduled hours may vary during a pay period.

a. Appointment shall be made from qualified persons who have indicated their willingness to accept part-time employment.

b. Acceptance of a part-time appointment by a person shall not affect their standing on the list for other appointment.

2. A person appointed on a permanent part-time basis shall have all the rights and privileges conferred through this general order to full-time employees, except as otherwise specified, but in situations where length of service or passage of time is a factor shall, except as otherwise specified, have their service or time credited and benefits on a pro rata basis in relation to their work schedule.

D. INTERMITTENT APPOINTMENTS

1. An appointment of a person on a non-continuous, intermittent basis may be made to an authorized position.

2. A person appointed on an intermittent basis will be on a nonscheduled basis and shall be called in for work intermittently as peak workloads, absences or emergency situations dictate. Persons appointed on an intermittent basis must be approved by the Human Resources Director as meeting the minimum qualifications for the class.

E. SEASONAL APPOINTMENTS

1. Authorized positions may be filled on a seasonal basis. A person appointed on a seasonal basis is placed in active employee status during the seasonal activity for which employed and is then placed in inactive status until the next seasonal period.

   a. Appointments shall be made from qualified persons.

F. EMERGENCY APPOINTMENTS

1. In the event of an emergency, the Sheriff may appoint or authorize appointment of any person. Any such person shall be employed only during the period of such emergency. A vacancy of which an appointing authority has had reasonable notice, or an employment condition of which he had or might with due diligence have had previous knowledge, shall not be considered an emergency under this section.

G. NONCOMPETITIVE APPOINTMENTS

1. Appointments to certain positions in the unskilled labor classes may be made on a noncompetitive basis at the discretion of the Sheriff. Noncompetitive appointments are at-will. Appointment shall be made from applicants determined by the Human Resources Director to meet minimum qualifications for the position.

H. UNCLASSIFIED APPOINTMENTS

1. Appointments to unclassified positions shall be made on a noncompetitive basis.

   a. Appointment shall be made only from applicants determined by the Human Resources Director to meet the minimum qualifications for the position and shall be at-will and serve at the discretion of the Sheriff.

I. TRAINEE APPOINTMENTS

1. In the absence of qualified applicants available for appointment or when the appointing authority wishes to provide for upward mobility, the Human Resources Director may authorize a position to be filled by trainee appointment. A trainee appointment is not required to fully meet the minimum training and experience qualifications as set forth in the class specification. A suitable and identifiable training schedule established by the appointing authority shall be approved by the Human Resources Director prior to appointment. When more than one internal applicant desires appointment to a trainee position, selection shall be through competitive procedures. External applicants may be appointed to trainee positions only through competitive procedures.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-032-03**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **PROBATIONARY PERIOD**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the Volusia Sheriff's Office (VSO) probationary period.

II. DISCUSSION

Throughout the probationary period, the employee's supervisor will observe the employees performance, discuss opportunities, and give constructive feedback. The employee will receive training and resources during their twelve (12) months' probation period to give the employee the best opportunity to succeed.

III. POLICY AND PROCEDURE

A. GENERALLY

1. The probationary period shall be regarded as an integral part of the selection and promotional, process. The probationary period shall be utilized to evaluate the employee's work performance. The employee will be given consistent feedback and coaching to have the chance to learn their new job and improve during the probationary period. At the end (or possibly before that) the supervisor will determine if the employee should be retained in the agency.

B. DURATION

1. The probationary period for new hires, appointments and promotional appointments shall be 12 months in duration. If a position requires completion of a certification or training program in order to hold the position, the probationary period shall be extended for as long as the certification or training program runs and thereafter for an additional six months after receipt of the certification or completion of the training program.

C. PROMOTIONS

1. The probationary period shall be used in connection with promotional appointments in the same manner as it is used for original entrance appointments.
2. If an employee fails to perform satisfactorily during the probationary period following a promotion and they were promoted:
   - From a position in the same work section shall be entitled to return to a position in their former classification at their previous rate of pay if the position is funded, vacant, and not being kept vacant due to shortage of funding, and provided the employee has the aptitude, qualifications, knowledge, skills, abilities, and experience necessary to work in the position within the class without further training, except orientation, as determined by the Sheriff or designee.
   - From a position in another work section, every effort will be made to place the employee in a position similar to that held prior to promotion provided the employee has the aptitude,

qualifications, knowledge, skills, abilities, and experience necessary to do the work in the position within the class without further training, except orientation, as determined by the Sheriff or designee.

- If the employee is not placed in a position, the employee shall be placed on a six-month leave of absence. During this leave of absence, the employee must utilize any unused annual or personal leave. During this leave of absence, the employee may apply for other positions within the VSO. If the employee has not obtained a position at the end of the six months, the employee shall be terminated. If the employee is rehired within six months of termination, the VSO shall restore their service.

D. EXTENSION OF PROBATIONARY PERIOD

1. If the Sheriff or designee believes additional time is required to evaluate an employee due to extenuating circumstances which did not allow the employee to be fully evaluated during the normal probationary period, prior to the end of probation they may request an extension of the probationary period.
2. If the Sheriff or designee believes additional time is required to evaluate an employee due to unsatisfactory performance prior to the end of probation they may request an extension of the probationary period.
3. The Sheriff may grant an extension, if determined there are valid reasons for such extension.

E. COMPLETION OF PROBATIONARY PERIOD

1. Upon satisfactory completion of the probationary period, employees gain regular status.

F. REMOVAL DURING PROBATIONARY PERIOD

1. The Sheriff may remove an employee during the probationary period if observation and evaluation have indicated that the employee is unwilling or unable to satisfactorily perform the duties of the position, or that the employee's habits or lack of dependability do not merit continuance in the position. This action should be coordinated with the Human Resources Director prior to the expiration of the probationary period. Probationary employees are considered to be employed “at will,” and the Sheriff maintains discretionary authority to terminate a probationary employee without cause.

G. DEMOTION OR TRANSFER DURING PROBATIONARY PERIOD

1. An employee transferred, or transferred and demoted, to another position with similar or lesser qualifications in a different department, shall begin a new probationary period.
2. An employee transferred or demoted to another position with substantially different qualifications shall begin a new probationary period unless the employee already has status in that classification.
    a. **Eligibility for rehire** – If an employee is removed from a position during or at the end of the probationary period under conditions which the human resources director determines are unique to that position or set of circumstances, and do not render the employee permanently unsuitable for future employment, the employee will be eligible for rehire.

IV. ACCREDITATION STANDARDS

A. LAW ENFORCEMENT ACCREDITATION

- 34.1.6

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-033-01**	**Distribution** All Personnel	**Reissue/Effective Date** 01/10/2025
		Original Issue Date 01/31/2023	**Previous Revision Date** 09/14/2023
Title **TRAINING ACADEMY**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of the Volusia Sheriff's Office (VSO) Training Academy is to train and develop law enforcement professionals that stand ready to serve the citizens and visitors of Volusia County. These professionals are held to the highest standards of personal and professional conduct while being trained with the most effective and efficient methodologies of modern, community-based policing.

II. POLICY

It shall be the policy of the VSO to maintain a Training Academy responsible for planning, developing, coordinating, and administering all training-related activities affecting the VSO, except for the Communications Section. The Communications Section administers its own training program.

III. PROCEDURE

A. GOALS AND RESPONSIBILITIES [CALEA LE 33.2.1 (a)]

1. Recruit and train highly qualified and diverse deputy recruits;
2. Provide deputies and civilian staff with up-to-date in-service training;
3. Provide career development training opportunities;
4. Achieve and maintain public safety training academy accreditation through the Commission on Accreditation for Law Enforcement Agencies, Inc.

B. ORGANIZATION AND STAFFING [CALEA LE 33.2.1 (b)]

1. The Training Academy is an operational section under the administrative control of the Support Operations Division.
2. The Academy Commander manages the day-to-day operations of the Academy and reports to the Support Operations Division Chief. The Commander is supported by a team consisting of supervisory personnel, instructors, and administrative support staff that is organized and staffed according to the following functional responsibilities:
    a. Deputy Recruit Training;
    b. New Deputy Training;
    c. Physical Skills Training;
    d. In-Service Training;
    e. Advanced Training;
    f. Specialized Training;

g. Roll Call Training;

h. Civilian Training;

i. Career Development.

C. SURVEYS [CALEA TA 7.1.1]

1. Surveys are used for Academy planning and to indicate where changes may be needed.
2. Surveys may be conducted by mail, in person, by telephone, or via the agency's website and may be combined with course evaluations.
3. Surveys of the agency command staff, students, and client agencies (if applicable) are conducted at least once every three years, to include:
   a. Academy performance;
   b. Competence of Academy employees;
   c. Recommendations and suggestions for improvement.

D. ADMINISTRATIVE GUIDES

1. The Academy maintains the following administrative guides which are found in this general order's appendix:
   a. Administrative Reporting Table;
   b. FDLE CJSTC Filing/Notification Requirements; [CALEA TA 1.1.3]
   c. Required Training Guide.

E. TRAINING COURSE/EVENTS LISTS [CALEA TA 7.1.3]

1. The Academy publishes a list of all training courses and training events, which includes:
   a. Identification of courses by name and number;
   b. Registration requirements;
   c. Length of training;
   d. Intended audience;
   e. Prerequisites necessary for participation, if any;
   f. Fitness levels necessary for successful completion, if any;
   g. Physical dangers associated with the training, if any;
   h. Equipment needs above what the Academy provides, if any;
   i. Dates of training;
   j. Costs;
   k. Attendance requirements.
2. The Academy publishes training notices via an electronic mailing list for training courses, classes, and events open to students from outside agencies.

F. TRAINING COMMITTEE [CALEA LE 33.1.1; TA 7.1.5]

1. The Sheriff has established a Training Committee with limited authority to serve as an advisory board to the Training Academy.
2. The Training Committee reports to the Academy Commander.
3. The relationship of the Academy to the committee is designed in such a way as to provide a system to solicit input from the various components of the agency to assist in developing and evaluating training needs.
4. The committee is responsible for the following:
   a. Meeting at least two times each year, dates and times determined by the chairperson. Meetings can be conducted in person or virtually.

b. Assessing the training needs for the various organizational components of the agency and making recommendations that encourage, develop, coordinate, or deliver responses to those needs. At a minimum, the committee will review and evaluate the following:

(1) Basic Recruit Deputy Training Program;

(2) Training needs for instructors assigned to the Training Academy;

(3) In-Service training needs and requirements; and

(4) Advanced and specialized training needs.

c. Submitting findings and recommendations to the Academy Commander.

5. The Training Committee is comprised of members from the various organizational components of the agency, except for the Communications Section.

6. The size of the committee shall be at least eight (8) and no more than seventeen (17) members.

7. Appointed members shall serve a two-year term; however, the term may be extended until a replacement has been selected.

8. Terms shall be staggered so that approximately one-half of the appointed members will end their terms in any given year.

9. Appointed members may serve terms in succession.

10. The term for appointed members shall be considered to begin January 1 and end December 31 of the second year unless the term is extended until a replacement has been appointed.

11. The process for selecting and replacing committee members is determined by position or appointment.

a. Committee members that serve because of their assigned position include the:

(1) Internal Affairs Unit Supervisor or designee – Shall provide input about needs identified through citizen complaints, investigations of the use of force, and other training needs or deficiencies.

(2) Professional Compliance Unit Supervisor or designee – Shall provide input on training needs required by applicable accreditation program standards.

b. Committee members that are appointed to serve will be selected and replaced based on the following guidelines:

(1) Chairperson – The Support Operations Division Chief shall select a Captain (other than the Academy Commander) or Lieutenant to serve as the committee chairperson that will preside over the committee to ensure all meetings are planned and conducted consistently with the objectives of the committee. In the case of any vacancy through resignation, transfer, promotion, removal, or other cause, a replacement may be appointed by the Division Chief.

(2) Law Enforcement Operations Division (LEOD) – The LEOD Division Chief may appoint up to four sworn members. Representation should cover district operations as well as investigative/specialized operations. In the case of any vacancy through resignation, transfer, promotion, removal, or other cause, a replacement may be appointed by the Division Chief.

(3) Administrative Services Division (ASD) – The ASD Division Chief may appoint up to two non-sworn members. Representation shall include at least one member from Human Resources. In the case of any vacancy through resignation, transfer, promotion, removal, or other cause, a replacement may be appointed by the Division Chief.

(4) Support Operations Division (SOD) – The SOD Division Chief may appoint up to two members. Representation shall include at least one member from Judicial Services. In the case of any vacancy through resignation, transfer, promotion, removal, or other cause, a replacement may be appointed by the Division Chief.

(5) Training Academy – The Academy Commander may appoint up to two members to serve on the committee. Academy representation should reflect the various components of the Training Section, including Basic (Entry-Level) Sworn Training, Tactical Skills Training, and Continuing Education Training. In the case of any vacancy

through resignation, transfer, promotion, removal, or other cause, a replacement may be appointed by the Training Section Commander.

(6) At-Large Members – The chairperson may appoint up to four at-large members (sworn or non-sworn) to serve on the committee if they feel it would be in the committee's best interest. The chairperson will coordinate the selection of at-large members with the Training Section Commander and Division Chiefs. In the case of any vacancy through resignation, transfer, promotion, removal, or other cause, the chairperson may appoint a replacement.

G. DISSEMINATION OF INFORMATION [CALEA TA 7.1.6]

1. The Academy staff is prohibited from disseminating student, employee, or sensitive information without approval from the Academy Commander.
2. Exceptions include:
   a. Information requested by other agencies regarding their employees attending training;
   b. Academy staff directory information;
   c. Information requested by the Command Staff, Internal Affairs, or the Professional Compliance Unit;
   d. Information required by the Florida Department of Law Enforcement (FDLE) Criminal Justice Standards and Training Commission.
3. Academy staff will remain cognizant of the nature of information being sent when utilizing email or other communications networks when transmitting the information.
4. Information requested by the public will be directed to the Academy Commander and handled according to *GO-082-01 Records*.

H. COPYRIGHT/PLAGIARISM [CALEA TA 7.1.7]

1. The Academy values academic honesty; therefore, plagiarism and copyright infringement by instructors and employees will not be tolerated.
2. Copyright is the exclusive legal right given to an originator or assignee to print, publish, perform, film, or record literary, artistic, or musical material and to authorize others to do the same. Copyright means the right to copy. Instructors and employees must follow applicable copyright and licensing laws when preparing training material and developing lesson plans.
3. Plagiarism is using another person's work without proper reference to the source. The Academy expects instructors and employees to prepare and submit work that is their own and acknowledge the work of others.

I. EQUIPMENT USE EXPECTATION [CALEA TA 2.2.3]

1. All property and equipment under the direction and control of the Academy are to be used for official business.
2. Employees are reminded that property and equipment are subject to inspection and monitoring at any time and without notice.
3. No employee should expect privacy on-premises or when using agency property or networks except that required by law.
4. The term "property," as used in this general order, is defined as any piece of equipment, telephone, fax machine, computer, network, office, desk, locker, vehicle, building, or supply leased, owned, donated, or otherwise in the custodial care of the agency.

J. INVENTORY AND CONTROL [CALEA TA 3.2.7]

1. The Academy Commander or designee is responsible for conducting an annual inventory of property and equipment assigned to the academy.
2. The inventory schedule is listed in the Administrative Reporting Table (GO-033-01-A).
3. Property and equipment to be inventoried includes, but is not limited to:
   a. Firearms – This does not include specialized firearms assigned to SWAT;

b. Tasers;

c. Audio Visual Equipment;

d. Computers;

e. Tablet Computers;

f. Classroom Tables and Chairs;

g. Defensive Tactics Training Equipment;

h. Firearms Training Equipment;

i. Driver Training Equipment;

j. Exercise and Fitness Equipment.

4. The inventory will account for any additions, deletions, and missing items.

5. The inventory will be documented to include the names and dates of the person(s) designated to complete the inventory.

K. RISK MANAGEMENT PROGRAM [CALEA TA 2.2.2]

1. The Academy is vigilant in its approach to training, and the risk management program is designed to ensure the safety and welfare of all students, staff, and guests at the Academy or approved off-site locations.

2. The Academy Commander is responsible for the Risk Management Program at the Academy and will serve as the liaison with the Human Resources Section.

3. All incidents resulting in injury, property damage, or violation of agency policy will be reported through BlueTeam (refer to BlueTeam Supervisor Guide for reporting procedures).

4. The Academy Commander, or designee, will conduct an internal review of each incident that addresses and documents any policy, safety, training, or discipline issues.

5. The Academy Commander or designee will conduct an annual administrative review of the Academy's risk management program to include issues, conditions, and incidents that affect risk, such as workers' compensation and liability. The documented review will be forwarded to the Support Operations Division Chief.

L. ADMINISTRATIVE REVIEW OF COMPLAINTS (CALEA TA 2.3.6)

1. The Academy Commander or designee will conduct an annual administrative review of all complaints filed against the Academy or any of its members.

2. The results of the review will be forwarded to the Support Operations Division Chief.

M. INFECTIOUS/COMMUNICABLE DISEASE RESPONSE [CALEA TA 2.2.7]

1. The overall health and welfare of all employees, students, and guests is a priority for the Academy, and should there be a serious communicable disease, the Academy, in conjunction with Human Resources, will follow a plan that complies with the state and county health officials.

2. Once a case of a serious communicable disease has been verified, the Academy will inform all affected individuals of symptoms associated with the disease, clues to early recognition, information about who is at risk, and prophylactic measures.

N. PERFORMANCE MEASUREMENT PROGRAM [CALEA TA 3.3.1]

1. The Academy uses a performance measurement program to provide timely, accurate, and valuable information about the quality and efficiency of the training programs offered.

2. A performance measurement program is a management tool to help show progress toward goals and objectives. It may also identify ways to improve service delivery by pinpointing opportunities for improvement.

3. The Academy Commander is responsible for the performance measurement program, including data collection, analysis, and reporting.

4. Activities and outcomes to be measured include:

a. Recruit qualified applicants to fill vacant entry-level sworn positions:
   (1) Number of vacant sworn positions;
   (2) Number of applications received for entry-level sworn positions;
      (a) Initial Interview Pass/Fail data;
      (b) Physical Agilities Test (PAT) Pass/Fail data.
   (3) Number of conditional job offers for entry-level sworn positions;
   (4) Number of final job offers for entry-level sworn positions.
b. Provide entry-level training program for newly hired Deputy Recruits:
   (1) Graduation Rate;
   (2) State Exam Pass Rate;
   (3) DTO Pass Rate;
c. Employment status after academy graduation:
   (1) Successfully completes probationary period;
   (2) Disciplinary actions within first year of graduation;
   (3) Special assignments within first five years of graduation;
   (4) Remained employed as a deputy within first five years of graduation.
d. Provide in-service training program opportunities relevant to VSO employees:
   (1) Number of training courses offered to employees;
   (2) Number of employees that attended training courses offered.

5. Academy employees, agency employees, and outside entities will be allowed to provide feedback about performance measurement data and service delivery by the Academy.

O. PROFESSIONAL DEVELOPMENT [CALEA TA 4.7.1]

1. Those assigned to the Academy are given opportunities to attend training needed to enhance their skills and job performance and prepare them for future growth.

P. CONTRACTED SERVICES [CALEA TA 4.8.1]

1. When adjunct instructors not employed by the agency are contracted to provide training-related services, a written agreement exists that includes the following:
   a. A statement of the scope of services;
   b. A copy of the agency and Academy code of ethics;
   c. A copy of the Academy's code of conduct;
   d. Financial agreements between the contractor and the VSO/Academy;
   e. Transportation, lodging, meals, and related expenses, if any;
   f. Purchase of specific instructional material by the Academy, if any;
   g. Duration, modification, and termination of the contract;
   h. Use of equipment and facilities;
   i. Review and revision of the agreement.

Q. TRAINING RECORDS

1. **PRIVACY AND SECURITY** [CALEA TA 7.2.1]
   a. Academy staff follow security precautions to safeguard Academy files and records.
   b. Hard copy training records and materials are stored securely in locked filing cabinets in the administrative office area. Access is restricted to Academy personnel.

c. Training records will not be released outside of the agency without written authorization from the Academy Commander, with the following exceptions:

(1) Florida law;

(2) Students may request copies of their training records;

(3) Outside agencies may request training records of their employees;

(4) Public requests are processed according to the Public Records Request procedures identified in *GO-082-01 Records*.

d. Electronic files and records are stored securely in the Academy's learning management software (LMS).

(1) The Academy Commander or designee controls access.

(2) Academy staff are assigned login credentials that allow full access to Academy files and records.

(3) Employees are assigned login credentials that allow access to their training records.

2. **TRAINING COURSE/EVENT RECORDS** [CALEA LE 33.1.7; TA 7.2.2]

a. The Academy maintains a record of each training course, class, or event it conducts, including:

- Course name;
- Course content (lesson plans);
- Instructor name(s);
- Date(s) of instruction;
- Attendee names;
- Written tests, if administered; and
- Performance tests, if administered.

b. The retention schedule for lesson plans and related records will follow the Florida Department of State - Division of Library and Information Services - General Records Schedules for State and Local Government Agencies (GS1-SL) and Law Enforcement Agencies (GS2).

3. **TRAINING COURSE COMPLETION DOCUMENTATION** [CALEA LE 33.1.6; TA 7.2.3]

a. The VSO Academy, within thirty days following the completion of a Commission-approved Basic Recruit, Advanced, or Specialized Training Program Course, shall provide to a student who successfully completed the program, a VSO Training Academy Certificate, which shall contain at a minimum:

- Name of the Academy;
- Student's name;
- Title of the training course;
- Date(s) of the training course;
- Number of course hours; and
- Academy Commander's signature.

b. Basic recruit training certificates shall contain the curriculum version number for the course taught.

4. **UPDATE RECORDS OF EMPLOYEES** [CALEA LE 33.1.6; TA 7.2.5]

a. The Academy is responsible for maintaining and updating training records for all employees, except for employees assigned to the Communications Section, following their participation in training programs.

b. Employees attending training outside the VSO Training Academy will notify the Academy of course completion and provide copies of the training certificates or other proof of training completion.

c. The Academy will notify the FDLE Criminal Justice Standards and Training Commission of training courses/classes eligible for credit under the mandatory retraining program.

5. **UNSUCCESSFUL TRAINING COMPLETION NOTIFICATION** [CALEA TA 7.2.6]

a. The Academy is responsible for notifying a client agency whenever a member of their agency does not complete a training course or training event. For agency employees, notification should be made through the chain of command to the employee's Division Chief.

b. Unsuccessful completion of training includes, but is not limited to when a student:

(1) Withdraws from the training prior to its completion;

(2) Does not pass any required tests; or

(3) Is dismissed from the training by the Academy for any reason.

R. FACILITIES AND EQUIPMENT

1. **DEPUTY STEPHEN SABODA TRAINING CENTER** [CALEA LE 33.2.2]

a. The VSO Training Academy is located at the Deputy Stephen Saboda Training Center, 3901 Tiger Bay Road, Daytona Beach, FL 32124.

b. Dedicated classroom space is consistent with the curriculum being taught. Therefore, one classroom will be designated as the Deputy Recruit Academy Classroom, where all other activities or periods of instruction shall cease while a Deputy Recruit Academy class is in session.

c. Adequate office space is provided for instructors, administrators, and office assistants.

d. Physical training equipment, a fitness center, and an obstacle course support the Academy's physical training and fitness programs.

e. Outdoor shooting ranges are the primary live-fire ranges to provide firearms training per FDLE requirements.

f. The emergency vehicle operator's track (commonly referred to as the EVOC Track) is used as the primary track to provide driver training following FDLE requirements.

2. **SECURITY CONCERNS/MEASURES GUIDELINES** [CALEA TA 7.4.1]

a. The Academy Commander or designee will conduct a documented annual review that addresses security concerns for the facility and ensures security measures for the facility are in place to:

(1) Limit access to the Academy to authorized personnel;

(2) Address firearms and hazardous materials;

(3) Protect equipment and sensitive areas;

(4) Protect records and documents;

(5) Provide means to summons assistance;

(6) Provide an evacuation plan.

b. Based on the above annual review, the Academy has established guidelines designed to protect personnel, facilities, and equipment. Security measures include, but are not limited to:

(1) **ACADEMY ACCESS**

(a) Access to the Academy is limited to authorized personnel.

(b) Only Academy employees and specially authorized personnel are issued keys or granted proximity card access for electronic locks to the Academy.

(c) The Academy Commander maintains the key control log.

(d) Only Academy employees and specially authorized personnel are given building alarm codes.

(e) The Academy Commander manages building alarm codes.

(2) **FIREARMS AND HAZARDOUS MATERIALS**

(a) Firearms are prohibited from being displayed except when conducting firearms training.

(b) All firearms training is conducted at the firing range.

(c) A certified firearms instructor is required to be present during all firearms training.

(d) Firearms and ammunition are securely stored in the range armory. [CALEA LE 4.3.1 (f)]

(e) Hazardous materials used for training include, but are not limited to, smoke generators and riot control agents.

(f) Training involving hazardous materials will be conducted outside and in a controlled environment.

(g) Hazardous materials used for training are securely stored in the range armory.

(h) Academy staff can remove anyone from the range for violating range safety rules.

(3) **PROTECT EQUIPMENT AND SENSITIVE AREAS**

(a) Electronic door locks are used in sensitive areas of the Academy that require additional security to protect equipment or access to training records and files.

(b) Proximity card access to areas with electronic door locks is granted to authorized staff based on assignment or need.

(c) The Academy Commander controls proximity card access at the Academy.

(d) Security cameras are positioned at strategic locations.

(e) Security fencing provides enhanced protection for the Academy's equipment, storage areas, and open areas.

(4) **PROTECT RECORDS AND DOCUMENTS** [CALEA TA 7.2.1]

(a) Academy files and records are stored in a secured area within the Academy's administration office or the agency's learning management software application.

(b) Hard-copy files and records are stored in locking cabinets inside the administrative office area.

(c) Access to Academy files and records is restricted to the Academy Commander, supervisors, and administrative support staff.

(d) Access to Academy files and records stored within the learning management system is controlled by the Academy Commander or designee based on passwords and role-based authorization levels.

(5) **PROVIDE MEANS TO SUMMON ASSISTANCE**

(a) Phones are located throughout the Academy and may be used by anyone to summon assistance.

(b) Sworn employees assigned to the Academy are equipped with portable radios which may be used to summon assistance.

(c) Portable radios are equipped with an emergency button that can be activated to summon assistance.

(6) **EVACUATION PLAN**

(a) The Academy Commander or designee will maintain an evacuation plan for the Academy.

(b) The plan will include the process for evacuation of the Academy.

(c) The plan will be posted throughout the Academy.

(d) A documented annual training exercise of the plan will be completed.

3. **CRIMINAL JUSTICE INFORMATION SYSTEM/DATABASE ACCESS** [CALEA TA 7.4.2]

a. All sworn Academy personnel have access to computerized Federal, State, and Local criminal records for any official purpose.

b. Non-sworn Academy support staff also have access to these systems for official purposes primarily related to conducting criminal history background checks for students attending the Basic Deputy Recruit Training Program.

c. The FDLE Criminal Justice Training and Standards Commission requires a criminal history background check of all students before entering the Basic Deputy Recruit Training Program.

d. Certifications for access are obtained and maintained following *GO-082-06 Computer Security and Utilization*.

4. **NEEDS ASSESSMENT** [CALEA TA 7.4.3]

a. The Academy conducts and documents an annual needs assessment consistent with the curriculum being taught at the Academy to ensure safety and provide a proper learning environment. This needs assessment aims to identify unsafe or inadequate facilities and permit the review to assist in planning and implementing necessary improvements.

b. The Academy Commander or designee is responsible for conducting the annual needs assessment, which will include, at a minimum:

(1) Adequate classroom space;

(2) Adequate office space;

(3) Adequate and safe special non-classroom facilities;

(4) Annual updating of the needs assessment;

c. The Academy Commander will forward the needs assessment results to the Support Operations Division Chief. In addition, a copy will be provided to the Training Committee and the Professional Compliance Unit.

5. **HIGH-RISK TRAINING** [CALEA TA 7.4.4]

a. The Academy provides basic/recruit, advanced, specialized, and in-service training. Although specialized units such as SWAT, K-9, and Aviation coordinate their training with the Academy, the Academy is not responsible for delivering the training to their respective unit training.

b. Areas of high-risk training at the Academy include, but are not limited to:

(1) Firearms;

(2) Vehicle Operations;

(3) Defensive Tactics.

c. For each special high-risk training, the Academy provides:

(1) Adequate and specialty-trained safety personnel;

(2) Adequate safety equipment;

(3) Safe environment and equipment;

(4) Specialized instructor training;

(5) Specific policies and procedures.

6. **LEARNING RESOURCE ACCESS** [CALEA TA 7.4.5]

a. The Academy does not maintain a learning resource center. Instead, Academy staff and students can access Open Educational Resource (OER) platforms to meet their learning and research needs. An example of an OER would be the Digital Public Library of America.

b. Notice of copyright law is posted in the administrative office area and copy room as well as in each of the classrooms.

7. **DISTANCE/DISTRIBUTED EDUCATIONAL RESOURCE ACCESS** [CALEA TA 7.4.6]

a. Distance/Distributed learning is an instructional model that allows instructors, students, and content to be in separate, non-centralized locations so that instruction and learning can occur independently of time and space.

b. Distance/distributed learning, at times, may be dependent on time if it includes synchronous sessions and further time-dependent if the course is paced.

c. The Bureau of Professional Development within FDLE has created online training courses that satisfy the CJSTC mandate for officer re-certification. These courses include mandatory topics and other courses of interest to law enforcement. All training is free and eligible for use toward the CJSTC mandatory retraining requirement.

d. The Academy utilizes its learning management system (LMS) platform to create and deliver online training classes and events. These classes and events may include the mandatory topics required by the agency as well as other courses and events. Training classes and events that may be delivered online via the Academy's LMS platform include, but are not limited to, the following:

(1) Ethics;

(2) Bias-Based Policing;

(3) Sexual Harassment;

(4) Unwanted Conduct;

(5) Legal Updates;

(6) Use of Force Policy;

(7) De-escalation.

8. **EQUIPMENT PLAN** [CALEA TA 7.4.7]

a. The Academy has a written equipment plan to include:

(1) Maintenance

(a) Academy staff members conduct routine inspections of academy equipment in order to ensure it is operational prior to scheduled training. Doing so ensures training value is maintained at a high standard, while adhering to the safest practices for law enforcement training.

(b) Equipment pertaining to the following disciplines will be properly maintained and monitored for safe training use as well as foresight for future equipment acquisition:

- Firearms;
- Emergency Vehicle Operations;
- Classroom Instruction;
- Defensive Tactics;
- Officer Wellness.

(2) Acquisition, retention and replacement

(a) Equipment assigned to the academy does not have a specified retention period, with the exception of firearms. Firearms have a retention period of ten (10) years.

(b) Each subject matter expert or lead training coordinator has the ability to present to the Academy Director equipment recommendations for their respective discipline(s). This includes new equipment acquisition, replacement, or an innovative training solution that will enhance the quality of training.

(c) The Academy Director will be notified, in writing, of any discrepancies to the equipment plan, including damaged or inoperable equipment.

(d) The acquisition or replacement of training equipment must be approved by the Academy Director or designee.

b. The plan is used to assist the Academy in planning and budgeting for equipment enhancements and replacements to ensure the Academy is current on state-of-the-art training equipment.

c. Orderly replacement and acquisitions also diminish the possibility of unexpected large or emergency equipment purchases.

d. The Academy Commander determines the equipment included in the plan.

IV. APPENDICES

- GO-033-01-A Administrative Reporting Table
- GO-033-01-B FDLE CJSTC Filing/Notification Requirements
- GO-033-01-C Required Training Guide

V. REFERENCES

- BlueTeam Supervisor's Guide

VOLUSIA SHERIFF'S OFFICE TRAINING ACADEMY

ADMINISTRATIVE REPORTING TABLE

[CALEA LE 33.2.1 (c); TA 2.3.6]

CALEA Standard	Report	Purpose	Reference	Assigned To	Frequency	Target Due Date
1.1.3	Academy Annual Assessment	Assisting CJSTC with determination of the academy certification status.	11B-21.019	Academy Commander	Annual	December
2.2.2 (e)	Risk Management Program	Identify issues, conditions and incidents that affect risk, workers compensation and liability.	GO-033-01	Academy Commander	Annual	January
2.3.6	Administrative Review of Complaints	Annual review of complaints of misconduct on the part of Academy employees or students.	GO-033-01	Academy Commander	Annual	January
3.2.7	Electronic Control Weapons Inventory	Annual inventory of agency ECWs.	GO-033-01	TBD	Annual	April
3.2.7	Firearms Inventory	Annual inventory of agency firearms.	GO-033-01	TBD	Annual	April
3.2.7	Property & Equipment Inventory	Annual inventory and control of academy property and equipment.	GO-033-01	TBD	Annual	April
6.2.2	Training Needs Assessment	Identify in-service training needs	GO-033-04	Academy Commander	Annual	October
7.1.1	Academy Survey	Measure quality and effectiveness of training and use for planning to indicate where changes may be needed.	GO-033-01	Academy Commander	Triennial	September
7.3.5	Records Inspection and Security Concerns Audit	Ensure only authorized users are permitted access to databases.	CALEA TA 7.3.5	Technology Department	Quarterly	January - April July - October
7.4.1	Facility Security	Protect personnel, facilities, and equipment. Maintain security of designated areas.	GO-033-01	Academy Commander	Annual	January
7.4.3(d)	Facilities & Equipment Needs Assessment	Identify unsafe and inadequate facilities and/or equipment. Identify necessary improvements.	GO-033-01	Academy Commander	Annual	May
8.1.5	Monitoring and Evaluation of Instructors	Identify performance of instructors in writing.	GO-033-03	Academy Commander	Initial Assignment and Annual	As Needed
9.1.7	Safety Officer Policies	Annual review of safety procedures.	GO-033-02	Academy Commander	Annual	February

VOLUSIA SHERIFF'S OFFICE TRAINING ACADEMY
FDLE CJSTC FILING/NOTIFICATION REQUIREMENTS

CALEA Standard	Report	Purpose	Reference	Filing/Notification Requirement
1.1.3	Course Schedule Notification	Notify the assigned local Commission field specialist of schedule, rescheduled, or cancelled Commission related training courses.	11B-35.001	At least thirty (30) days in advance. Immediate notification is required when scheduling, rescheduling, or cancellation of the course occurs within thirty (30) days.
1.1.3	Basic Recruit Training Course Start/End Dates	Determine the beginning and ending dates of each Basic Training Program and following the class starting date shall forward a Training Report to the Commission staff through the Commission's Automated Training Management System (ATMS).	11B-35.001	Within thirty (30) days of the class starting date.
1.1.3	Completion of Commission Approved Training Programs/Courses	Electronically submit a completed Training Report through the Commission's ATMS following the completion of a Commission-approved Basic Recruit Training Program, Advanced Training Program Course, or Specialized Training Program Course.	11B-35.001	Within thirty (30) days of the program or course completion date.
1.1.3	Academy Physical Fitness Standards Report	Electronically submit the completed Basic Recruit Training Program Academy Physical Fitness Standards Report through the Commission's ATMS following completion of the course.	11B-35.001	Within thirty (30) days of the course completion.
1.1.3	Academy Recertification	A training school that requests continued certification by the Commission shall submit a completed Criminal Justice Training School Certification, Re-certification or Expansion of Certification Application form to the Commission staff.	11B-21.005	No later than January 1st of the year the certification expires.
1.1.3	Changes to Staffing Requirements	Provide notification to Commission staff, in writing or via e-mail to the assigned Commission field specialist, of any changes in the training school's staffing requirements, pursuant to subsection 11B-21.005(8), F.A.C.	11B21.005	Within ten (10) working days upon hiring or separation of personnel.
1.1.3	Changes in Facility Requirements	Training schools shall notify Commission staff of any changes in facility sites and the sites compliance with the Commission's requirements.	11B-21.005	Thirty (30) days prior to delivering training or immediately upon scheduling when under thirty (30) days.
1.1.3	Active Satellite Facilities	Identify active satellite locations by the type of facility and street address, and certify in writing to Commission staff that its designated satellite training facility complies with rule 11B-21.005, F.A.C.	11B-21.005	Prior to June 1 of each year.

CALEA Standard	Report	Purpose	Reference	Filing/Notification Requirement
1.1.3	New Satellite Facilities	Notify Commission staff of any new satellite sites and the satellite site's compliance with the Commission's requirements.	11B-21.005	Thirty (30) days prior to delivering training or immediately upon scheduling when under thirty (30) days.
1.1.3	Delivery of Training at Satellite Sites Outside of Service Area	Obtain approval from the affected Regional Training Council(s) and local training school regarding the delivery of training at a satellite site outside its service area. Notification of such action shall be submitted to Commission staff.	11B-21.005	Prior to the delivery of training.
1.1.3	High Liability Facilities and Equipment Requirements	Annual inspection of training schools related to: Firing Range Facilities and Equipment; Driving Range Facilities and Equipment; Defensive Tactics Facilities and Equipment; and First Aid Instructional Requirements.	11B-21.019	Prior to December 31 of each year.

VOLUSIA SHERIFF'S OFFICE TRAINING ACADEMY
REQUIRED TRAINING GUIDE

CALEA Standard	Type of Training	Frequency	Personnel Affected
LE 1.1.2	Ethics Training	Biennially	All Personnel
LE 1.2.9	Biased Based Policing to Include Legal Aspects - Initial	As Needed	Newly Sworn
LE 1.2.9	Biased Based Policing to Include Legal Aspects - Ongoing	Annual	All Sworn
LE 4.1.2	Use of Deadly Force	Annual	All Sworn
LE 4.3.3	Use of Force Policies	Annual	All Sworn
LE 4.3.3	Firearms Proficiency	Annual	All Sworn
LE 4.3.3	Electronic Control Weapons Proficiency	Annual	All Sworn
LE 4.3.3	Less Lethal Weapons Proficiency	Biennially	All Sworn
LE 4.3.3	Weaponless Control Techniques Proficiency	Biennially	All Sworn
LE 11.3.4	Police Action Death Investigations Awareness	TBD	All Sworn
LE 12.2.2	New/Revised Directives Receipt and Review Acknowledgement	As Needed	All Personnel
LE 33.5.1	Mandatory In-Service	Annual	All Sworn
LE 33.5.1	Legal Updates	Annual	All Sworn
LE 33.5.3	Accreditation Process Orientation - Initial	As Needed	All Personnel
LE 33.7.1	Newly Appointed Civilian Orientation	As Needed	New Civilian Personnel
LE 33.7.2	Civilian In-Service	TBD	Civilian
LE 33.8.1	Career Development	As Needed	Supervisory Personnel
LE 33.8.2	Skill Development Upon Promotion	As Needed	Newly Promoted Personnel
LE 35.1.1	Performance Evaluation System - Rater Training	As Needed	Newly Promoted Personnel
LE 41.2.2	Pursuit Policy - Initial	As Needed	Newly Sworn
LE 41.2.2	Pursuit Policy Review	Annually	All Sworn
LE 41.2.3	Authorized Roadblocks and Forcible Stopping Techniques - Initial	TBD	All Sworn
LE 41.2.7	Mental Health - Initial	As Needed	All Personnel
LE 41.2.7	Mental Health - Refresher	Annual	All Personnel
LE 41.3.8	In-Car and Body Worn Audio/Video for Users	TBD	Sworn Personnel
LE 41.3.8	In-Car and Body Worn Audio/Video for Supervisors	TBD	Sergeants and above
LE 41.3.9	License Plate Recognition Systems for Operators	TBD	Affected Personnel
LE 46.1.9	All Hazard Plan to include Incident Command System (ICS)	Annual	All Sworn
LE 46.1.9	All Hazard Plan - Tabletop or Full-Scale Exercise	Biennially	Identified Key Personnel
LE 46.1.12	Crowd Control Response	TBD	All Sworn
LE 46.3.2	Hazmat Awareness Training	TBD	All Sworn
LE 71.2.1	Temporary Detention - Initial	As Needed	All Sworn

CALEA Standard	Type of Training	Frequency	Personnel Affected
LE 71.2.1	Temporary Detention - Refresher	Every 4 Years	All Sworn
LE 73.5.1	Court Holding Facility - Initial	As Needed	Affected Personnel
LE 73.5.1	Court Holding Facility - Refresher	Biennially	Affected Personnel

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-033-02**	**Distribution** All Personnel	**Reissue/Effective Date** 01/10/2025
		Original Issue Date 01/31/2023	**Previous Revision Date** 09/14/2023
Title **STUDENTS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

This general order aims to provide a safe learning and skill development environment at the Volusia Sheriff's Office (VSO) Training Academy.

II. POLICY

It shall be the policy of the VSO that students attending training at the Academy are under the supervision of the Academy.

III. PROCEDURE

A. STUDENT ORIENTATION [CALEA TA 9.1.2]

1. The Academy provides students attending the basic recruit training course with an orientation that includes, at a minimum:
    a. Facility-related information;
    b. General regulations for conduct;
    c. Personal responsibilities;
    d. Prohibited conduct;
    e. Supervision – chain of command;
    f. Student welfare and safety.
2. Students from outside agencies are provided an orientation at the beginning of the course to ensure students are familiar with the Academy. However, the direction may be informal, and the information may be limited to what is appropriate to the situation.

B. STUDENT WELFARE RESPONSIBILITY [CALEA TA 9.1.3]

1. Student welfare is vital to the Academy. Having an identifiable person as a point of contact for students who have problems can improve the Academy experience, provide a source to ensure fairness, and assist students with concerns that may affect them.
2. The Academy Commander is responsible for overall student welfare at the Academy.
3. The Deputy Recruit Training Sergeant serves as the class leader and is responsible for the student welfare of deputy recruits in training.
4. The instructor of each training course/class is responsible for the welfare of their students. Therefore, the assigned instructor will ensure that students' needs are met and assist with their issues and concerns. If the course instructor cannot resolve a problem, the Academy Commander

will be notified, address the issue, eliminate the issue when possible, and explain the Academy's position.

C. STUDENT TRAINING INFORMATION [CALEA TA 9.1.4]

1. Students perform better when they understand what is expected; therefore, at the beginning of training, students are informed of the following:
    a. Training goals and objectives;
    b. Training schedule;
    c. Proficiency or skill requirements;
    d. Testing or evaluation system.
2. Academy recruits are issued a Deputy Recruit Procedural Manual during their orientation that includes, at a minimum, information regarding the following:
    a. VSO mission, vision, and values statements;
    b. Program objectives;
    c. Cannon of ethics;
    d. Standards of conduct;
    e. Disciplinary procedures;
    f. Dress code;
    g. Evaluations;
    h. Academic performance;
    i. Plagiarism.

D. ADVERSE WEATHER [CALEA TA 7.4.4 (e), 9.1.5]

1. The safety of students and staff is a top priority in making weather-related decisions about physical fitness and other outdoor training activities. Unless the Academy announces a change in status, the Academy operates on a regular schedule.
2. In the event weather conditions deteriorate due to heat, rain, lightning, or other inclement weather conditions, physical fitness training and other outdoor training activities may be delayed, reduced, modified, or suspended.
3. Every instructor is responsible for assessing weather conditions and making appropriate adjustments, such as increased hydration breaks when excessive heat is a concern or modification of training activities.
4. Appendix *GO-033-02-B National Weather Service Heat Index Chart and Excessive Heat Advisory* provides information from the National Weather Service related to the levels of risk associated with temperature and relative humidity.

E. SAFETY OFFICER [CALEA TA 7.4.4 (e), 9.1.6]

1. Law enforcement training naturally involves some risk, especially if the training is realistic. However, training must be administered appropriately and under proper controls to minimize risk.
2. The Academy provides special high-risk training during basic, advanced, specialized, and in-service training. Although specialized units coordinate their training with the Academy, the Academy is not responsible for delivering routine/regular maintenance training related to their respective areas of responsibility.
3. The Academy has established the position of safety officer with the authority to approve or discontinue all activities that are hazardous in nature to include, at a minimum, training related to:
    a. Canine operations;
    b. Chemical/ordnance/biological/radiological;
    c. Defensive tactics;
    d. Physical fitness;

e. Firearms;

f. Motor vehicle operations;

g. Motorcycle operations;

h. Bicycle operations;

i. Tactical operations;

j. Aquatic and marine operations.

4. The position of safety officer is not a full-time position; instead, it is an assignment.

5. All high-risk training courses/classes taught at the Academy will have a safety officer assigned.

6. All Academy instructors and individuals well-versed in a particular specialty area may serve as safety officers.

7. Safety officer procedures include, at a minimum: [CALEA TA 9.1.7]

   a. Ensuring adequate safety equipment is available and being used properly;

   b. Evaluating training environment and equipment - making appropriate adjustments to ensure the safety of all training participants and bystanders;

   c. Discontinuing hazardous training activities.

8. Safety officer procedures are annually reviewed and approved by the Academy Commander. [CALEA TA 9.1.7]

F. STUDENT CODE OF CONDUCT [CALEA TA 9.2.1, 9.2.2]

1. The VSO Training Academy Student Code of Conduct provides a framework for student conduct and personal behavior while attending the VSO Training Academy. Students will conduct themselves in a manner that maximizes the learning environment for all students.

2. The Academy posts copies of the Student Code of Conduct in each classroom. The Academy also includes a copy of the Student Code of Conduct with the course/class registration package for students attending training from outside agencies and organizations.

3. In addition to the VSO General Orders Manual, students in the Basic Deputy Recruit Academy will follow the rules and regulations promulgated by the Academy regarding their basic training course.

4. Instructors have control of their classrooms and can remove non-participating students whose actions are disruptive, distracting, or unsafe. In such cases, the instructor may dismiss the student from the course/class and notify the Academy Commander or designee. The Academy Commander or designee will investigate the incident according to VSO general orders and make appropriate notifications to the student's supervisor or agency.

5. The Student Code of Conduct is attached as an appendix.

G. DRESS CODE

1. Employees shall attend training activities in the attire typically worn when reporting for duty unless directed otherwise by the VSO Training Academy.

2. Employees attending activities offered by other agencies or institutions will ascertain and comply with the dress code authorized for the course.

H. ATTENDANCE [CALEA LE 33.1.2; TA 4.7.3]

1. Employees shall attend required training sessions, and the instructor/facilitator shall document attendance on a signed attendance roster then forward attendance records to the Training Commander or designee. The Training Commander shall ensure records of attendance are maintained.

2. Employees shall be excused from training for court appearances, depositions, recognized emergencies, and illnesses. Excused absences shall follow the Criminal Justice Standards and Training Commission (CJSTC) guidelines.

3. Employees shall be required to make up time that is missed due to an excused or unexcused absence from duty. Make up time shall be scheduled through the Academy Commander or designee as soon as possible after the absence.

4. Un-excused absences from required training shall be handled as any other unexcused absence, and students shall receive no credit for the course.

IV. APPENDIX

- GO-033-02-A Volusia Sheriff's Office Training Academy Student Code of Conduct
- GO-033-02-B National Weather Service Heat Index Chart and Excessive Heat Advisory

VOLUSIA SHERIFF'S OFFICE TRAINING ACADEMY
STUDENT CODE OF CONDUCT

The Volusia Sheriff's Office (VSO) Training Academy Student Code of Conduct provides a framework for the conduct and personal behavior of students while attending the VSO Training Academy.

Personal Responsibility

As a student of the VSO Training Academy you will:

- Treat all staff, other students and the broader community with courtesy, tolerance and respect.
- Refrain from using alcohol and tobacco products.
- Refrain from wearing sunglasses inside the classroom.
- Take responsibility for your own learning.
- Refrain from horseplay and other physical activity that is not job or training related.
- Constantly challenge your mindset and capabilities.
- Act professionally at all times.

Integrity and Honesty

As a student of the VSO Training Academy you will:

- Behave honestly and ethically in all your dealings.
- Display high standards of academic integrity, never representing the ideas of someone else's as your own.
- Adhere to copyright laws.
- Seek appropriate authorization to use the VSO Training Academy's name, logo, intellectual property or resources.

Respect, Equity, and Fairness

As a student of the VSO Training Academy you will:

- Respect the rights of others to be treated equitably and avoid discriminatory, harassing and unlawful conduct on grounds such as gender, sexuality, race, ethnicity, religion, beliefs or opinions.
- Support a culture of inclusiveness and a respect for differences.
- Not behave in a manner that is perceived by the Academy to be intimidating or threatening or causing someone to fear for their personal well-being or safety.
- Behave in a respectful manner that does not disrupt or interfere with any teaching or learning activity.
- Comply with any reasonable direction or request from an Academy staff member.
- Respect the rights of others to express their views and support legitimate debate.

Safety, Wellbeing and Respect for Property

As a student of the VSO Training Academy you will:

- Use and care for Academy property, resources and facilities responsibly.
- Comply with all health and safety measures established at the Academy.
- Not engage in reckless, negligent or threatening behavior.
- Not deliberately, recklessly, or negligently cause damage or interfere with Academy property or the property of another person in connection with the Academy.
- Not engage in hazing activities. Hazing is considered any activity expected of someone joining a group that causes, or is likely to cause, a risk of mental, emotional, or physical harm, regardless of the person's willingness to participate.

Reporting and Handling Violations

Conflicts and violations of the Student Code of Conduct between students should be settled between the students themselves if at all possible. It is encouraged that students attempt to resolve personal issues and work well together. If a violation of the Student Code of Conduct arises which the student cannot resolve, they should report the situation through the established chain of command at the Academy.

Students have an expectation and obligation to immediately report serious violations of the Student Code of Conduct to the course instructor, class coordinator, member of the Academy Staff, or Academy Commander. Serious violations includes, but are not limited to: sexual and other forms of unlawful harassment; situations that involves intimidations or threats causing someone to fear for the personal well-being or safety; situations involving cheating or academic dishonesty; or situations where the conduct or behavior is reckless and endangers the safety and health of others.

Reporting a violation can be done verbally or in writing depending on the seriousness of the of the violation.

Students under investigation related to allegations for violations of the Student Code of Conduct are expected to conduct themselves professionally in their dealings with other students and staff and not create a disruptive environment at the Academy. They are not to discuss the investigation while it is being conducted and they are not to take any action that threatens or intimidates any person that may be involved or that may be a witness.

Heat Index Chart

Temperature & Relative Humidity

The ‘Heat Index’ is a measure of how hot weather "feels" to the body. This table uses relative humidity and air temperature to produce the "apparent temperature" or the temperature the body "feels". These values are for shady locations only. Exposure to full sunshine can increase heat index values by up to 15°F. Also, strong winds, particularly with very hot, dry air, can be extremely hazardous as the wind adds heat to the body.

Classification	Heat Index/Apparent Temperature	General Affect on People in High Risk Groups
Extremely Hot	≥130°F	Heat/Sunstroke HIGHLY LIKELY with continued exposure
Very Hot	105°F - 129°F	Sunstroke, heat cramps, or heat exhaustion LIKELY, and heatstroke POSSIBLE with prolonged exposure and/or physical activity
Hot	90°F - 104°F	Sunstroke, heat cramps, or heat exhaustion POSSIBLE with prolonged exposure and/or physical activity
Very Warm	80°F - 89°F	Fatigue POSSIBLE with prolonged exposure and/or physical activity

Relative Humidity (%)

%	4	6	8	10	12	14	16	18	20	22	24	26	28	30	32	34	36	38	40	42	44	46	48	50	52	54	56	58	60	62	64	66	68	70	72	74	76	78	80	82	84	86	88	90	92	94	96	98	100	%
126	113	116	119	123	126	130	134	138	142	147	151	156	161	166	171	177	182																																	126
124	112	114	117	120	123	127	130	134	138	142	146	151	155	160	165	170	175	180																																124
122	110	113	115	118	121	124	127	130	134	138	141	145	150	154	158	163	168	173	178	183																														122
120	109	111	113	116	118	121	124	127	130	133	137	140	144	148	152	156	161	165	170	175	180																													120
118	107	109	111	113	116	118	121	123	126	129	132	135	139	142	146	150	154	158	162	167	171	176	181																											118
116	106	108	109	111	113	115	117	120	122	125	128	131	134	137	140	144	148	151	155	159	164	168	172	177	182																								116
114	105	106	107	109	111	112	114	117	119	121	124	126	129	132	135	138	141	145	148	152	156	160	164	168	173	177	182																					114
112	103	104	105	107	108	110	112	113	115	117	120	122	124	127	130	133	136	139	142	145	149	152	156	160	164	168	172	177	181																			112
110	101	102	103	104	106	107	109	110	112	114	116	118	120	122	125	127	130	133	136	139	142	145	149	152	156	159	163	167	171	175	180																	110
108	99	100	101	102	103	105	106	107	109	110	112	114	116	118	120	122	125	127	130	132	135	138	141	144	148	151	155	158	162	166	170	174	178	182															108
106	97	98	99	100	101	102	103	105	106	107	109	110	112	114	116	118	120	122	124	127	129	132	135	137	140	143	146	150	153	157	160	164	168	172	176	180													106
104	96	96	97	98	99	100	101	102	103	104	105	107	108	110	111	113	115	117	119	121	123	126	128	131	133	136	139	142	145	148	151	154	158	161	165	169	173	176	181										104
102	94	95	95	96	97	98	98	99	100	101	102	103	105	106	107	109	110	112	114	116	118	120	122	124	127	129	132	134	137	140	143	146	149	152	155	158	162	165	169	173	177	180							102
100	92	93	93	94	95	96	96	97	97	98	99	100	101	102	104	105	106	108	109	111	113	114	116	118	120	123	125	127	129	132	135	137	140	143	146	149	152	155	158	162	165	168	172	176	179	183			100
98	91	91	92	92	93	93	94	94	95	96	96	97	98	99	100	101	102	104	105	106	108	109	111	113	115	116	118	120	123	125	127	129	132	134	137	140	142	145	148	151	154	157	160	164	167	170	174	177	181	98
96	89	89	90	90	91	91	92	92	93	93	94	94	95	96	97	98	99	100	101	102	103	105	106	108	109	111	113	114	116	118	120	122	124	126	129	131	133	136	138	141	144	146	149	152	155	158	161	164	168	96
94	87	88	88	89	89	90	90	90	90	91	91	92	92	93	94	94	95	96	97	98	99	100	102	103	104	106	107	109	110	112	114	115	117	119	121	123	125	127	129	132	134	136	139	141	144	147	149	152	155	94
92	86	86	86	87	87	88	88	88	88	89	89	89	90	90	91	92	92	93	94	95	96	96	98	99	100	101	102	103	105	106	108	109	111	112	114	116	117	119	121	123	125	127	129	131	133	136	138	140	143	92
90	84	85	85	85	86	86	86	86	86	87	87	87	88	88	88	89	89	90	91	91	92	93	94	95	96	96	98	99	100	101	102	103	105	106	107	109	110	112	113	115	117	118	120	122	124	126	128	130	132	90
88	83	83	83	84	84	84	84	84	85	85	85	85	85	86	86	86	87	87	88	88	89	90	90	91	92	93	93	94	95	96	97	98	99	100	101	103	104	105	106	108	109	110	112	113	115	116	118	120	121	88
86	81	82	82	82	82	83	83	83	83	83	83	83	84	84	84	84	85	85	85	86	86	87	87	88	88	89	90	90	91	92	93	93	94	95	96	97	98	99	100	101	102	103	104	105	107	108	109	110	112	86
84	80	80	80	81	81	81	81	81	81	81	82	82	82	82	82	82	83	83	83	84	84	84	85	85	86	86	86	87	88	88	89	89	90	90	91	92	93	93	94	95	96	96	97	98	99	100	101	102	104	84
82	79	79	79	79	79	80	80	80	80	80	80	80	80	80	81	81	81	81	81	82	82	82	83	83	83	83	84	84	84	85	85	86	86	86	87	87	88	88	89	89	90	90	91	92	93	94	94	95	96	82
80	78	78	78	78	78	78	78	79	79	79	79	79	79	79	79	79	80	80	80	80	80	80	81	81	81	81	81	82	82	82	82	82	83	83	83	83	84	84	84	85	85	85	86	86	87	88	88	89	89	80
78	76	76	76	76	76	76	76	76	76	77	77	77	77	77	77	77	77	77	77	77	78	78	78	78	78	78	78	78	78	79	79	79	79	79	79	80	80	80	80	80	80	80	80	81	81	81	81	81	78
76	73	74	74	74	74	74	74	74	74	74	74	75	75	75	75	75	75	75	75	75	75	75	76	76	76	76	76	76	76	76	76	76	76	77	77	77	77	77	77	77	77	77	78	78	78	78	78	78	76
%	4	6	8	10	12	14	16	18	20	22	24	26	28	30	32	34	36	38	40	42	44	46	48	50	52	54	56	58	60	62	64	66	68	70	72	74	76	78	80	82	84	86	88	90	92	94	96	98	100	%

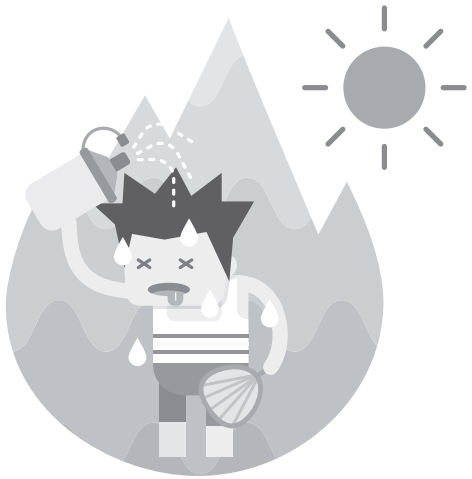
Temperature (F)

Temperature (F)

Relative Humidity (%)

www.weather.gov/jetstream/hi

Excessive Heat

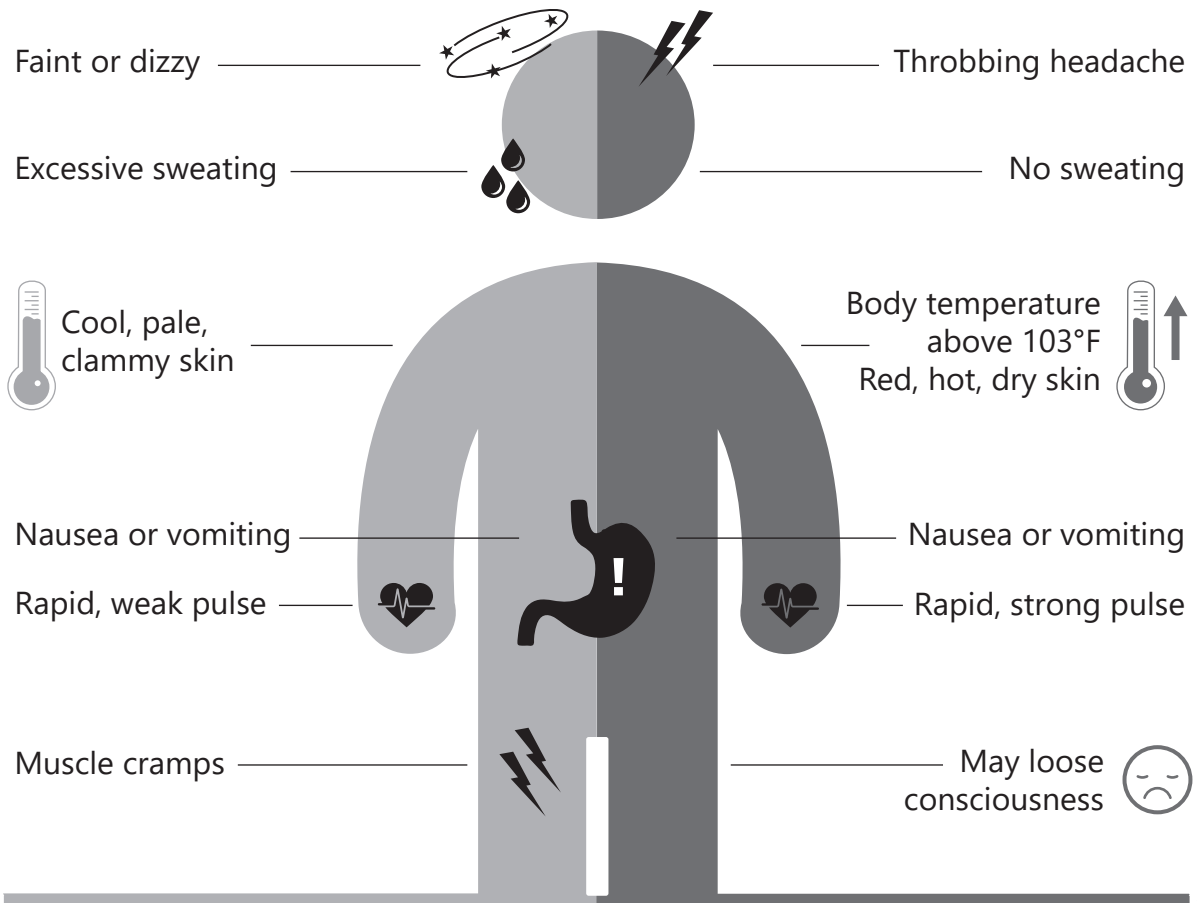


WHO IS AT RISK

PREVENTION

Too much heat? What does it look like?

HEAT EXHAUSTION	OR	HEAT STROKE



- Get to a cooler, air conditioned place
- Drink water if fully conscious
- Take a cool shower or use cold compression

CALL 9-1-1

- **Take immediate action to cool the person until help arrives**

WEATHER-READY NATION

Image courtesy of SacramentoReady.org

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-033-03**	**Distribution** All Personnel	**Reissue/Effective Date** 01/31/2023
		Original Issue Date 01/31/2023	**Previous Revision Date** None
Title **INSTRUCTORS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to ensure the proper training of students attending training courses at the Volusia Sheriff's Office (VSO) Training Academy. This general order identifies the qualifications and training required of instructors teaching at the Academy, as well as the ongoing evaluation of instructor performance.

II. DISCUSSION

Instructors play a central role in the success of the Academy. Therefore, instructors must be carefully selected, adequately supervised, and periodically evaluated. Also, instructors need adequate time for course preparation and ongoing professional development.

III. POLICY

It shall be the policy of the VSO that instructors teaching at the Academy meet the criteria and regulations of the VSO and those established by the Florida Department of Law Enforcement (FDLE) Criminal Justice Standards and Training Commission (CJSTC).

IV. PROCEDURE

A. INSTRUCTOR CRITERIA [CALEA TA 8.1.1]

1. Except as otherwise provided by Florida Statute or by rule in the Florida Administrative Code, individuals who instruct training courses according to rule chapter 11B-35, F.A.C., shall be certified by the CJSTC.
2. All instructors must meet general, high-liability, or specialized instructor certification requirements, according to rules 11B-20.001 and 11B-20.0014, F.A.C., before instructing.
3. Minimum education requirements include a high school diploma or equivalent.
4. Prior instructor experience is recommended but not required.
5. The length of practical field experience varies depending on the instructor certification category.
6. Based on their education and training experience in the United States or its territories, specific individuals are eligible for first aid instructor certification without completing additional CJSTC approved training. However, they shall comply with rule 11B-20.0014 subparagraphs (2)(d) 4.-5. Qualifying professional certifications or licenses:
    a. Certified emergency medical technicians;
    b. Certified paramedics;

c. Licensed physicians who are actively involved in emergency care and have three (3) years of experience in emergency medical care;

d. Licensed physician's assistants who are actively involved in emergency care and have three (3) years of experience in emergency medical care;

e. Registered nurses or licensed practical nurses who are actively involved in emergency care and have three (3) years of experience in emergency medical care;

f. Members of the Armed Forces of the United States on active duty are entitled to practice as an Emergency Medical Technician (EMT) or Florida paramedic as outlined in Fla. Stat. Ch. § 401, Part III.

7. At the discretion of the Academy Commander, an individual with professional experience, technical certification, or three years of experience in the specified subject matter to be instructed may be exempt from the FDLE CJSTC general instructor certification requirements. The Academy Commander or designee shall document the individual's qualifications by completing the FDLE Instructor Exemption form (CJSTC-82) and maintain a copy in the course file at the Academy.

B. EVALUATING INSTRUCTOR QUALIFICATIONS [CALEA TA 8.1.2]

1. To ensure instructors are adequately qualified to teach their assigned course, the Academy will:

   a. Evaluate instructor qualifications to ensure it meets CJSTC requirements for the course;

   b. Evaluate the instructor's experience with the subject matter to ensure that the instructor has demonstrated the expected substantive job knowledge and proficiency;

   c. Verify training and education credentials.

2. Instructors that do not meet the qualification requirements will not be permitted to teach at the Academy.

C. AGENCY INSTRUCTORS

1. Instructors are selected based on their:

   - Desire to instruct;
   - Subject matter knowledge and experience;
   - Instructional ability;
   - Instructor Techniques Certificate;
   - Recommendations of staff and peers.

2. The selection process for instructors assigned full-time at the Academy is conducted according to *GO-016-04 Specialized Assignments*.

3. Instructors assigned full-time at the Academy must complete the Florida General Instructor Techniques Course. At a minimum, the course contains training in: [CALEA LE 33.3.1, TA 8.1.3]

   - Lesson plan development;
   - Performance objective development;
   - Instructional techniques;
   - Resource availability and use;
   - Testing and evaluation techniques.

4. The Academy Commander or designee provides instruction on the use of instructional equipment available at the Academy. [CALEA LE 33.3.1, TA 8.1.3 (d)]

5. Instructors receive updates and training necessary to meet specific instructional problems of the VSO.

6. Instructors are evaluated in writing by students and by the Academy Commander or designee.

7. The Academy will assist a facilitator/instructor who has yet to attend an instructor techniques course with developing lesson plans, testing, and evaluation techniques.

8. Only facilitators/instructors who have completed an approved CJSTC instructor techniques course will be permitted to teach high-liability topics identified by CJSTC.

D. OUTSIDE INSTRUCTORS

1. When necessary and appropriate, instructors or facilitators whom the VSO does not employ may teach a course. However, the Academy Commander must approve all outside instructors and facilitators before teaching a course, and they must be on file with the Academy.
2. Outside instructors must provide lesson plans and copies of all handouts.
3. Outside instructors must provide a list of anticipated expenses of the program. The Training Coordinator overseeing the course shall submit all costs in writing to the Academy Commander before the encumbrance.
4. The information and program will be evaluated and submitted to the Academy Commander for final approval.
5. Outside instructors are evaluated in writing by students and by the Academy Commander or designee.

E. INSTRUCTIONAL GUIDELINES [CALEA TA 8.1.4]

1. Student-to-instructor ratios for academic/lecture-style classes are determined by the needs of each training class and how the classroom is configured to meet those needs. Generally speaking, unless specified in the lesson plan, each academic/lecture-style class will have one (1) instructor, and the class size will be limited to the number of seats available in the classroom. It is the responsibility of the assigned instructor to request a smaller student-to-instructor ratio if needed.
2. Specialized and high-risk training classes generally require lower student-to-instructor ratios, especially during the practical portions of the course. For example, the First Aid for Criminal Justice Officers training course requires at least one (1) CJSTC-certified first aid instructor for every ten (10) students. For this reason, the Academy Commander or designee will ensure that the student-to-instructor ratio follows CJSTC requirements defined in 11B-35.0021, F.A.C.
3. The Academy Commander or designee will make every effort to ensure that instructors have adequate notification and sufficient time to prepare before teaching a class. Whenever possible, the instructor will have a minimum of one (1) hour of course preparation time before teaching established training courses. Instructors may require additional preparation time when developing lesson plans for new classes.
4. The VSO invests substantial time, funds, and resources, ensuring its instructors receive adequate training and certifications. As a result, most instructors at the Academy are certified to teach general courses as well as specialized and high-risk courses. During an instructor's assignment at the Academy, the Academy Commander will make every effort feasible to occasionally rotate instructional duties to keep their interest and present new instruction.

F. MONITORING AND EVALUATION OF ACADEMY INSTRUCTORS [CALEA TA 8.1.5]

1. In addition to regular performance appraisals required by the VSO, Academy instructors are monitored and evaluated in writing at least once every two years.
2. The Academy conducts evaluations for all new Academy instructors before an unaccompanied teaching assignment.
3. Instructor evaluations include, but are not limited to:
    a. Instructor preparedness.
    b. Instructor knowledge of course material.
    c. Instructor presentation.
    d. Student's response to the instructor.
4. To ensure fairness, assist, and document performance, uniform guidelines are provided to instructors and supervisors to apply consistently. [CALEA TA 8.1.6]
    a. The Academy Commander will assign a supervisor or experienced staff instructor to serve as the evaluator.

b. Evaluators will monitor a course or class from start to finish and document their evaluation using the FDLE Instructor Competency Checklist.

c. Evaluation criteria include the following:

(1) Instructor preparedness:

(a) The lesson plan is current and approved by the Academy Commander;

(b) Equipment/training aids listed in the lesson plan;

(c) Equipment/training aids ready for use;

(d) Classroom arranged appropriately.

(2) Instructor knowledge of course material:

(a) Stated lesson overview;

(b) Stated performance objectives;

(c) Demonstrated thorough knowledge of the subject matter.

(3) Instructor presentation:

(a) Verbalized effectively;

(b) Used appropriate instructional techniques;

(c) Managed time effectively.

(4) Student's response to the instructor:

(a) Maintained control of the class;

(b) Kept students engaged.

d. The evaluator will review the competency checklist and student evaluations with the instructor.

e. The Academy Commander is responsible for reviewing completed instructor evaluations.

G. INSTRUCTOR CERTIFICATION/STATUS TRAINING [CALEA TA 8.1.7]

1. Instructors need ongoing training and professional development to maintain and update their public safety knowledge, skills, and expertise and enhance their teaching performance. To accomplish this, instructors must complete the training necessary to maintain their:

a. Instructor certification;

b. Advanced and specialty instructor certifications;

c. Law enforcement certification.

2. Although not required, instructors should seek opportunities to complete specialized, supervisory, and management training commensurate with their responsibilities and career development objectives.

H. WORKPLACE SAFETY - INSTRUCTOR RESPONSIBILITIES [CALEA TA 8.1.8]

1. Academy instructors have an essential responsibility for safety at the Academy, including student safety. In an emergency, instructors must exercise leadership and take appropriate precautions to help protect students and others from threats to workplace safety.

2. Instructor responsibilities related to workplace safety include:

a. **FIRST AID AND EMERGENCY CARE**

(1) Academy instructors shall be trained in first aid and emergency care to provide immediate care to students, guests, and staff until emergency medical assistance arrives.

(2) Academy instructors will attend refresher courses as needed to maintain certification.

(3) New Academy instructors will receive training at the next available course if needed.

b. **AUDIBLE OR VISUAL ALARMS**

(1) The VSO Training Academy has both audible and visual fire alarms.

(2) Emergency exits are marked.

(3) Evacuation routes are posted.

(4) Assembly area for the Academy is the front parking lot.

(5) Should an alarm be activated, instructors are responsible for the evacuation of the Academy.

c. **SERIOUS WEATHER EMERGENCY**

(1) In a serious weather emergency, the Academy staff will notify all Academy instructors so that they can take appropriate action.

(2) In case of tornados or extreme wind conditions, instructors will direct students and guests to an interior room within the Academy.

(3) In case of severe lightning, instructors will direct students outdoors to take cover indoors.

(4) During high temperatures, instructors will limit outdoor fitness activities to early morning or conduct them indoors.

d. **VIOLENT ACT OR THREAT AGAINST EMPLOYEES, STUDENTS, OR THE FACILITY**

(1) The Academy and staff instructors are responsible for promoting a work environment free from threats and violence.

(2) Academy instructors should foster a climate of trust and respect among students and between employees.

(3) All Academy instructors are VSO Deputies and, when notified or become aware of a violent act or threat of violence involving anyone at the Academy, are required to respond.

(4) Academy instructors should immediately separate the involved individuals and seek additional assistance if needed.

(5) Instructors should report all incidents to the Academy Commander.

(6) Reporting requirements should be consistent with VSO policies and procedures, based on the nature of the incident.

(7) In the case of a bomb threat, the Academy will notify the VSO Bomb Team and evacuate everyone from the threat area.

(8) The Academy will notify the Support Operations Division Chief of all threats targeting the Academy for further guidance.

e. **HAZING OR OTHER DANGEROUS BEHAVIOR**

(1) The Academy staff will separate students involved in hazing or other dangerous behavior and notify the Academy Commander.

(2) The Academy Commander determines whether the Academy supervisor or Internal Affairs will investigate the incident.

(3) If a student from an outside agency is involved, the Academy will notify the agency's chief executive officer of that student's involvement.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-033-04**	**Distribution** All Personnel	**Reissue/Effective Date** 01/10/2025
		Original Issue Date 01/31/2023	**Previous Revision Date** 09/14/2023
Title **INSTRUCTIONAL SYSTEM**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

This general order aims to establish guidelines for developing training courses, classes, and curricula to meet the Volusia Sheriff's Office (VSO) training needs.

Instructional systems models provide a process for continuous self-evaluation and improvements based on needs, analysis, training design, course development, instructional implementation, and evaluation. This process ensures that course goals are attained, and instruction is relevant, well presented, and re-evaluated. Courses and teaching are enhanced when the instructional system uses feedback for continual improvement. [CALEA TA 6.1.1]

II. POLICY

It shall be the policy of the VSO to maintain an instructional system, which, at a minimum, includes the following components: analysis of training needs, design of instruction, development of content and materials, delivery of training, and evaluation of training. [CALEA TA 6.1.1]

III. DEFINITIONS

Academy Instructor – A VSO employee and instructor assigned full-time at the VSO Training Academy.

Adjunct Instructor – A VSO employee and instructor that is not assigned full-time at the VSO Training Academy but is used to teach as needed.

Contract Personnel – Individuals whose duties contribute to the instructional mission of the VSO Training Academy and whose services are governed by a written agreement.

Curriculum – Refers to the lessons and academic content taught at the VSO Training Academy.

Entry-Level Training – The minimum training required before initial appointment or as a condition of employment.

Guest Instructor – A provider with special expertise who instructs in courses or presents information to students but who may not have all the responsibilities of an Academy instructor and may not fall under any regulatory requirements for instructors.

In-Service Training – Any training beyond entry-level training.

Instructional Design – Process of designing, developing, and delivering learning content and evaluating it.

Instructor – An individual certified by the FDLE Criminal Justice Standards and Training Commission authorized to instruct Basic Recruit Training Programs, Advanced Training Programs, or Specialized Training Programs.

Practical Exercise – An examination requiring some demonstration of skill, for example, firearms qualifications.

Scenario-Based Training – Any training that utilizes tools, techniques, or methodologies to approximate any situation that might occur in an operational setting.

Student Assessment – Process for measuring student mastery of training course objectives, often accomplished through testing or demonstration.

Training Class – An educational program that is usually less than eight (8) hours, may be offered more than once, and may be tested.

Training Course – An educational program that is longer than eight (8) hours, offered more than once, and is tested.

Training Evaluation – Process for determining the effectiveness of a training course, class, or overall training program.

Training Event – Training activities that do not rise to the definition of a training course or class, such as seminars, workshops, forums, conferences, briefings, and meetings. Examples include routine maintenance training/practice for specialized units and teams to maintain skills proficiency.

IV. PROCEDURE

A. TASK ANALYSIS FOR ENTRY-LEVEL TRAINING [CALEA TA 6.2.1]

1. The Florida Criminal Justice Standards and Training Commission (CJSTC) has statutory responsibility for designing, developing, revising, and maintaining the basic recruit training curricula for law enforcement.
2. Fla. Stat. § 943.17 requires the use of a job task analysis as the basis for the development of the basic recruit training curriculum.
3. The Academy uses the job task analysis published by the CJSTC to identify specific job requirements when organizing training for the Basic Deputy Recruit Academy.

B. TRAINING NEEDS ASSESSMENT [CALEA TA 6.2.2]

1. The Academy performs a needs assessment yearly to determine what training to provide.
2. The methods used to determine the type and content of training may include but are not limited to job descriptions, command staff recommendations, current trend research, legal requirements, training course evaluations, use of force reviews, disciplinary reports, risk management reports, and surveys.
3. The assessment intends to provide a road map to follow when developing courses for each year.
4. The Training Academy Commander will document the findings in a report and submit it to the Support Operations Division Chief for review.

C. TRAINING COURSE DESIGN [CALEA TA 6.3.1]

1. Training courses are designed according to the Florida General Instructors Techniques Instructor Guide to ensure that:
    a. Instruction is based on course objectives;
    b. Appropriate instructional methods are used; and
    c. Testing measures the instructional outcome.
2. Training courses should remain current, addressing crime trends, societal changes, and proven best practices and always mirroring the job's requirements. Equally important is the need for continuous improvement.
3. Instructional design is systematically designing, developing, and delivering instructional material consistently and reliably. The design determines how the training course will be provided.
4. Training courses should be related to the tasks required, be adequately documented, and have the approval of the administration so that they may provide the best training possible.

D. LESSON PLANS [CALEA LE 33.1.4; TA 6.4.1]

1. All lesson plans must be submitted to the Training Academy Commander for review and approval before use.

2. The development of lesson plans should ensure that the subject covered in training is addressed thoroughly and accurately and is appropriately sequenced with other training material.
3. Lesson plans establish the purpose of the instruction, set forth the performance objectives, relate the training to critical job tasks, and identify ethical considerations related to the topic.
4. The Training Academy requires a lesson plan for each course taught. The lesson plan cover sheet will include the following information:
    a. Course name;
    b. Lesson name;
    c. Length of lesson (Hours);
    d. Date prepared;
    e. Prepared by;
    f. Scope;
    g. Instructional goal of the lesson;
    h. Statement of performance and job-related learning objectives;
    i. Content of the training;
    j. Specification of the appropriate adult learning instructional techniques;
    k. Identification of any tests used in the training process;
    l. List of resources used in the development of the curriculum;
    m. List of resources required in the delivery of the program;
    n. Training Prerequisite – This optional area may be used if specific training prerequisites require proficiency before enrolling in a given course.
5. Lesson plans will be prepared in outline form. The outline will include instructor notes, course content, use of media, and other pertinent information. The outline will be written in a manner that would allow any instructor familiar with the material to teach according to the plan. The outline will use the following format:
    a. **Introduction** – The introduction should contain the purpose, objectives, and responsibilities of the participants.
    b. **Body** – The body shall contain the training content and specification of the appropriate instructional techniques. The lesson plan shall incorporate the appropriate instructional techniques, conferences, field experiences (field trips, interviews, operational experiences, and operational observations), presentations (lecture, discussion, and demonstration), problem-solving, and simulations.
    c. **Review** – The review shall contain a synopsis of the course directed toward the significant subject matter.

E. TRAINING COURSE REVIEW SCHEDULE [CALEA TA 6.4.2]

1. The Training Academy conducts training course reviews on a regular schedule and documents these reviews to ensure that training courses are relevant and current.
2. Training courses that involve high liability are reviewed annually.
3. Training courses that do not involve high liability are reviewed at least once every three (3) years.

F. SCENARIO-BASED TRAINING [CALEA TA 6.4.3]

1. Scenario-based training is a learning experience that lets students learn through their actions. The more realistic the environment, the more relevant the experience will be when the mind searches for similar experiences during its problem-solving decision-making phase.
2. All scenario-based training will be described in the lesson plan and used to support the learning objectives of the course.
3. Performance measures must be defined to ensure testing/evaluation is based upon performance objectives designed to measure skills, knowledge, or abilities for job-related tasks.

4. Except for firearms qualifications, all scenario-based training is graded on a Satisfactory/Unsatisfactory basis.
5. Scenario-based training involving high liability/risk activities will have a risk assessment of safety issues included within or attached to the lesson plan. [CALEA TA 7.4.4 (e)]
6. VSO employees usually serve as role players during scenario-based training; however, the Academy Commander may authorize using outside personnel if it benefits the training environment.
    a. Before the beginning of the scenario-based training exercise, the course instructor(s) will:
        (1) Provide a briefing to all the actors explaining the training objective;
        (2) Provide instructions to the actors regarding their specific roles;
        (3) Obtain a signed liability waiver from each actor.
    b. Before the beginning of the scenario-based training exercise, the safety officer will:
        (1) Provide a safety briefing to the actors;
        (2) Ensure that appropriate safety equipment is available and provide instruction for its proper use;
        (3) Provide instruction for contacting an instructor or safety officer if needed.

G. INSTRUCTOR TRAINING MATERIALS [CALEA TA 6.5.1]

1. The Academy is responsible for ensuring that instructors assigned to teach a training course will use the current and approved lesson plan for that course and will use the approved training materials and equipment listed in the lesson plan.
2. Instructors must research and identify training and resource materials when delivering training courses/classes.
3. All training and resource materials must be listed in the course lesson plan.

H. REGULATION OF INSTRUCTOR TRAINING AIDS [CALEA TA 6.5.2]

1. Training aids and equipment are used to support the delivery of training.
2. Each classroom is equipped with a computer, projector, whiteboard, and flip chart available for the instructor's use.
3. Training aids and equipment include, but are not limited to:
    a. Computers;
    b. Overhead projectors;
    c. Whiteboards/chalkboards;
    d. Flip charts;
    e. Videos;
    f. Handouts;
    g. Simulators.
4. Training aids must be justified in the lesson plan and authorized for use.
5. Training simulators may only be used by Training Academy instructors and adjunct instructors trained in their proper use.
6. Training aids and equipment used in the delivery of force training may only be used by qualified instructors.
7. Instructors can check out training aids and equipment from the Training Academy for off-site instruction with the approval of the Academy Commander or designee.

I. PILOT TESTS [CALEA TA 6.5.3]

1. The Academy conducts a pilot test on each new training course developed before full implementation when deemed appropriate by the Academy Commander.

2. The best method for determining whether a newly developed course will meet its learning objectives is to pilot test the course with a sample of students or subject matter experts.
3. Pilot testing also helps identify training segments that need further development.
4. These seven (7) steps serve as a guideline toward a practical training course pilot test:
    a. Identify goals;
    b. Decide what to measure;
    c. Identify the test group;
    d. Collect metrics;
    e. Evaluate results;
    f. Use data to improve/revise if needed; and
    g. Roll out training course.
5. It is recognized that some training courses have already been tested at the regional, state, or national level; therefore, a pilot test may be optional.

J. ADULT LEARNING TECHNIQUES [CALEA TA 6.5.4]

1. The successful training of adult students requires specialized instructional techniques.
2. The Florida General Instructors Techniques Course includes a module entitled *"Training the Adult Learner"* that provides instructors with the principles and characteristics of adult learning and motivation that promote effective learning environments.
3. The Academy Commander, supervisors, and instructors ensure that adult learning techniques are incorporated into all training courses' design, development, and delivery. To this end, while not all-inclusive, instructors should:
    a. Involve students in the learning process;
    b. Utilize the students' experience;
    c. Limit the duration of lectures by providing appropriate breaks every fifty (50) minutes;
    d. Use available media, handouts, audio/visual, and other training aids;
    e. Use group discussions and role-play; when appropriate; and
    f. Encourage constructive feedback to improve course presentations.

K. TRAINING EVALUATIONS [CALEA TA 6.6.1, 6.6.5]

1. Training evaluation is critical to ensure it meets training objectives and is revised as conditions change.
2. Upon completing every training course/class, students will complete a training evaluation form to evaluate their reaction to the course content, instructor, and facility.
3. In circumstances where the training was provided for another agency, the agency will be asked to evaluate the training.
4. The course instructor(s) and the Training Academy staff review all evaluations as part of the continued analysis of training needs. [CALEA TA 6.6.1(a)]
5. Every basic training block and select continuing education courses will have a written or practical exercise to evaluate student comprehension or performance. To complete these courses, students must achieve a minimum score of 75% on written tests or a "satisfactory" rating on practical exercise tests. [CALEA TA 6.6.1 (b, c)]
6. A demonstration of skill requirements evaluates the following courses: [CALEA TA 6.6.1 (c)]
    a. AED/CPR;
    b. Baton/tactical baton;
    c. Defensive tactics;
    d. De-escalation;

e. Driver training;

f. Less lethal munitions;

g. Judgmental force simulator;

h. Firearms;

i. Pepper spray;

j. Physical training;

k. Taser; and

l. WMD personal protective equipment.

7. The information collected during the evaluation phase will be incorporated in the training needs analysis, design, revision of training courses, and development of training course content material. [CALEA TA 6.6.5]

V. FORMS (Click here to access forms)

- Lesson Plan-Training Academy, VSO Form # 082423.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-033-05**	**Distribution** All Personnel	**Reissue/Effective Date** 03/05/2026
		Original Issue Date 01/31/2023	**Previous Revision Date** 01/10/2025
Title **TRAINING PROGRAMS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish the authority, duties, and responsibilities for the development, promulgation, and coordination of all Volusia Sheriff's Office (VSO) training programs.

II. POLICY

It shall be the policy of the VSO to maintain training programs that direct efforts toward the development of new skills, improving and updating old skills, recertification of performance in high liability areas, the development of specialized skills, and creating an awareness of new techniques and technologies for all employees and overseeing the VSO mandatory retraining program.

It shall be the policy of the VSO to plan, develop, coordinate, and administer all training programs and presentations affecting the VSO, except for the Communications Section. The Communications Section administers its training program.

All newly hired Sworn Deputies must complete a basic recruit training program before assignment in any capacity in which they are authorized to carry a weapon or are in a position to make a full-custody arrest. This includes assignments to the New Deputy Training Program. [CALEA LE 33.4.1]

III. DEFINITIONS

Daily Observation Report (DOR) – A structured evaluation tool used by Deputy Training Officers (DTOs) to document a trainee's performance during each shift in the Field Training Program.

Deputy Training Officer (DTO) – An experienced VSO Deputy responsible for training and evaluating a trainee engaged in the New Deputy Training Program.

DTO Coordinator – A member of the VSO Training Academy assigned the responsibility of coordinating and overseeing the field training phase.

DTO Supervisor – A VSO Training Sergeant that serves as the administrative and supervisory liaison for the field training program.

New Deputy – A newly appointed Deputy with the VSO. This includes recently hired sworn law enforcement officers, VSO Basic Recruit graduates or graduates from other Criminal Justice Standards and Training Commission (CJSTC) Training Schools that have passed the State Officer Certification Exam.

New Deputy Training (NDT) – Academic and field training provided to New Deputy Trainees before assignment.

VSO Deputy Recruit Graduate – A recruit who completed the CJSTC Basic Recruit Training Program at the VSO Training Academy but has not passed the State Officer Certification Exam.

IV. PROCEDURE

A. BASIC RECRUIT TRAINING

1. The VSO Training Academy provides the Recruit Deputy with the necessary professional training required for the attainment of the overall mission of the VSO. Fla. Stat. § 943.13 authorizes the Sheriff to train personnel, and the VSO Training Academy trains Deputy Recruits according to the credentialing standards of the Florida Department of Law Enforcement (FDLE) and CJSTC, established by Fla. Stat. § 943.085.
2. An orientation handbook is issued to all recruits, and a documented orientation session is conducted at the start of the Academy training program. This orientation introduces recruits to the agency's basic law enforcement training program, expectations, and evaluation processes. [CALEA 33.4.2 (c)]
3. The Academy is responsible for preparing and equipping future Sheriff's Deputies according to their job descriptions, with the foundation necessary to:
    a. Safeguard the sanctity of human life.
    b. Prevent and control conduct widely recognized as threatening to life and property.
    c. Aid individuals who are in danger of physical harm.
    d. Protect constitutional guarantees.
    e. Assist those who cannot care for themselves. This is all-inclusive but not limited to the mentally ill, physically disabled, those individuals who are intoxicated, and those individuals who are substance addicted.
    f. Resolve conflict and identify problems that have the potential of becoming more serious, whether it is between individuals, groups of individuals, or individuals and their government. The Academy staff recognizes that these circumstances require effective training methods in de-escalation.
    g. Promote a safe and secure community and enhance the quality-of-life for all citizens of Volusia County.
    h. Understand, be guided by, and ultimately be equipped to fulfill the tenets of the VSO mission, vision, and values statements.
    i. Enforce appropriate state laws and city and county ordinances.
4. The curriculum to administer the Basic Recruit Training Program is established by the FDLE CJSTC. It provides the minimum required knowledge and proficiency skills necessary and is based on the tasks of the most frequent duties of a fully functioning sworn law enforcement officer. [CALEA LE 33.4.2 (a)]
5. Recruits enrolled in the Basic Recruit Training Program shall be evaluated using systematic, competency-based techniques designed to measure the required knowledge, skills, and abilities derived from the tasks and duties of a fully functioning sworn law enforcement officer, must demonstrate proficiency in applicable training course performance evaluations, and must successfully pass the written end-of-course examination. [CALEA LE 33.4.2 (b)]

B. NEW DEPUTY TRAINING

1. **GENERAL**
    a. All newly appointed Deputies will complete the New Deputy Training (NDT) Program as applicable to their assignments. This training will be organized, administered, and evaluated by the Academy.
    b. Trainees who fail to perform at an acceptable level at any training phase may be either retrained or terminated, as directed by the Sheriff/Chief Deputy, with recommendations from the Support Operations Division Chief and Academy Commander.
2. **PHASE ONE (ACADEMIC)**
    a. Phase one is an academic program incorporating basic topics with low, medium, and high-level simulation.
    b. All new Deputies, regardless of assignment, will complete this training phase.

c. The Academy will determine phase one academic curriculum, and it will be based on the training needs of the New Deputy Trainee.

d. The academic program will be revised periodically to reflect changes in training needs and requirements. Accordingly, the length of the course may be extended due to these revisions.

e. Upon successful completion of phase one academics, the trainee, depending upon assignment, may enter the prescribed phase two.

3. **PHASE TWO (FIELD TRAINING PROGRAM)**

a. The VSO has established a standardized Field Training Program for all newly hired sworn deputies. The program is designed to ensure that deputies demonstrate the knowledge, skills, abilities, and professional conduct required of a fully functioning sworn officer of this agency.

b. Curriculum

(1) The Field Training Program utilizes a structured curriculum based on the tasks, duties, and responsibilities of a fully functioning sworn Deputy within this agency.

(2) The curriculum shall reinforce classroom and academy instruction through practical application in the field.

c. Duration of Field Training [CALEA LE 33.4.3 (a)]

(1) Newly hired sworn Deputies shall complete a minimum of 160 hours of field training, exclusive of required classroom or academy training.

(2) Additional field training hours may be assigned based on performance evaluations or supervisory recommendation.

d. Selection of Deputy Training Officers (DTO) [CALEA LE 33.4.3 (b)]

(1) Human Resources is responsible for advertising position announcements for DTOs.

(2) Interested candidates must submit their application/request by the posted deadline to be considered and must be willing to serve as a DTO for a minimum period of time as determined by the Sheriff or Chief Deputy.

(3) Human Resources will conduct an initial screening of all DTO applications to determine if the DTO applicant meets the minimum requirements.

(4) Applications that meet the minimum requirements will be forwarded to the Training Academy for final review and selection. The selection process may include the following:

(a) Interview

(b) Supervisor recommendation

(c) Work history review

e. Supervision of Deputy Training Officers [CALEA LE 33.4.3 (c)]

(1) All DTOs shall operate under the direct supervision of their respective field supervisors and commanders.

(2) Supervision of DTOs as it relates specifically to field training matters, including training consistency, evaluation practices, and program compliance, shall be the responsibility of the DTO Supervisor and the DTO Coordinator.

f. Liaison with Academy Staff [CALEA LE 33.4.3 (d)]

(1) The Field Training Program shall maintain liaison with academy staff to ensure continuity of training and effective recruit development.

(2) The Academy Commander shall assign an Academy instructor to serve as the DTO Coordinator, responsible for overseeing the field training program. Responsibilities of the DTO Coordinator include, but are not limited to:

- Providing initial and in-service training for DTOs;
- Serving as the liaison between the Academy and the Law Enforcement Operations and Support Operations Divisions;

- Scheduling DTO field assignments;
- Addressing training deficiencies identified during field training; and
- Making final recommendations to the Academy Commander.

(3) While the DTO Coordinator provides oversight of the Field Training Program and serves as the Academy liaison, operational supervision of DTOs in the field remains the responsibility of the field supervisors and commanders.

g. DTO Training [CALEA LE 33.4.3 (e)]

(1) All DTOs shall successfully complete initial training prior to assignment.

(2) DTOs shall receive periodic in-service training to maintain instructional skills, evaluation consistency, and awareness of policy or legal updates.

h. Rotation of Field Assignments [CALEA LE 33.4.3 (f)]

(1) Newly hired sworn deputies shall be assigned to multiple field training assignments during the Field Training Program to ensure exposure to varied patrol styles, geographic areas, and operational conditions.

(2) The exact number of rotations for each newly hired sworn Deputy shall be determined by the Academy in coordination with the DTO Supervisor and DTO Coordinator, based on curriculum requirements and deputy performance.

(3) Any trainee whose training is extended will be assigned to a different DTO.

i. Evaluation of Newly Hired Sworn Deputies [CALEA LE 33.4.3 (g)]

(1) DTOs shall evaluate newly hired sworn Deputies using standardized evaluation guidelines and documentation.

(2) Evaluations shall address performance, decision-making, safety, communication skills, adherence to policy, and professionalism.

(3) Evaluations shall be completed daily and submitted in accordance with agency procedures.

j. Reporting Responsibilities [CALEA LE 33.4.3 (h)]

(1) DTOs are responsible for completing and submitting all required training reports and evaluations.

(2) DTOs will report on trainee progress daily in a Daily Observation Report (DOR).

(3) DORs will be forwarded to the Academy along with other written activity at the end of each week. Copies delivered will be retained in the trainee's training file.

(4) DTOs shall report violations of policy and procedures or serious safety violations to the appropriate field supervisor and the DTO Coordinator.

(5) At the end of each field training phase, the DTO will make one of three recommendations: [CALEA LE 33.4.3 (h)]

- Continue into the next phase (or to regular duty if in the final phase);
- Extend the previous phase; or
- Request a conference to discuss trainee problems.

k. Administrative Review [CAELA LE 33.4.3 (i)]

(1) An administrative review of the Field Training Program shall be conducted annually.

(2) The review shall assess program effectiveness and include recommendations for policy or training modifications.

(3) The review and any recommendations shall be submitted to and reviewed by the Sheriff.

4. **REFRESHER FIELD TRAINING**

a. When a Deputy has been in continuous service to the agency and is transferred to the Support Operations Division or Law Enforcement Operations Division, the following retraining schedule will be used:

- **Zero to twelve (0-12) months** since last worked in that division: No retraining required.
- **Twelve to twenty-four (12-24) months** since last worked in that division: Ten (10) days retraining with two (2) DTOs. Deputies may request additional retraining as needed.
- **Twenty-four to sixty (24-60) months** since last worked in that division: Twenty (20) days training with two (2) DTOs. Deputies may request additional retraining as needed.
- **Sixty (60) months or more** since worked in that division: Thirty (30) days retraining with three (3) DTOs.
- Exceptions may be authorized by the Sheriff, Chief Deputy, or Academy Commander to either shorten or lengthen training.

C. MANDATORY IN-SERVICE TRAINING

1. Mandatory in-service training shall be provided to every employee consistent with the position held and functions performed.
2. This training shall include but is not limited to the following:
   - Training Bulletins distributed by the Training Academy;
   - Legal Bulletins providing legal opinions and direction from the General Counsel;
   - Training on liability issues such as firearms and use of force during firearms qualification;
   - Revisions to general orders and memorandum setting policy or procedure.
3. Every employee, civilian or sworn, shall receive training to meet the requirements of their job responsibilities, including the following: [CALEA LE 33.7.1; TA 5.3.1 (a, b, c)]
   - Orientation to the VSO, role, purpose, goals, policies, and procedures;
   - Working conditions and regulations;
   - Responsibilities and rights of the employee;
   - Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) accreditation required training (e.g., mental illness awareness and ethics).
4. All sworn personnel are required to complete an annual in-service training program, including legal updates. [CALEA LE 33.5.1]
5. The VSO Training Academy is responsible for developing the annual in-service training curriculum pursuant to the VSO Required Training Guide (Appendix GO-033-01-C).
6. All Deputies promoted to supervisor shall receive supervisory and field training commensurate with new assignment responsibilities. [CALEA LE 33.8.2]
7. Supervisors promoted to command status shall receive executive development training.
8. Sworn personnel must complete at least twenty (20) hours of in-service training each year.
9. Forty (40) hours of mandatory retraining every four (4) years must be completed for a Florida certified law enforcement officer to keep their certification as required by Florida Statutes through the CJSTC.

D. SHIFT BRIEFING TRAINING [CALEA LE 33.5.2]

1. Shift briefing training is a method of keeping employees informed between regular training sessions and is of short duration administered to law enforcement personnel just prior to, or after, their tour of duty.
2. Supervisors are primarily responsible for the quality, content, and objectives of shift briefing training, whether they conduct such training themselves or delegate the task to others.
3. Techniques for shift briefing training may include lectures, handouts, demonstration, video, or discussion.

4. Shift briefing training is not considered formal training and training topics should be listed in the daily consolidated report.

E. SPECIALIZED TRAINING [CALEA LE 33.7.2]

1. Many functions with the VSO require pre-assignment or post-assignment specialized training. The specialized training is intended to help the employee obtain the knowledge, skills, and abilities necessary to perform their assigned duties.
2. Initial and ongoing specialized training may be provided through in-house training, at regional training schools, by other agencies or institutions, or by supervised on-the-job training.
3. Supervisors of specialized functions are responsible for ensuring that personnel assigned to the respective functions receive adequate training as needed in support of the specialty.
4. The following assignments require pre-assignment or post-assignment specialized training:
    - Sworn Aviation Paramedic/Tactical Flight Observer;
    - Sworn Aviation Pilot;
    - Clandestine Lab Team;
    - Communications Training Officer;
    - Crisis Negotiator;
    - Deputy Training Officer;
    - Dive Team;
    - Drone Pilot;
    - Emergency Response Team;
    - Hazardous Devices (Bomb) Technician;
    - K-9 Handler;
    - K-9 Trainer;
    - Marine Unit;
    - Motorcycle Unit;
    - Range Unit;
    - School Resource Deputy;
    - SWAT;
    - Tactical Dispatcher.
5. Specialized civilian training shall be provided to personnel working in any assignment requiring enhanced knowledge, skills, and abilities and include, but are not limited to:
    a. **Aviation Mechanic** – Training necessary to maintain and repair aircraft utilized by VSO.
    b. **Aviation Pilot** – Training necessary to maintain their Pilots Certificate as required in general order *GO-016-04 Specialized Assignments*.
    c. **Civilian Process Server** – Assignment requires on-the-job training, including two weeks of field training with a sworn FTO who provides an overview of the civil process; includes a review of agency general orders, Florida Statutes, and Civil Unit procedures. No specific retraining is required other than maintaining job performance and review of any changes in state law.
    d. **Civilians Who Interact With The Public Or Act In A Safety Function**
        (1) All civilian personnel required to answer phones, deal with the public, or act in a safety-related function shall be trained not only on the technical aspects of the function but also on the importance of the link they provide between the citizen or visitor and the VSO prior to the assumption of job responsibilities.

(2) This initial training shall be documented and include awareness in dealing with members of the public suffering from mental illness; documented annual refresher training is required.

e. **Communications Telecommunicators** – Initial certification and recertification training will be in accordance with the *Communications Standard Operating Procedures Manual*.

f. **Criminal Intelligence Analyst** – Initial training requires on-the-job training through shadowing and observation and training in currently used software; no retraining is required; however, as budgets permit, attendance at the Florida Law Enforcement Analyst Academy will be encouraged.

g. **Evidence Specialists** – Initial training consists of a documented training program that must be completed by meeting the quarterly training objectives delineated in the program. Within two (2) years, they must receive certification through the Property and Evidence Association of Florida (PEAF) and the International Association for Property and Evidence (IAPE). These certifications require attendance at formal training class which is followed by an application and examination process. Evidence Specialists must maintain their certification through IAPE by attending online or in person training once every five (5) years. Evidence Specialists are not required to maintain PEAF certification, as they require attendance at an annual conference.

h. **IT Staff** – Assignment requires FCIC/NCIC certification and recertification every year. In addition, personnel will maintain certifications following the specific needs determined by the Information Systems Director.

i. **Latent Print Technician** – Fingerprint Technicians must complete the Institute of Applied Science Course within six months of their appointment/employment; required to attend FCIC/NCIC training and update training every year.

j. **Paramedic/Tactical Flight Observer** – Training necessary to maintain their Florida Paramedic License.

k. **Victim Advocates** – All newly appointed advocates must undergo specialized training to include the following at a minimum:

- Completion of the Victim Services Practitioner Designation Training course offered by the Office of the Attorney General;
- Must attend the Victim Services Practitioner Designation Update class once every three (3) years to renew the designation.

F. REMEDIAL TRAINING [CALEA LE 33.1.5 (a, b)]

1. Remedial training shall be provided to employees when their task effectiveness has been judged to be less than acceptable.
2. Remedial training will be provided under the following circumstances:
   a. When the employee perceives a problem in performance or behavior, they may request remedial training to improve skills or knowledge. Requests shall be made in writing via the chain of command.
   b. When requested by the employee's supervisor. This request may take any of the following forms:
      - The supervisor may suggest that the employee apply for remedial training.
      - The supervisor may conduct their own remedial training for the affected employee through coordination with training.
      - The supervisor may make a formal request via the chain of command.
   c. When a written performance evaluation or behavior identifies deficiencies, the employee or supervisor may request remedial training in areas that are deemed unsatisfactory.
   d. When the Deputy is unable to qualify with an authorized weapon.
3. Prior to training, goals, objectives, and time allotted shall be specified in writing.
4. Adequate time to complete the training and show improvement shall be allotted.

5. Those employees who do not show improvement in the allotted time may be subject to disciplinary action.
6. Remedial training shall be conducted or coordinated through the Training Academy.
    a. The Academy will maintain all remedial training records. The Academy shall document remedial training in the individual employee's training file.
    b. If remedial training is mandated because of a tested failure in a non-critical skill area, then the remedial training should be conducted in a time frame determined by the academy staff.
    c. If remedial training is mandated because of a tested failure in a critical skill area, then the remedial training shall be conducted prior to returning to full duty.
    d. If remedial training was mandated as part of a disciplinary action, the Academy should attempt to conduct the remedial training within thirty (30) days of being notified.
7. Remedial training that is conducted in conjunction with the VSO Field Training and Evaluation Program shall be documented in compliance with the New Deputy Training Program described in this general order.
8. When requested, remedial training will be conducted in response to those specific areas in which the employee has received unsatisfactory employee performance ratings unless special circumstances exist.
9. Upon receipt of a request for training, the Training Academy will review all pertinent information and meet with the employee's supervisors to assist in the development of the remedial training.
10. The Academy Commander will ultimately decide what remedial training solution will be employed.
11. Remedial training solutions include but are not limited to the assignment of the employee to any of the following:
    - Training courses offered by outside entities, i.e., FDLE Regional Training Centers or other independent training facilities;
    - Training courses offered by the agency through the Training Academy;
    - Individualized remedial training as prescribed by the employee's supervisor;
    - Other remedial assistance as prescribed by the Academy Commander or employee's Division Chief.
12. If an employee fails to complete the training program, one or more of the following may apply:
    a. Additional remedial training may be needed, alternate strategies may be identified and additional training assigned.
    b. Recommendations may be made to the Chief Deputy to assign or reclassify the employee to a position that does not require the use of the skills or knowledge in which the deficiency occurs.
    c. Recommendations may be made to the Sheriff for termination if all remedial efforts are deemed ineffective.
13. Non-participation by the employee may result in serious consequences, including termination. Therefore, care shall be taken to ensure that the employee is given every opportunity to participate in the training by the employee's supervisor.
14. All remedial training and the effectiveness of this training shall be included in the employee's training file by the Training Academy.

G. OUTSIDE TRAINING [CALEA LE 33.1.3; TA 4.7.3]

1. Employees that wish to attend outside training must submit a Training/Travel Request through their chain of command.
2. To be eligible for reimbursement, all costs associated with the training must be included on the Training/Travel Request.
3. Approved outside training requests are maintained and made available via the VSO intranet.

4. The VSO intends to provide for the costs incurred when an employee attends required or approved training.
5. The VSO will provide all fees, books, and materials needed when an employee has the approval to attend training programs.
6. The VSO will provide housing, mileage, meals, and transportation to employees attending approved training programs when conducted outside the VSO service area.
7. All approved training requests must be delivered to the travel clerk three (3) weeks prior to the scheduled course for the VSO to provide advance payment.
8. The employee may obtain approval from their chain of command for future reimbursement in the event the paperwork has not been submitted on time.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-033-06**	**Distribution** All Personnel	**Reissue/Effective Date** 10/24/2025
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Title **CAREER DEVELOPMENT PROGRAM [CALEA LE 33.8.3]**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

It is the purpose of this policy to define the career development program of the Volusia Sheriff's Office (VSO) which is designed to improve the skills, knowledge, and abilities of all personnel to successfully meet agency tasks and objectives.

II. POLICY

The ability of the VSO to meet current and long-range goals and objectives in an efficient and effective manner is largely dependent upon the level of skill, knowledge, and ability members bring to their individual assignments, duties, and responsibilities.

Therefore, it is the policy of this agency to provide, to the degree possible, counseling, training, and professional development opportunities and assistance to members in choosing, preparing, entering, and progressing in agency job assignments and job specialties as well as individual professional growth opportunities that will promote production, efficiency, and effectiveness in job performance and improve the overall level of job satisfaction.

III. PROCEDURE

A. PROGRAM OVERVIEW

1. The Chief Deputy serves as the plan administrator for the career development program and is responsible for ensuring that the program meets organizational requirements and goals.
2. This agency's career development program is based on career counseling, in-service training, and a Leadership Development Program (LDP) aimed at preparing emerging leaders with skills for influencing behavior and achieving organizational goals.
    a. Career counseling is a supervisory function in which guidance to individuals is provided for choosing, preparing, entering, and progressing in job assignments through short- and long-term goal setting. The performance appraisal process is ideal for a supervisor to monitor and track the member's goals and progress.
    b. In-service training is provided to:
        - Maintain and enhance the member's ability to perform the duties and responsibilities of the assigned job and to stimulate interest or professional skills in specialized assignments; and
        - Provide advanced levels of instruction for specialized assignments and enhance a member's overall potential for upward mobility and job satisfaction.
    c. The LDP is a multi-tiered leadership development program aimed at equipping leaders with essential skills at various career stages. These stages are:

Tier 1-Emerging Leaders Track: Targets Sergeants and Professional Staff supervisors, focusing on essential leadership skills like communication and conflict resolution. Personnel must complete three development courses within three years of promotion.

Tier 2-Mid-Level Leadership Track: For Lieutenants/Assistant Directors and Captains/Directors, this tier addresses budgeting and organizational behavior, requiring completion of three courses within three years of promotion.

Tier 3-Executive Leadership Track: Aimed at Assistant Chiefs and Division Chiefs, focusing on strategic planning and crisis leadership, with course selection determined by the Sheriff or designee.

d. Each tier has specific courses listed, with mandatory and suggested training courses selected to enhance leadership capabilities. The program encourages ongoing learning and development to adapt to the evolving demands of law enforcement agencies.

e. In addition to career counseling, in-service training, and the LDP, the agency encourages members' efforts to continue their formal education. The agency may facilitate such efforts through adjustment of work schedules and related responsibilities.

3. The Human Resources Section shall develop, plan, and coordinate the orientation training of supervisory personnel as career counselors for non-sworn employees, while the Training Academy will do the same for sworn employees. This orientation training, at a minimum, will include information on the following: [CALEA LE 33.8.1]

- General counseling skills;
- Techniques for assessing skills, knowledge, and abilities, including those required for specialized assignments;
- Providing feedback and recommendations to the employee;
- Preparing career planning schedules;
- The salaries, benefits, and training opportunities offered by the VSO;
- Educational opportunities and incentive programs;
- Recordkeeping techniques; and
- The availability of and how to utilize VSO and outside resources.

B. CAREER COUNSELING

1. Career counseling serves to link identified employee career needs, desires and individual skills with available resources that will assist in the attainment of those personal and agency goals and objectives.
2. Supervisors shall:
   a. Conduct, at the time of each eligible employee's annual performance appraisal, a frank and open discussion of the member's strengths and weaknesses as they relate to current duties and responsibilities;
   b. Determine whether the employee is interested in receiving career counseling as provided herein and provide such counseling as requested; and
   c. Complete the Career Counseling Checklist (VSO Form # 082897.001) and submit it to Human Resources along with the employee's annual performance evaluation.
3. Career counseling is not mandatory and employees who do not wish to receive such counseling shall inform their supervisor at the time of their performance review. Counselors shall record this fact at the time of the interview.

C. IN-SERVICE TRAINING

1. The VSO provides proficiency, career specialty, and promotional skill development in-service training as an essential component of the career development program.
2. Proficiency training provides job-related instruction designed to refresh basic skills and provide additional skills, knowledge, and abilities necessary to maintain competence in job assignments.

3. Career specialty in-service training concentrates on areas of individual interest and specialization consistent with the employee's career goals to enhance upward mobility or job satisfaction.

4. Promotional skill development training provides job-related training to all newly promoted personnel. Training provided is commensurate with the new duties and should take place prior to promotion, if possible, or otherwise within the first year following promotion. [CALEA LE 33.8.2]

D. SHORT-TERM TRAINING ASSIGNMENTS [CALEA LE 11.5.1]

1. Where practical and eligible, personnel are given the opportunity to be temporarily assigned to specialized work units of their choice which are consistent with their career goals and interests. These assignments provide employees with a better understanding of the duties, responsibilities, skills, and abilities pertinent to these assignments and allow them to make informed career decisions.

2. The duration of short-term training assignments shall not exceed ninety (90) days. Exceptions may be granted on a case-by-case basis with approval from the Chief Deputy.

3. For an employee to be eligible for these assignments, they must:

   - Not be on probationary status;
   - Not have received adverse disciplinary action within the prior twelve (12) months;
   - Meet the performance standards established for their regular duty assignment; and
   - Not have served in another short-term assignment within the prior twelve (12) month period.

4. Any assignment within the agency may be eligible for request based on qualifications, including specialized assignments.

5. The request shall specify the position and the length of time requested for assignment.

6. Requests for temporary assignments shall be forwarded to the Human Resources Section via the Supervisor and chain of command through a transfer request form.

7. The Human Resources Section shall review the request based on the employee's documented career plan and make recommendations to the Chief Deputy, who shall have final approval authority.

8. Division Chiefs shall allocate manpower and scheduling to facilitate the VSO temporary assignment program.

9. The Division Chief shall ensure that the employee is provided instruction on the temporary assignment.

10. Employees assigned to components requiring specialized training shall be properly supervised and will not actively perform functions for which they are not trained, e.g., a Deputy may be temporarily assigned to the Traffic Unit but not allowed to operate a motorcycle or radar unit unless properly trained and certified.

E. EDUCATIONAL LEAVE/SCHEDULING ACADEMIC STUDY

1. Paid educational leave may be granted to an employee for the purpose of undertaking academic or vocational instruction consistent with the career development objectives of the employee and the needs of the agency. Refer to general order *GO-022-02 Benefits and Leave*.

2. The agency may consider granting leaves of absence without pay in accordance with established personnel policy for employees who wish to further their education at their own expense. Refer to general order *GO-022-02 Benefits and Leave*.

3. Commanding officers may exercise discretionary latitude in realigning work schedules of employees who are pursuing academic or other agency authorized career development training so that they may attend classes. Such adjustments should be accomplished without affecting the operational effectiveness of the VSO.

IV. APPENDICES

- GO-033-06-A VSO Leadership Development Program

V. FORMS (Click here to access forms)

- Career Counseling Checklist, VSO Form # 082897.001

2025

VOLUSIA SHERIFF

MICHAEL J. CHITWOOD

VSO Leadership Development Program

10/24/2025 - VERSION #1

Published: 10/24/2025

Appendix: GO-033-06-A

Volusia Sheriff's Office Leadership Development Program

Summary:

The document outlines the Volusia Sheriff's Office commitment to servant leadership, emphasizing both personal and team growth. The Volusia Sheriff's Office Leadership Development Program (LDP) is designed to prepare emerging law enforcement leaders with skills for influencing behavior and achieving organizational goals. To support this, a multi-tiered leadership development program is being introduced, aimed at equipping leaders with essential skills at various career stages. These stages are:

Tier 1 - Emerging Leaders Track: Targets Sergeants/ Professional Staff supervisors, focusing on essential leadership skills like communication and conflict resolution. Personnel must complete three development courses within three years of promotion.

Tier 2 - Mid-Level Leadership Track: For Lieutenants/Assistant Directors and Captains/Directors, this tier addresses budgeting and organizational behavior, requiring completion of three courses within three years of promotion.

Tier 3 - Executive Leadership Track: Aimed at Assistant Chiefs and Division Chiefs, focusing on strategic planning and crisis leadership, with course selection determined by the Sheriff or designee.

Each tier has specific courses listed, with mandatory and suggested training courses selected to enhance leadership capabilities. The program encourages ongoing learning and development to adapt to the evolving demands of law enforcement agencies. And while there are mandatory and optional courses, leaders are encouraged to seek out other opportunities, including other courses listed through tier 2, to enhance their knowledge and leadership skills once they have completed the requirements of their respective tier.

Purpose:

As we move forward together as an organization, we are guided by the principle of servant leadership. Servant leadership is a philosophy where the leader prioritizes the growth, well-being, and success of their team and community members over their own personal ambitions. Coined by Robert K. Greenleaf, it emphasizes serving others first, fostering an environment of trust, ethical behavior, open communication, and empowerment, which ultimately leads to stronger, more engaged teams that better serves the needs of both the community we serve and, the greatest asset we have, our employees. But to achieve this paradigm shift and ingrain this into the culture of the Volusia Sheriff's Office, we must begin with a strong understanding of the many principles that transform a good leader into a great

one. To that end, we recognize the need to invest in our team of leaders, both sworn and professional staff, in an intentional way through a multi-tiered leadership development program. The purpose of the Volusia Sheriff's Office multi-tiered leadership development program is to prepare law enforcement professionals at every stage of their careers with the skills needed to influence human behavior, achieve organizational goals, and serve the public. The program is structured to provide relevant training as our team of leaders advance from aspiring supervisors to command-level personnel utilizing a three-tiered structure.

Tier 1 (Emerging Leaders Track): This tier caters to our Sergeants and Professional Staff supervisors. The focus will be on leadership, communication, and conflict resolution. These are essential skills for those stepping into their initial leadership roles. Within three years of promotion, personnel will be required to complete at least three of the development courses listed, all listed in mandatory and at least one listed in suggested.

Mandatory:

- **VSO New Supervisor Training** (Course is foundational and not inclusive of the development course completion requirement)
- **FBI LEEDA Supervisor Leadership Institute (SLI) – Step 1 of Trilogy** (Supervisory Leadership, Supervisory Credibility and Authenticity, Law Enforcement Liability, Police Discipline, Disc Behavior and Leadership, Leading Generations) **(28 hours)**
- **FCJEI Florida Leadership Academy (FLA)** (Leadership, Communication, Accountability, Professionalism) **(160 hours)**

Suggested:

- **FBI LEEDA Leadership Integrity** (Intro to Ethics and Ethical Code of Conduct, Ethical Issues Identification and Decision Making, Leadership Expectations, Procedural Justice, Legitimacy, Stemming police Misconduct) **(16 hours)**
- **FDLE Line Supervision** (Skill Enhancement, managing vs leading, coaching, mentoring, policy enforcement, organizational impact) **(80 hours)**
- **FSA Women's Leadership Academy** (History of Women in Law Enforcement, Mentorship and Career Advancement, Resiliency, Recruitment and Retention Strategies, Effective Communication and Emotional Intelligence, Mental Health and Self-Awareness) **(20 hours)**
- **FSA Spark-up** (Interactive Training on Modern Policing Demands) **(8 hours)**

Volusia Sheriff's Office Leadership Development Program

- **IACP First-Line Leadership** (Understanding Good and Bad Leader Behavior, Effective Leader Communication, Understanding Human Motivation, Effective Followership, Emotional Intelligence, Culture and Ethical Organizations) **(24 hours)**
- **IPTM Supervising a Telecommunications Center** (Roles of Supervisor and Managers, Common Mistakes, Intro to Leadership, Federal Law, Performance Appraisals, Supervisory Documentation, Developing a Team) **(16 hours)**
- **IPTM First Line Supervision** (Role & Responsibility, Transition from officer to supervisor, Supervisor Liability, Incident Command, Intro to Media Relations, Planning & Staffing, Assigning & Delegation) **(40 hours – online)**
- **Stephen Covey Academy The 7 Habits of Highly Effective People** (Initiative, Personal Vision, Time Management, Emotional Intelligence, Building Relationships, Communication, Valuing Differences, Team Building) **(online, 8 modules 3-4 hours per week)**

Tier 2 (Mid-Level Leadership Track): This Tier will be for our Lieutenants, Captains, Assistant Directors and Directors. The curriculum will focus on topics such as budgeting, organizational behavior, and interagency coordination to prepare them for more complex leadership challenges. Within three years of promotion, personnel will be required to complete at least three of the development courses listed, all listed in mandatory and at least one listed in suggested.

Lieutenants/Assistant Directors:

Mandatory:

- **PERF Senior Management Institute for Police (SMIP)** (Course is foundational and not inclusive of the development course completion requirement)
- **FBI LEEDA Command Leadership Institute (CLI) – Step 2 of Trilogy** (Intro to Command Leadership, Team Building for Effectiveness and Creativity, Ethical and Command Decision Making, Command Leadership-Part II, Resilient Leadership, Leading the Changing Employee) **(28 hours)**
- **FCJEI Senior Leadership Program (SLP)** (Leadership, Criminal Justice Research, Defining the Future, Communications, Leadership of Change, Leadership in Teams and Organizations: Officer Wellness, and Senior Leadership Colloquium) **(280 hours)**

Volusia Sheriff's Office Leadership Development Program

Suggested:

- **Authentic & Deliberate Leadership: The West Point Way** (Leadership of Character, Ethics, Self-Improvement, Teamwork, Effective Communication, Problem Solving) **(Hours vary depending on instruction Method)**
- **FDLE Middle Management** (Leadership Styles, Team Building, Coaching & Mentoring, Communication Skills, Problem Solving, Forecasting, Budgeting, Policy Development, Emotional Intelligence) **(40 hours)**
- **FSA Commander's Academy** (Leadership Development, Ethical Decision Making, Professional Discipline and Development) **(64 hours)**
- **FSA Women's Leadership Academy** (History of Women in Law Enforcement, Mentorship and Career Advancement, Resiliency, Recruitment and Retention Strategies, Effective Communication and Emotional Intelligence, Mental Health and Self-Awareness) (**If not already attended) **(20 hours)**
- **FSU Certified Public Manager Course** (Management of Individual, Group, and Organizational Performance, Managing Organizational Effectiveness, Social Change, Systems Focus, Policy Perspectives, Contemporary Issues in Public Management) **(256 hours)**
- **IACP Women's Leadership Institute (WLI)** (Understanding Human Motivation, Leading Teams & Change, Ethical Organizations, Emotional Intelligence, Networking & Mentorship) **(40 hours)**
- **SPI Command Officer Development Course (CODC)** (Interpersonal Communication, Organizational Communication, Organizational Leadership, Problem Solving, Evidence-Based Policing, Intelligence Lead Policing, Organizational Performance Management, Budgeting, Personal Development and Assessment, Legal Liability, Policy Formation and Evaluation) **(400 hours)**

Captains/Directors:

Mandatory:

- **PERF Senior Management Institute for Police (SMIP)** (**If not already attended, again this course is foundational and not inclusive of the development course completion requirement)
- **FBI LEEDA Executive Leadership Institute (ELI) – Step 3 of Trilogy** (Police Leadership in the 21st Century, Building Trust and Procedural Justice, Strategic Planning, Employee Wellness and Officer Safety, Future Trends in

Policing, The Personnel Crisis: Recruiting, Hiring and Retention; Emotional and Social Intelligence) **(28 hours)**

- **FCJEI Executive Leadership Seminar (ELS)** (Communicating Through Crisis, Critical Thinking, Leading Proactively, Managing Organizations, Overcoming Adversity, Emotional, Intelligence, and Servant Leadership) **(120 hours)**

Suggested:

- **FBI – National Academy (10 weeks)**
- **FSA Women's Leadership Academy** (History of Women in Law Enforcement, Mentorship and Career Advancement, Resiliency, Recruitment and Retention Strategies, Effective Communication and Emotional Intelligence, Mental Health and Self-Awareness) (**If not already attended) **(20 hours)**
- **IACP Women's Leadership Institute (WLI)** (Understanding Human Motivation, Leading Teams & Change, Ethical Organizations, Emotional Intelligence, Networking & Mentorship) (**If not already attended) **(40 hours)**
- **IACP Leadership in Police Organizations (LPO)** (Modern Behavioral Science and Leadership Theories, Effective Communication Strategies, Frameworks for effective decision-making, inspiring motivation and enhancing performance) **(80 hours)**
- **IPTM Innovative Fiscal Strategies** (Types of Public Safety Budgets and Application, Identifying your Budgetary Needs, Budgetary Responsibility and Oversight, Alternative Funding Sources and Strategies, Developing and Presenting your Budget) **(16 hours)**
- **Harvard Kennedy School Women and Power** (Conceptual Framework for Thinking, Challenging Strategic Management Issues, Communication and Negotiation Skills, Influence, Women's Leadership Challenges) **(40 hours)**
- **Harvard Kennedy School Emerging Leaders** (Effective Leadership and Communication Strategies, Build Strong Accountable Institutions, Knowledge for Social Change and Leveraging Social Media, Build Trust and Negotiate Successfully in Political Environments, Make Evidence Based Decisions Amidst Ambiguity, Promote Moral Leadership and Ethical Decision-Making) **(40 hours)**
- **SPI Command Officer Development Course (CODC)** (Interpersonal Communication, Organizational Communication, Organizational Leadership, Problem Solving, Evidence-Based Policing, Intelligence Lead Policing, Organizational Performance Management, Budgeting, Personal Development

and Assessment, Legal Liability, Policy Formation and Evaluation) (** If not already attended) **(400 hours)**

Level 3 (Executive Leadership Track): This tier is for our Assistant Chiefs and Division Chiefs. The curriculum will focus on strategic planning, crisis leadership, and policy development, equipping them with the skills needed for high-level decision-making and leadership. After promotion, the Sheriff or designee will decide what development courses are most beneficial to both the position and organization, such as:

- **FBI – National Academy (10 weeks)**
- **FCJEI Chief Executive Seminar** (Defining the Future of Technology, Demographics, and Economics; Organizational Realities and Strategies to Maximize Strengths and Contributions of Others; The Leadership Challenge to identify, Develop, and Implement a Vision as well as Management of Change) **(120 hours)**
- **Harvard Kennedy School Strategy Execution for Public Leadership** (Intro to Strategy Execution, Effective Strategies, Project Planning & Operationalization, Financial Management & technology, Leadership & Team Building, Strategic Communications, Risk Management) **(online – 4 weeks)**
- **Harvard Kennedy School Strategic Leadership: Enhancing Your Personal Effectiveness** (emphasizes four key leadership domains: **perception** (understanding relevant information), **process** (engaging with other stakeholders), **people** (recognizing the role that emotions play), and **projection** (understanding the stories we tell ourselves and others) **(online – 1 week)**
- **Harvard Kennedy School Leadership for the 21st Century** (Exercise Leadership Effectively, Unlock Individual & Group Creativity, Manage Dynamics that Impede Progress, Results Trough Commitment & Purpose, Leading in Complex Environments, Resilience in the Face of Chaos & Conflict) **(48 hours)**
- **Harvard Kennedy School Senior Executive Fellows** (Build Coalitions, Drive Results, & Lead Organizational Change) **(160 hours)**
- **Harvard Kennedy School Senior Executives in State and Local Government** (Exercise Influence to Overcome Barriers to Progress, Negotiations to Build Strong Partners, Collaboration for Maximum Impact, Policy Design & Execution, Urgent & Real-Time Challenges) **(120 hours)**

Volusia Sheriff's Office Leadership Development Program

- **SPI Leadership for Law Enforcement Executive Course** (Leadership Theories and Approaches, Application of Leadership Principles, Foundations of Organization Leadership, Challenges of Leadership, Organizational Crisis, Stories of Leadership) **(24 hours)**
- **SPI Administrative Officers Course (AOC)** (Managing Organizational Performance, Trama Informed Policing, Criminal Justice Leadership and Administrative Law) **(480 hours)**

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-033-07**	**Distribution** All Personnel	**Reissue/Effective Date** 01/10/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/31/2023
Title **FIREARMS RANGE**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the safe and productive use of the Volusia Sheriff's Office (VSO) firearms range located at the Stephen Saboda Training Center (SSTC). This general order applies to all persons using the large range, small range, steel shoot house, and steel ranges.

The primary purpose of the VSO firearms range is to provide a facility to train and maintain firearms proficiency for sworn law enforcement personnel. [CALEA LE 4.3.5 (a); TA 7.4.8 (a)]

II. POLICY [CALEA TA 7.4.4 (e)]

It is the policy of the VSO that safety be paramount when utilizing all agency-controlled firearms ranges. Therefore, participants shall adhere to the safety protocols contained herein.

Further, the VSO policy is that all range supervisory personnel and firearms instructors receive emergency medical response training emphasizing field treatment for the types of injuries that may potentially occur during firearms training. These safety protocols will extend to any such range utilized by the agency for any agency-sanctioned training event. [CALEA LE 4.3.5 (f); TA 7.4.8 (h)]

III. DEFINITIONS [CALEA TA 7.4.4 (e)]

Agency Range Masters – VSO employees assigned to the Training Academy responsible for the safe operation of the firearms ranges, steel shoot house, and steel ranges, as well as maintenance and scheduling. The Academy Commander will designate a Senior Range Master and an Assistant Range Master. [CALEA LE 4.3.5 (c)]

Range Safety Officer (RSO) – An Agency Range Master or any person approved by a VSO Range Master to act in the capacity of Range Safety Officer/Firearms Range Instructor during firearms training. ***RSOs must hold a current Florida Department of Law Enforcement (FDLE) Firearms Instructor Certificate or an equivalent firearms instructor certificate. In addition, at least one RSO conducting training will be required to have received emergency medical response training, with an emphasis on field treatment for injuries that may potentially occur during firearms training. Documentation for firearms instructor certification and emergency medical response training will be provided to the Agency Range Master.*** [CALEA LE 4.3.5 (f)]

Range – Generally, areas where live firearms training takes place at the SSTC, including the large range, small range, steel ranges, and steel shoot house.

Large Range/Small Range – Numbered, fixed position, primary firing ranges.

Steel Range – Real terrain range, steel range (front), or steel range behind the berm (back).

Steel Shoot House – Shoot house (front).

IV. PROCEDURE [CALEA TA 7.4.4 (e)]

A. FIREARMS RANGE USAGE

1. The firearms range complies with appropriate environmental, remediation, local, state, and federal regulations. [CALEA TA 7.4.8 (g)]

2. The range is supervised by the Range Masters and operates as a component of the Training Academy. The Range Masters manage the daily activities of the range, including maintenance, scheduling, and submitting required reports to the Academy Commander. [CALEA LE 4.3.5 (c); TA 7.4.8 (d)]

3. The rules and requirements for the use of the firearms range shall be as follows: [CALEA LE 4.3.5 (b)]

   a. All firearms safety rules shall apply when utilizing the firearms range.

   b. For a listing of the range safety rules, to include the steel ranges, and the steel shoot house, see appendix *GO-033-07-A VSO Range Safety Rules* at the end of this general order.

   c. Use of range property, the firearms ranges, steel ranges, or shoot house, by any user will be coordinated through an Agency Range Master.

   d. A Range Master or a RSO shall be on site whenever live firearms training is being conducted. The Range Master or the RSO in charge of the range being utilized shall have final authority in the operation of that range. [CALEA LE 4.3.5 (c); TA 7.4.8 (d)]

   e. To ensure the range is made safe prior to use, the Range Master or RSO will make sure the range alert signs are turned from “Cold” to “Hot” during live-fire training to warn students, visitors, and staff of potential hazards. [CALEA TA 7.4.8 (b)]

   f. The entity using the range shall provide documentation to a Range Master that the RSO (lead instructor) is a FDLE or equivalent certified firearms instructor. Current documentation must also be provided to show that the RSO or designee has received emergency medical response training relating to injuries that could occur on a shooting range.

   g. A Range Master or a RSO may request to examine any firearms brought by any entity to the range facility prior to allowing its usage at the range.

   h. The entity using the range shall be responsible for all clean up, to include picking up brass and emptying all trash containers.

   i. A Range Master or RSO will ensure any range equipment utilized by any entity at the facility is returned in good working order and secured in the proper location.

   j. Damaged or malfunctioning equipment shall be reported to a Range Master as soon as possible. If the Range Master cannot repair the equipment, or a cost to the agency will be incurred, the Range Master will notify the Academy chain of command. The Academy Commander will determine the appropriate action to facilitate repair or replacement.

B. WEAPONS AND AMMUNITION **[CALEA LE 4.3.5 (d); TA 7.4.8(e)]**

1. Controlling the type and use of weapons and ammunition permitted at the firearms range is intended to protect the user from injury and to help prevent any damage to the weapon or equipment being utilized.

2. Only authorized weapons, ammunition, equipment, and targets will be permitted for use on the range. The Range Masters, in conjunction with the Academy Commander, will determine authorized weapons and ammunition. [CALEA LE 4.3.5 (a)]

   a. Weapons/ammunition shall not exceed .50 caliber.

   b. Only frangible ammunition will be used in the shoot house or when shooting steel targets. [CALEA TA 7.4.8 (g)]

   c. Concrete or metal targets not originally intended to be used as a shooting target are prohibited.

   d. Use of special equipment/training aides such as vehicles and barricades shall be restricted and can only be used with prior approval from a Range Master.

   e. The Academy Commander and the Agency Range Master may approve exceptions to the above rules, this will be done on a case by case basis. For example; the VSO SWAT Team

may be approved to shoot in and around vehicles placed on the range, or use munitions above .50 caliber.

3. Any weapon, device, or ammunition, which could cause avoidable damage to any portion of the firearms range, or risk avoidable injury by its use, **SHALL BE PROHIBITED**. [CALEA LE 4.3.5 (a)]

4. To prevent theft, loss, or tampering, VSO weapons and ammunition will be stored in safe and secure areas only: [CALEA LE 4.3.5 (g); TA 7.4.8 (i)]

   a. VSO weapons and ammunition will be stored in areas approved by the Academy Commander or designee. These areas will be locked, alarmed, and only allow limited access.

   b. Only authorized VSO personnel will be allowed to access stored weapons or ammunition.

   c. The Academy Commander will determine the persons who are granted access to stored weapons and ammunition.

   d. Keys and alarm codes to weapon and ammunition storage areas will only be issued to persons designated by the Academy Commander.

C. TARGETS AND EQUIPMENT [CALEA LE 4.3.5 (d); TA 7.4.8 (e)]

1. Limiting the type and use of various targets and equipment on the range serves to prevent injury to the user or damage to the range.

2. Before use, any targets or equipment that are not part of the SSTC standard target and equipment inventory must be approved in writing by the Academy Commander or designee.

3. The location, design, material, and construction of targets will be considering factors of target approval.

4. Equipment used on the range includes but is not limited to, barriers, barricades, obstacles, and vehicles.

D. VSO FIREARMS INSTRUCTORS

1. **TRAINING AND CERTIFICATION REQUIREMENTS** [CALEA LE 4.3.5 (f); TA 7.4.8 (h)]

   a. All range supervisory personnel and firearms instructors must complete the FDLE approved firearms instructor course and be approved by the Academy Commander or designee before instructing on the range.

   b. All firearms instructors must complete the Range Traumatic First Aid class, which covers the specific types of injuries that may occur during firearms training.

2. **BLOOD TESTING FOR TOXINS** [CALEA LE 22.2.1; TA 4.2.5 (c)]

   a. All firearms instructors that are assigned in a full-time capacity at the Academy are required to submit to blood testing because of their increased exposure to lead (Pb).

   b. The Academy Commander or designee will notify Human Resources when testing is needed and isconducted under the following conditions:

      (1) Upon initial assignment to the Academy (base line);

      (2) Annually while assigned to the Academy(monitoring);

      (3) Upon transfer from the Academy;

      (4) As needed based on results (monitoring).

   c. When testing is needed, Human Resources will notify the instructor to be tested in writing and provide instructions. A copy of the notification will be provided to the Academy Commander.

   d. Should a test result indicate an unsafe level of lead (Pb), the employee's supervisor will complete and submit the First Report of Injury or Illness form according to procedures described in *GO-022-02 Benefits and Leave*.

E. VSO RANGE SAFETY RULES [CALEA LE 4.3.5 (b), TA 7.4.8 (c)]

1. The VSO firearms range safety procedures and rules are posted on the range and found in this general order's appendix *GO-033-07-A Range Safety Rules*.

2. **A documented review of the range safety procedures and rules is completed prior to each firearms training event held at the range.**

V. APPENDIX

- GO-033-07-A Range Safety Rules

VOLUSIA SHERIFF'S OFFICE
RANGE SAFETY RULES

****Review of the Range Safety Rules prior to each firearms training event shall be completed and documented****

1. Handle all firearms as if they were loaded.
2. Keep your firearm pointed downrange at all times.
3. Keep your finger out of the gun's trigger guard and off the trigger until you are confronted with a threat.
4. Whenever you handle a firearm, the first thing you should do (while keeping it pointed in a safe direction), is to open the action to determine whether or not the firearm is loaded.
5. Eye and ear protection are **mandatory**. All officers will don eyewear before leaving the 50-yard line.
6. Never use firearms while under the influence of drugs or alcohol.
7. Never bend down on the range until the range officer clears the firing line.
8. Do not go in front of the firing line until the command to go forward is given.
9. Do not anticipate commands.
10. Carelessness and Horseplay will not be tolerated.
11. Squib loads will be reported to the range officer immediately.
12. All injuries will be reported to the range officer immediately.
13. **Body Armor and eyewear** are mandatory in the shoot house, on the steel range or when practicing movement exercises.
14. Dropped weapons must be checked for barrel obstructions before firing.
15. When loading or unloading firearms, the weapon will be pointed downrange on an empty range.
16. **Range safety officers will use a chamber checker to verify that the chamber and magazine well are empty (Safe).**
17. Agencies using the range will maintain a 1 to 6 instructor to student ratio while at the Steven Saboda Training Center (this includes the Rangemaster, i.e., seven students 2 instructors). VSO will maintain a 1 to 10 instructor to student ratio.
18. All instructors will be clearly identified by wearing red (red hat, red shirt, red vest, or red firearms instructor placard).
19. When clearing weapons, the following commands/procedures will be followed. With the weapon pointed downrange:
    a. Finger off trigger and outside trigger guard.
    b. Magazine out–Magazine away.
    c. Work action several times and lock slide to the rear.
    d. Verify that the chamber and magazine well are empty.
    e. Present weapon for inspection by Range Safety Officer.
    f. After weapon is inspected, the weapon is to be placed in the holster with the slide locked to the rear.
20. If the weapon is to be cleaned while at the range, the following procedures will be followed. Perform steps as outlined in #19 and then:
    a. Have all officers line up at 50-yard line.
    b. Point the weapon downrange and work the slide several times.
    c. Point the weapon downrange, if the trigger has to be pulled to be disassembled do so now.
    d. Disassemble the weapon before leaving the line.
21. Make it Safe/Cease fire should be called by anyone who observes an unsafe condition.
22. When carrying long guns from the parking lot, the muzzle must be vertical above the head or secured in a carrying case.
23. Effective immediately, when the Thor Lightning Detection system is activated, all shooting will cease and shooters will be dismissed from the line of fire to seek shelter. No one will return to the line until the Thor Lightning Detection System sounds the all-clear.

****These rules apply to ALL Agencies using the VSO Stephen Saboda Training Center Range****

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-034-01**	**Distribution** All Personnel	**Reissue/Effective Date** 10/13/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 11/01/2021
Title **PROMOTIONAL PROCESS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the administration of examination devices used in the promotional process of personnel within the Volusia Sheriff's Office (VSO). This may include, but is not limited to, written examinations, oral interviews, or assessment centers.

II. DISCUSSION

The promotional process is subject to statistical documentation to ensure validity, reliability, and to minimize adverse impact.

The measurement instruments selected for use in evaluating promotional potential will relate specifically to the duties and responsibilities of the class for which candidates are being examined.

III. POLICY

The VSO promotional process shall be based on the VSO general orders to provide a means to ensure:

- All elements of the promotional process are job related and nondiscriminatory. Tests are based on, at a minimum the job description for that position.
- Employees are encouraged to continually develop new skills, expand knowledge of their work, and assume greater responsibilities.
- Employees are to make known their qualifications for promotion to more challenging and responsible positions, and are encouraged to compete in all examinations for which they qualify.

IV. PROCEDURE

A. GENERAL

1. The authority and responsibility for administering the VSO promotional process is placed directly with the Human Resource Director, whose responsibilities will include, but not be limited to the planning, organizing, staffing, directing, coordinating, reporting and budgeting of those areas relevant to VSO personnel needs
2. All procedures used in the promotional process are job-related and non-discriminatory
3. The Human Resource Director in conjunction with Command Staff determine when vacancies in positions above entry level in the classified service will be filled by qualified and interested employees within the VSO, except when it is determined to be in the best interest of VSO to fill the positions with candidates recruited externally.
4. The Sheriff or designee, through the Human Resources Director, is responsible for the development of measurement instruments used in determining the skills, knowledge, and abilities of eligible employees for promotional positions by:

- Evaluating the promotional potential of candidates;
- Administering written tests, if any;
- Using assessment centers, if any;
- Conducting oral interviews, if any;
- Providing procedures for review and appeal of results for each promotional element by candidates;
- Establishing procedures for reapplication, if any;
- Determining promotional eligibility for vacancies where lateral entry is permitted, if any;
- Security of promotional materials

5. The Sheriff or designee retains final responsibility for the promotions of employees.
6. The promotional process as a whole and its individual components and procedures are subject to statistical proof and documentation and must satisfy professional, legal, and administrative requirements designed to ensure that job relatedness has been achieved in selecting employees for promotion.
7. Examinations may be assembled or unassembled, will be practical in nature and will be constructed to reveal the capacity of the applicant for the particular class for which they are competing, their general background and related skills, knowledge and abilities as well as any character or personal traits which are job-related.
8. Promotional examinations are open to every employee meeting the qualification requirements for the position's class.
9. The Human Resource Director or designee will be responsible to review and analyze the promotional process, which is subject to statistical documentation to ensure validity, reliability, and to minimize adverse impact. The measurement instruments selected for use in evaluating promotional potential will relate specifically to the duties and responsibilities of the class for which candidates are being examined.
10. Information on written tests are maintained in the Human Resource Section.
11. All promotional materials will be kept secured in either electronic format with password protection or, if in hardcopy format, in locked file cabinets within the Human Resources section with access available only to authorized Human Resources section members or other agency members as specifically authorized by the Sheriff.

B. PROMOTIONAL ANNOUNCEMENTS

1. Promotional announcements publicizing the holding of examinations and the creation of eligible lists to fill current or future vacancies shall be posted to the VSO intranet. An email is sent to all VSO personnel advising a promotional announcement has been posted to ensure the widest possible exposure.
2. Each announcement will specify VSO is an Equal Opportunity Employer.
3. Announcement: A job/promotional announcement shall be posted for a minimum of two weeks or other filing deadline that may be deemed appropriate.
4. Job descriptions located in general order *GO-021-01 Classification and Delineation of Duties* list qualifications which are included in the promotional process announcements for sworn and civilian positions and specify the following:
    - The class title, salary range, duties, responsibilities, requisite skills, educational levels, and minimum qualification requirements for eligibility or for admission to successive portions of the examination, if required;
    - ADA minimum standards;
    - How to apply for a position;
    - The closing date for receipt of the application, if any;
    - The date, time, and place of written, performance, or oral examinations, if required;

- Description of process used for selection;
- Other pertinent information.

C. APPLICATION

1. Applications - Candidates must complete a VSO application via the applicant tracking system for the position and submit on or before the closing date.
2. Candidates who meet the minimum qualifications for the position and who submit their Application by the closing date listed in the promotional announcement will be notified in writing of the elements of the promotional process to include:
   - Date, time, and location of each element of the promotional process;
   - A brief description of the promotional process elements and measurement instruments to be used, including cut off scores and rating scales, if applicable; and
   - A bibliography of resource materials, if applicable.
3. Candidates may withdraw from the promotional process at any time after the initial application without prejudice.

D. EXAMINATION AND TESTING

1. The determination of appropriate written, performance or other tests; the method of evaluating experience, education and training; and of weights to be assigned to various parts of the examination have been established through various trained subject matter experts within the VSO.
2. The examination will represent a proper balance between the specialized knowledge of position requirements possessed by VSO personnel and the specialized knowledge of regulatory requirements and testing methods.
3. VSO will have an examination plan prepared describing specific qualification requirements and alternatives and skills, knowledge, and abilities to be measured by each examination device selected; the importance of weighing each part of the examination process; and the method to be used in evaluating each applicant against the others.
4. The Sheriff or designee, through the HR Director, will actively participate in the design and implementation of the examination plan.
5. If there is more than one (1) device used in an examination, a minimum performance or cut-off score may be established for each device.
6. Applicants may be required to attain at least the minimum performance or cut-off score on each device to receive a passing grade or to be rated on the remaining devices of the examination, a passing score is 70% or more.
7. In the event that more than one (1) device is used in an examination, a weighing process will be applied to appropriately allocate importance of all the various devices.
8. The Human Resource Director ensures that all elements of the promotional process are administered, scored, evaluated, and interpreted in a uniform manner within the classification.
9. The conduct of the examination(s) as well as the operational elements of the promotional process are clearly set forth and carried out identically for all candidates.
10. Eligible lists will contain the name of those persons who have successfully qualified in the examinations ranked in descending order according to final earned score plus veteran's preference points, if applicable, or in accordance with the adjective rating system, a passing score is 70% or above.

E. DETERMINATION OF ELIGIBLE LISTS FOR SWORN LAW ENFORCEMENT

1. Candidates who successfully complete all phases of the promotional process shall be placed on an eligible list based on a passing score of 70% or above
2. The eligible list shall be valid for a period not to exceed 12 months.
3. The Chief Deputy or designee may extend an eligible list in six-month increments when they deem it to be in the interest of VSO.

4. No list will be extended to a time more than two (2) years from the date of the original establishment of that list.
5. Promotional vacancies in the classified service to be filled will have a requisition sent to the Human Resource Director for a list of those eligible for promotion.
6. Upon receipt of the requisition, the Human Resource Director will certify the proper number of names from the appropriate eligible list(s) or authorize other appointments as may be deemed necessary and proper.
7. The Human Resource Director determines that all qualifications for promotional positions meet the requirement of being job related.
8. ADA minimum standards are established for all positions.
9. The Sheriff, or designee, through the HR Director, will provide all needed information to support the professional and legal requirements of job relatedness with regard to any service that may be requested as an additional device to the promotional process.
10. Human Resources utilizes personnel officers that meet the necessary qualifications and are thoroughly trained in the content and use of the promotional procedures.
11. The Sheriff, through the Human Resources Section, will provide additional logistical support to the promotional process with those individuals that are qualified and trained in the content and use of the promotional procedures.
12. The Sheriff may fill vacancies from any name which appears on the eligible lists in accordance with the rule of five.
13. Candidates who did not successfully complete the promotional process may re-apply during the next scheduled process without prejudice. Candidates will be required to submit a new application to participate in the promotional process.

F. SWORN LAW ENFORCEMENT POSITIONS

1. **SERGEANT**
   a. The promotional process for the rank of sergeant shall be in accordance with the collective bargaining agreement.
2. **LIEUTENANT**
   a. The promotional process for the rank of Lieutenant shall be in accordance with this general order, *GO-034-01 Promotional Process*, with the exception of the civilian promotional process section.
3. **CHIEF DEPUTY, DIVISION CHIEF, ASSISTANT CHIEF, AND CAPTAIN**
   a. The Chief Deputy, Division Chief, Assistant Chief, and Captain positions are at-will classifications appointed by the Sheriff and do not require competitive promotional processes. It is at the Sheriff's discretion whether or not a competitive promotional process is utilized when filling these positions. If a competitive promotional process is utilized, it shall be the same procedure used for the Lieutenant position.
   b. Candidates selected for Chief Deputy, Division Chief, Assistant Chief, or Captain positions must meet the minimum requirements set by the corresponding job description.

G. SECURITY OF FILES

1. The Human Resources Section shall ensure that promotional materials are stored in a secure area when not in use. These measures will include securing documents in locked file cabinets, securing documents in locked or limited access rooms, or securing documents in a password protected computer environment.
2. Promotional process materials are disposed of in a manner that prevents disclosure of information. This destruction will be in accordance with the rules of the Florida Bureau of Archives and Records Management.

H. APPOINTMENT TO POSITION

1. The Sheriff has the sole authority to appoint employees to vacant positions.

2. Employees appointed to promotional positions are placed on probation in that position for a period of one year and shall be given performance evaluations as stipulated in the General Order *GO-035-01 Employee Performance Evaluations*.

3. The Training and Human Resource section ensures skill development training (including career development training) is provided to all newly promoted employees at the expense of the agency.

    a. Sergeants, Lieutenants, and civilian Supervisors will be given on-the-job instruction appropriate to their new position. This training is provided by their immediate supervisor.

4. Should an employee fail to perform satisfactorily during the promotional probationary period, that employee may be subject to an extension of probation or demoted with a corresponding salary reduction.

I. CIVILIAN PROMOTIONAL PROCESS

1. Vacancies in positions above the entry level in the classified service shall be filled as far as practical by qualified and interested employees within VSO, except when it is determined to be in the best interest of the VSO to fill the position with candidates recruited from outside the VSO.

2. The eligible list shall be valid for a period not to exceed 12 months. However, the Chief Deputy or designee may extend an eligible list in six-month increments when they deem it to be in the interest of VSO. No list will be extended to a time more than two (2) years from the date of the original establishment of that list.

3. An employee may be eligible to be promoted if they meet the qualifications for a position in a classification in a higher pay range and further qualifies as follows:

    a. **EMPLOYEES ON PROMOTIONAL ELIGIBLE LIST**

        (1) If a departmental promotional eligible list exists, the employee may be promoted if their score is among the five highest on the list taking precedence.

    b. **REALLOCATION OF EMPLOYEES WITH STATUS**

        (1) In the absence of a departmental eligible list, an employee with status whose position is reallocated to a classification with a higher pay range may be promoted with status in the higher level classification, if the reallocation to a higher level is in a trainee class series.

4. There are no time-in-grade or time-in-rank requirement to be placed on the eligible list for civilian promotional positions. However, when the promotional position is only posted internally and not externally as an open competitive position, the employee must not be on probationary status to be placed on the eligible list.

5. Employees are encouraged to apply for and test for, if applicable, higher positions and to have themselves placed on appropriate eligible list(s). Supervisors are encouraged to counsel employees in this process. Employees who do not participate in this process could miss promotional opportunities.

6. In the event there is not a current eligible list, an announcement shall be posted in accordance with this general order.

7. When an eligible list is utilized, whether it was pre-existing or established through an announcement of a vacancy, a review of the applications and an interview process shall be utilized to select the new employee.

8. **INTERVIEW GUIDELINES**

    a. All qualified candidates will participate in a structured interview.

    b. All candidates must be asked the same structured questions.

    c. The interview questions need to be reviewed by the Human Resources Section prior to the interviews being conducted.

    d. The answers to the interview questions will be rated from 0 to 5 as follows:

        0 – No Knowledge/Experience: Fails to answer the question or gives an answer that is completely wrong.

1 – Minimum Knowledge/Experience: Has difficulty communicating a clear and concise answer.

2 – Below Average Response: Understands the question, but doesn't answer it directly.

3 – Average Response: Basic knowledge of questions asked. Unable to give complete statement but articulates a basic understanding. Names & describes at least one strategy, technique, skill, etc. and how it applies.

4 – Above Average Response: Very knowledgeable of question asked. Describes techniques and names them or explains how the techniques apply to this job.

5 – Fully Knowledgeable: Completely knowledgeable and answers the question, naming & describing multiple appropriate strategies, techniques, skills, etc., and explaining how they apply to what the candidate is doing currently or will be doing if selected for the position.

e. The candidate's interview score is the total score of their answers to the interview questions.

f. Candidates are able to review their interview packets and scores.

g. Candidates will have ten (10) days to contact Human Resources Section to schedule a review from the time they are notified of their score.

- An applicant who believes their interview/oral board was incorrectly rated may present their challenge in writing to the HR Director. The HR Director will review the challenge and notify the applicant of their determination.

9. **ADJECTIVE RATING SYSTEM**

a. The adjective rating system when used will utilized the following terminology:

Best Qualified – Those candidates who exceed the minimum qualifications established of the position.

Qualified – Those candidates who meet and in some areas exceed the minimum qualifications as established.

Minimally Qualified – Those candidates who meet or minimally meet the established qualifications.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 33.8.2
- 33.8.4
- 34.1.1
- 34.1.2
- 34.1.3
- 34.1.4
- 34.1.5
- 34.1.6

VI. REFERENCE

- *Collective Bargaining Agreement*

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-035-01**	**Distribution** All Personnel	**Reissue/Effective Date** 01/10/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 09/19/2024
Title **EMPLOYEE PERFORMANCE EVALUATIONS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish uniform guidelines for performance evaluations for all employees of the Volusia Sheriff's Office (VSO).

II. POLICY

It shall be the policy of VSO to maintain and administer a fair and equitable performance evaluation program for all employees. These guidelines will apply to all employees of the VSO. The probationary period for original entrance appointments and promotional appointments made on or after January 5, 2021, shall be twelve (12) months in duration. If a position requires completion of a certification or training program to hold the position, the probationary period shall be extended for as long as the certification or training program runs and thereafter for an additional six (6) months after receipt of the certification or completion of the training program.

III. PROCEDURE

A. GENERAL

1. A performance evaluation is the measurement of the employee's on-the-job performance of assigned duties by the employee's supervisor. Employee performance evaluations are an integral element of VSO employee training and development programs. As a training tool, performance evaluations should provide the employee with a clear understanding of what skills and abilities they must master to effectively perform their duties and identify areas of excellence or areas for improvement. The performance evaluation process is more than just the formal annual conference. It should be a continuous ongoing process of communication, consulting, and feedback between supervisor and employee.
2. The VSO utilizes an annual evaluation system. This system is mandated for use by all VSO employees. [CALEA LE 35.1.2]
3. The VSO evaluation form shall be utilized in achieving the annual performance evaluation for all employees.
4. The purposes of the evaluations are to:
    - Standardize the nature of the personnel decision-making process;
    - Assure the public that VSO personnel are qualified to carry out their assigned duties;
    - Provide personnel with necessary behavior modification information to:
        - Ensure the VSO established standards of conduct, ethics, and vision are being met;
        - Provide individual employees with the tools, training, motivation, and job experience required for a rewarding career.

B. GOALS OF THE PROGRAM

1. The goals of the program are to provide, at a minimum, the following:
    - Fair and impartial personnel decisions;
    - Means for measuring and improving employee performance;
    - Medium for personnel consulting and feedback;
    - Facilitating proper decisions regarding probationary employees;
    - Objective and fair means for measurement and recognition of individual performance in accordance with prescribed guidelines;
    - Means for identifying training needs for individual employees.
2. The performance evaluation system is designed to add uniformity and objectivity to the review process and assist in the development and motivation of its members.

C. EVALUATION PROCESS

1. Training and evaluating employees are significant functions of all supervisory positions. To be effective, the supervisor/evaluator must be perceived by employees as fair, reasonable, and unbiased. In turn, the performance evaluation system must be trusted and viewed as equitable, job-related, and useful.
2. A supervisor's job is to provide feedback or coaching to the employee that focuses on specifics designed to improve performance. Evaluations should be developed through observations of behavior rather than opinions about the person. The *Employee Annual Performance Evaluation Guidelines* is used as a guide to help determine the appropriate rating for each category on the employee evaluation.
3. The initial probationary period is an extension of the hiring process. Evaluators should look for trends in behavior that may be indicators of future problems.
4. Evaluations should reflect an employee's overall work performance during an evaluation period, not just the most recent or the most significant events. Supervisors are urged to perform regular *progress reviews* throughout the evaluation year to simplify the evaluation process. The interim progress reviews maintain the lines of communication between supervisor and employee and provide an opportunity to discuss developing and current performance skills, job duties, clarify goals and expectations, and provide documentation for use in the annual evaluation. The *Employee Performance Tracking Chart* (VSO Form # 081417.004) shall be utilized to document progress reviews.
5. **EMPLOYEE UNDERSTANDING – NEW EMPLOYEES**
    a. The performance evaluation process shall be reviewed and discussed with new employees during their first week of service in a performance planning meeting with their respective supervisor (rater/evaluator). At that time, the supervisor shall review the job specifications, identify the skills and abilities the employee is expected to accomplish during the probationary period, explain the rating categories, and develop goals and objectives and an action plan to achieve anticipated rating and goals. [CALEA LE 35.1.4]
    b. Supervisors are encouraged to schedule regular informal meetings with the employee throughout the probationary period to discuss their progress, strengths, weaknesses, etc. Notes taken during these meetings will be helpful when the time arrives to complete the performance evaluation form. Supervisors shall keep management informed of a new employee's progress. The Division Chief shall be notified if serious patterns emerge involving behavior, aptitude, or competence.
6. **EMPLOYEE UNDERSTANDING** [CALEA LE 35.1.4]
    a. **PERFORMANCE EXPECTATIONS** – At the beginning of each new rating period, each employee shall be consulted concerning the specific duties and tasks of the position occupied.
7. **STEPS IN THE EVALUATION PROCESS**
    a. The process is separated into three (3) well-defined steps:

(1) **COMPLETION OF THE PERFORMANCE EVALUATION FORM** – Supervisors shall keep records of the employee's significant incidents on the job as they relate to various performance requirements (specific observations and dates of behavior). Documenting such incidents on the Employee Performance Tracking Chart will enable the supervisor to provide specific examples of unsatisfactory or outstanding performance and will assist in providing an accurate rating for the overall evaluation period.

(2) **REVIEW** – The rater's supervisor will be the evaluation's endorser and may make appropriate comments relative to the performance evaluation and the overall performance rating. The Chief Deputy, or designated Division Chief, shall also review and sign each evaluation.

(3) **SUPERVISOR-EMPLOYEE CONFERENCE** – At the conclusion of the rating period, each employee shall be consulted by their supervisor (rater) in the following areas: [CALEA CM 3.4.3 (a, b, c); LE 35.1.7 (a, b, c)]

- Results of the performance evaluation just completed.
- Level of performance which will be expected of the employee for the new reporting period.
- Specific rating criteria that will be used to evaluate the employee for the new reporting period.
- Identification of goals and objectives for the next evaluation period.
- Review of general order *GO-022-10 Workplace Harassment and Discrimination* and completion of the Workplace Harassment and Discrimination Policy Review Form (VSO Form # 082709.001). The form shall be signed and dated by both the employee and the supervisor.
- Career counseling relative to such topics as advancement, specialization, or training appropriate for the employee's position. The *Career Counseling Checklist* (VSO Form # 082897.001) shall be utilized to document the consulting.

(4) During the supervisor-employee conference, the supervisor must be prepared to:

- Clearly explain the criteria and job factors on which the evaluation was made;
- Discuss and explain the ratings selected on the performance evaluation form;
- Discuss and address any questions concerning workplace harassment and discrimination.

(5) The supervisor shall conduct the interview in a constructive manner and utilize the interview as a training device.

(6) At the end of the interview, an employee requiring performance improvement shall be asked to recap their understanding of what was agreed upon and what is expected of them in the future.

(7) After discussing the performance evaluation, the employee shall sign the evaluation form confirming that it was explained to them. Signing the form does not indicate that the employee agrees or accepts the rating assigned by the supervisor. In the event an employee does not agree with the rating, the employee may document a rebuttal that will be attached to the performance evaluation. [CALEA LE 35.1.5 (f)]

(8) The employee will be provided with a copy of the performance evaluation upon request.

D. MEASUREMENT DEFINITIONS [CALEA LE 35.1.1 (a), 35.1.5 (b)]

1. There are two (2) ratings within the performance evaluation system, *unsatisfactory* and *satisfactory*. After each category has been rated, a total rating shall be determined by the "majority" of ratings received as satisfactory or unsatisfactory. This overall rating shall be entered at the top of the performance evaluation.

   - *Satisfactory* – Performs assigned duties in a professional and acceptable manner as demonstrated in the application of knowledge, skills, and abilities (KSAs) noted in the position's job description. "Outstanding" work is achieved when the employee performs at a level that demonstrates exceptional understanding or mastery of the performance category throughout the entire rating period. Recognition for outstanding performance requires a written explanation.

- *Unsatisfactory* – Performs assigned duties in a substandard manner as demonstrated in the application of KSAs noted in the position's job description. Performance at this level requires improvement if acceptable results are to be achieved. Unsatisfactory ratings require a written explanation.

2. The supervisor shall select the rating which best describes the employee's ongoing performance relative to each performance characteristic throughout the rating period.

E. SUPERVISOR/RATER RESPONSIBILITIES [CALEA LE 35.1.1 (c)]

1. The supervisor's/rater's responsibilities are complex and require training utilizing the *Volusia Sheriff's Office Employee Annual Performance Evaluation Guidelines* prior to evaluating employees. However, the basic responsibilities of the rater include, but are not limited to:

   - Being systematic and thorough in recording accurate data relating to their observations of employees throughout the rating period.
   - Preparing the evaluation forms.
   - Conducting a supervisor-employee conference.
   - Distinguishing facts from feelings.
   - Weighing the performance of their subordinates against a consistent standard.
   - Basing their ratings on objective data, without allowing subjective emotions, individual likes or dislikes, or biases to influence them.
   - Taking care to avoid committing the error of rating on the basis of vague or general impressions.
   - Avoiding the error of leniency or overrating. The effects force ratings so drastically high that they become useless as a management tool.
   - Avoiding the error of recency in which the evaluation is based upon the employee's most recent significant action rather than on performance throughout the entire rating period.
   - Being cautious to rate each category independently of the others. Raters must not allow an employee's good or bad performance in one category to influence a separate category.

F. TRAINING [CALEA LE 35.1.1 (d)]

1. Training of the rater is the most important requirement in the administration of the VSO employee performance evaluation system. All supervisors responsible for rating subordinates shall receive documented training in proper evaluation techniques and will include, at a minimum:

   - The vital role and responsibilities of the supervisor in providing employee guidance, feedback, direction, and motivation in carrying out the mission and vision of the VSO in service to the community;
   - Overview and application of the *Volusia Sheriff's Office Employee Annual Performance Evaluation Guidelines;*
   - All forms used in administering the rating process;
   - Common rating errors;
   - How to proceed with the actual rating;
   - The evaluation interview;
   - Review of the forms;
   - Establishing accurate expectations for the following evaluation period.

G. FREQUENCY OF PERFORMANCE EVALUATIONS

1. Probationary sworn employees with the rank of Deputy shall receive documented performance evaluations at least monthly during their probation. All full time non-probationary employees shall receive documented performance evaluations annually.

2. The annual performance evaluation is a summary of the employee's work over the previous twelve (12) months; supervisors shall utilize the *Employee Performance Tracking Chart* (VSO Form # 081417.004) as needed throughout the evaluation year to assist in conducting a comprehensive and accurate annual evaluation.

3. **ANNUAL** [CALEA LE 35.1.2, 35.1.5 (a)]

   a. Annual performance evaluations are scheduled based on the employee's anniversary date, which is their initial hire date or the date of their last promotion.

   b. Annual performance evaluations must be completed and returned to the Human Resources Section no later than thirty (30) days after the employee's anniversary date.

4. **END OF PROBATION** [CALEA LE 35.1.5 (a)]

   a. End of Probation evaluations must be completed and returned to the Human Resources Section no later than thirty (30) calendar days after the end of probation.

   b. Rejections of probation or requests for extensions of probation must be coordinated with the Human Resources Section at the first available opportunity but no later than thirty (30) calendar days prior to the end of probation.

5. **PROBATIONARY EMPLOYEES** [CALEA LE 35.1.5 (a)]

   a. A written performance evaluation shall be completed at least monthly on all probationary employees with the rank of Deputy and is due by the seventh day following the end of the monthly rating period. If a Deputy's probation is extended for any reason, evaluations shall be required monthly or more often as determined by the employee's Division Chief.

6. **UNSATISFACTORY PERFORMANCE** [CALEA LE 35.1.6]

   a. Whenever an employee's performance is unsatisfactory, the employee shall be advised in writing and given timely opportunity to improve performance prior to formal evaluation. Depending on the nature or level of unsatisfactory performance, the *Employee Performance Notice* (EPN) or the *Employee Performance Tracking Chart* may be used to document notice and define corrective actions needed to improve performance.

H. EMPLOYEE ANNUAL PERFORMANCE EVALUATION GUIDELINES

1. A copy of the *Volusia Sheriff's Office Employee Annual Performance Evaluation Guidelines* and all referenced forms shall be maintained on the VSO intranet.

I. FORMS [CALEA LE 35.1.1 (b)]

1. There are six (6) evaluation forms utilized by the VSO:

   - Employee Performance Evaluation or Supervisor Performance Evaluation;
   - Performance Evaluation Continuation Form;
   - Employee Performance Tracking Chart;
   - Employee Performance Evaluation – Issued Equipment/DL Check/Address Verification/Emergency Contact Form;
   - Career Counseling Checklist;
   - Workplace Harassment and Discrimination Policy Review.

2. The VSO utilizes the above forms for all annual, interim, Deputy probationary, and end of probation evaluations.

J. EMPLOYEE PERFORMANCE EVALUATION FORM [CALEA LE 35.1.1 (b)]

1. This evaluation form is designed to provide ease of use and consistency in rating employee performance. Listed below are instructions for completing the personnel evaluation form:

   - **EMPLOYEE AMERICAN DATA GROUP (ADG) ID** – Enter the assigned ADG employee ID, not the 4-digit VSO DID.
   - **EMPLOYEE NAME** – State the employee's name in this box. Following their name, state their position. Name will be placed in the following order: LAST, FIRST, MIDDLE INITIAL. Examples of positions are: DEP., SGT., OA III, AA II, etc.

- **JOB TITLE** – State the employee's job title in this box.
- **DIVISION/COMPONENT** – Enter Division (if applicable) and primary component, Examples: LEOD/D-2, SOD/Communications, and Internal Affairs.
- **TYPE OF EVALUATION** – Place an X in the box for the type of evaluation: END OF PROBATION, ANNUAL, or OTHER. Quarterly probation evaluations and interim evaluations are categorized as OTHER.
- **EVALUATION PERIOD** – State the dates that the evaluation covers. The performance evaluation shall be based only on the performance during the rating period. Performance prior to or after the evaluation shall be excluded from the employee rating for the period they are being rated.

2. **PERFORMANCE CATEGORY AND RATING**

   a. There are five(5) rating categories for non-supervisors and an additional five (5) categories for supervisors.

   b. Ratings are either unsatisfactory or satisfactory. To reflect unsatisfactory or satisfactory performance at a level of "outstanding" over the rating period, the rater shall provide written justification in the space provided illustrating the outstanding.

   c. The overall rating is determined by the majority of the ratings received as satisfactory or unsatisfactory. This rating shall be entered on the first page of the performance evaluation at the top right.

3. **RATING BY IMMEDIATE SUPERVISOR**

   a. **RATER** – Date, signature, DID, and supervisory rank/working title of the person evaluating performance.

   b. Only the supervisor in direct command of the employee during the rating period shall evaluate an employee. This responsibility shall not be delegated. "Supervisor" is defined as the person who has disciplinary, training, and leave approval authority over a subordinate position.

   c. Supervisor comments are required for unsatisfactory ratings on both the employee performance evaluation and the supervisor performance evaluation forms.

4. **SUPERVISOR REVIEW (ENDORSER)** [CALEA LE 35.1.5 (c)]

   a. **ENDORSER** – Date and signature of the rater's supervisor indicating a review of the evaluation was performed. Any required comments may be documented on the continuation form.

   b. The rater's supervisor (endorser) shall review all probationary and annual evaluations for consistency, appropriateness, and validity. This review shall be conducted to ensure fairness and objectivity. The rater should be able to validate their ratings. [CALEA LE 35.1.8]

   c. **EMPLOYEE** – Date, signature, and VSO DID of the employee. Employee's signature certifies that the evaluation has been explained and that they received a copy of the evaluation. Signing the evaluation does not mean that they agree with the rating.

   d. **DIVISION HEAD SIGNATURE** – Date and signature of the Division Chief indicating a review of the evaluation.

K. SUPERVISORS EVALUATED [CALEA LE 35.1.8]

1. Supervisors shall be evaluated on ten performance categories, including the quality of ratings given employees when completing performance evaluations. The rater shall include in the evaluation the supervisor's fairness and impartiality of ratings given to their subordinates, their participation in consulting rated employees, and their ability to carry out the "rater's role" in the performance evaluation system.

L. USE OF EVALUATIONS

1. Performance evaluations shall be used for the following purposes:
   - To determine suitability for reassignment;
   - To identify training needs;

- To assist the employee with career development needs;
- To facilitate proper decisions regarding probationary employees;
- Promotional consideration;
- To determine the employee's effectiveness and suitability for the assignment.

2. Supervisors may use the evaluation form to:
   - Relate the employee's work to specific standards or job requirements;
   - Apprise the employee of their performance and identify improvement opportunities;
   - Evaluate the employee's work behavior by considering all the appropriate factors and relating them to VSO goals and objectives;
   - Provide the employee a formal opportunity to discuss their performance, achievements and difficulties, and goals and aspirations;
   - Discuss and identify current and future training needs;
   - Discuss and foster career development.

M. RETENTION OF EVALUATIONS [CALEA LE 35.1.5 (g)]

1. Annual evaluations shall be maintained permanently in the employee's personnel folder maintained by the VSO Human Resources Section. Probationary evaluation forms and any supporting performance tracking forms shall be retained for a minimum of two (2) years at the Division level. If the employee is transferred to a new Division, these evaluation forms shall also be transferred.
2. Annual evaluation forms shall be documented and forwarded to the Sheriff or designee via the chain of command.

N. SYSTEM AUDIT

1. The Office of the Chief Deputy and the Human Resources Section shall conduct an annual inspection of the performance evaluation system to determine how well the system functions and changes that might be required. The objectives of the inspection shall be:
   - To identify instances of extreme ratings and the reasons for them;
   - To identify the number of contested appraisals and the reasons for them.

O. WRITTEN COMMENTS [CALEA LE 35.1.5 (d)]

1. Each employee shall be allowed to attach written comments to their evaluation form.
2. The employee wishing to attach comments shall note this intent on the evaluation form under their signature. The employee shall have ten (10) calendar days to submit an attachment to the completed performance evaluation form.

P. EMPLOYEE'S COPY [CALEA LE 35.1.5 (e)]

1. Employees may be provided with a copy of each evaluation. After a review by the Chief Deputy or designated Division Chief, a completed copy of the annual evaluation shall be provided to the employee upon request. The employee shall make the request through the VSO Human Resources Section.

IV. REFERENCES

- Employee Annual Performance Evaluation Guidelines
- Performance Evaluation Form Instructions

V. FORMS (Click here to access form)

- Career Counseling Checklist, VSO Form # 082897.001
- Employee Performance Evaluation, VSO Form # 081417.001
- Employee Performance Evaluation Continuation Form, VSO Form # 081417.003

- Employee Performance Evaluation Issued Equipment & D.L. Check, VSO Form # 081417.005
- Employee Performance Tracking Chart
- Supervisor Performance Evaluation
- Workplace Harassment and Discrimination Policy Review

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-035-02**	**Distribution** All Personnel	**Reissue/Effective Date** 10/13/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **PERSONNEL EARLY WARNING SYSTEM [CALEA LE 35.1.9]**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

This general order's purpose is to establish a personnel early warning system (PEWS) that will identify employees who may require agency intervention and offer those employees the opportunity to receive assistance.

II. DISCUSSION

A comprehensive personnel early warning system (PEWS) offers the agency a way to analyze information from various sources that will identify employees with a history of behavioral or conduct problems. With this information, the agency will be in a position to offer remedial options or assistance before that behavior escalates to the point of becoming a liability to the agency or detrimental to the safety of the public and agency employees. Such assistance may include, but is not limited to, counseling, referral to the Employee Assistance Program (EAP), training, or retraining.

III. POLICY

It shall be the policy of the Volusia Sheriff's Office (VSO) to review and evaluate all reports of misconduct by agency personnel and, in accordance with Florida Statutes, offer said personnel remedial action or assistance which will help them meet the agency's values and mission statement.

IV. PROCEDURE

A. GENERAL

1. In addition to and in conjunction with the procedures, rules, and regulations defined in general orders *GO-001-01 Use of Force Guidelines*, *GO-001-03 Use of Less-Lethal Weapons and Devices*, *GO-026-01 Disciplinary Procedures*, *GO-026-02 Standards of Conduct*, *GO-052-01 Complaint Procedures*, *GO-035-01 Employee Performance Evaluations*, *GO-022-01 Compensation,* and *GO-022-12 DrugTesting*, the VSO personnel early warning system shall include:

   a. Provisions to initiate review based on current patterns of collected material

   b. Reporting requirements of conduct and behavior

   c. Documented annual evaluation

   d. Role of first and second level supervision

   e. Remedial action

   f. Employee assistance

B. RESPONSIBILITY

1. First line supervisors have the inherent responsibility and opportunity to observe on a regular basis any behavioral patterns that indicate that an employee may need remedial training, discipline, or assistance to avoid the occurrence of more serious violations. First line supervisors shall be guided by policies established in the VSO general orders outlined above when addressing evaluations, reports of misconduct, and discipline or remedial action.
2. If counseling, training, or other intervention does not effectively rectify a recognized problem, the first line supervisor shall advise the next level of supervision of the situation, who, in turn, shall review all action up to that point.

C. RECORDS

1. Internal Affairs is the VSO repository for all personnel documents that deal with supervisory discipline, citizen complaints, accident reports, and internal investigations. general order *GO-052-01 Complaint Procedures* sets forth the circumstances under which these documents are available to supervisors. These records are a significant tool when evaluating an employee's behavior patterns. When considering disciplinary action, supervisors shall contact the Internal Affairs supervisor to determine if an employee has been the subject of an investigation or has a history of reprimands or disciplinary actions.
2. Supervisors shall maintain field files, which shall include, but not be limited to, copies of monthly and annual evaluations, performance notices, and documentation of remedial training or counseling. These files shall be forwarded to subsequent supervisors at the time of transfer or reassignment of personnel.

D. EVALUATIONS

1. Monthly inspections and monthly and annual evaluations are an integral part of the first line supervisor's duties and responsibilities. Each evaluation presents the supervisor with the opportunity to review observations made during the rating period, discuss concerns with employees, and suggest remedial actions. When preparing evaluations, supervisors shall review the field files.
2. Annual evaluations are reviewed by the first line supervisor's commander, thereby presenting an overview of any concerns to the next level of supervision for their respective consideration and action.
3. In conjunction with Internal Affairs, Professional Compliance shall conduct an annual evaluation of the Personnel Early Warning System.

E. REMEDIAL ACTION

1. When a supervisor detects a pattern of behavioral problems, remedial action shall be considered. Forms of remedial action include but are not limited to:
    a. Counseling by first or second level supervisors
    b. Voluntary or mandatory referral to the Employee Assistance Program
    c. In-house training or retraining
    d. Training with an outside source
    e. Disciplinary action
    f. Critical stress debriefing

F. INITIATING A PEWS REVIEW

1. The Internal Affairs Unit shall maintain a computerized administrative management system consisting of IAPro and BlueTeam to monitor the personnel early warning intervention system regarding citizen complaints, internal complaints, supervisor discipline, and response-to-resistance incidents.
2. The Internal Affairs Unit supervisor will review all PEWS intervention system alerts and determine if further action should be taken. The basis for these alerts is a threshold-frequency range for each criterion. Six (6) of any combination of the following incidents will initiate an alert:

INCIDENT TYPE	FREQUENCY
CITIZEN COMPLAINTS	3 within a 12-month period
SUPERVISORY DISCIPLINE	2 within a 12-month period
INTERNAL COMPLAINTS	2 within a 12-month period
RESPONSE TO RESISTANCE	3 within a 12-month period
OVERALL INCIDENT THRESHOLD 12 INCIDENTS IN ANY COMBINATION WITHIN 12-MONTHS	

3. **REPORTS**

   a. The Internal Affairs Unit supervisor will submit a PEWS intervention report outlining incidents requiring additional supervisory review to the appropriate Captain or Director for review and assignment for follow-up or corrective action. Once assigned, the involved personnel's supervisor will review and complete the Intervention Report and notate how the matter was resolved. The completed Intervention Report will be returned through the chain of command to the Internal Affairs Unit for filing and recording purposes.

4. **REVIEW**

   a. The Captain/Director and descending chain of command shall discuss the Intervention Report with the involved personnel and review available intervention options. Options include, but are not limited to:

      (1) No further action required

      (2) Policy and procedure review

      (3) Remedial training

      (4) Discipline

      (5) Referral to the Employee Assistance Program (EAP)

      (6) Any combination of the above, as determined in the review

5. Referrals to the EAP shall be coordinated through the VSO Human Resources Director.

6. Upon supervisory review and approval, the Captain/Director shall submit the completed PEW Intervention Report to their Division Chief within five (5) working days of receipt, documenting a summary of the review results or any intervention that may be initiated and completed.

7. The Division Chief shall ensure that all approved findings or interventions are entered into the involved personnel's annual performance evaluation.

8. Upon approval, the Chief Deputy shall forward the original completed Personnel Early Warning Intervention Report and related documentation to the Internal Affairs Unit for entry into the IAPro's Personnel Early Warning Intervention reporting/alert system.

9. The Internal Affairs Unit shall maintain a Personnel Early Warning Intervention master index and files for all completed Intervention Reports.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-041-01**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **LAW ENFORCEMENT OPERATIONS ORGANIZATION AND ADMINISTRATION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish the organizational and administrative functions of the patrol component of the Law Enforcement Operations Division (LEOD) of the Volusia Sheriff's Office (VSO).

II. DISCUSSION

The patrol component is the primary function of the Division. It is also the most visible component of the VSO and is established within the Law Enforcement Operations Division. The Division shall establish standards, assign responsibilities, and grant the authority necessary to ensure the accomplishment of patrol objectives and the agency's mission.

III. POLICY

It shall be the policy of the VSO to maintain a highly visible and effective patrol component which is responsive to the needs of the community.

IV. PROCEDURE

A. FUNCTIONS OF PATROL

1. Proactive patrol is a major part of the Division's patrol function.
2. Patrol functions include:
    - Prevention of crimes and accidents
    - Maintaining the public peace and order
    - Discovering hazards and delinquency-causing situations
    - Crime prevention activities
    - Response to calls for service
    - The investigation of crimes, offenses and conditions, including arresting offenders
    - Traffic direction and control
    - Regulation of certain businesses or activities, i.e., wrecker companies, escort services
    - Providing emergency services
    - Development and maintenance of satisfactory relationships with the public
    - Reporting of relevant information to the appropriate components within the VSO and other agencies

B. GOALS AND OBJECTIVES

1. The Law Enforcement Operations Division Chief shall submit annually to the Sheriff, via the chain of command, a detailed program of proposed goals and objectives for the next fiscal year.
2. Input for these goals and objectives should be gathered utilizing employee advisory committees and employee recommendations and suggestions from each divisional component.
3. After receipt and review by the Sheriff and Chief Deputy, the goals and objectives of all divisions and the overall agency goals and objectives shall be compiled into a proper format and distributed to agency personnel.
4. The Law Enforcement Operations Chief shall submit a report to the Sheriff detailing an evaluation of the goals and objectives for the ending fiscal year.
5. Objectives for Patrol may include, but are not limited to:
    - Reducing the overall crime rate by a certain percentage through effective preventive patrol, aggressive investigative efforts, and proactive community involvement.
    - Reducing personal injury and property damage due to vehicular accidents through assertive proactive enforcement of traffic laws and addressing those enforcement activities (Number of DUI details, Directed patrols) to accomplish it.
    - Pursuing a policy of proactive, community based policing, by decentralizing operational components with the Law Enforcement Operations Division, within a specified time period.

C. INTRA-AGENCY RELATIONS

1. Effective communications, coordination, and cooperation are key elements among all agency functions and personnel. Methods utilized will include, but not be limited to the following:
    - The Law Enforcement Operations Division Chief will hold staff meetings to include all District Commanders. The Division Chief may require other pertinent individuals to attend as appropriate
    - The District Commanders shall hold staff meetings to include all Shift Supervisors assigned to their District. The District Commander may require other pertinent individuals to attend as may be appropriate.
    - The supervisors shall utilize briefings to pass on pertinent information to subordinates.
    - District Commanders are responsible to ensure that incident/investigative reports are distributed to appropriate divisions or divisional components in a timely manner.
    - A further exchange of information will be accomplished by formal patrol briefings, formal or informal debriefings, memoranda, bulletins, bulletin boards, face-to-face field exchanges and other means as may be deemed appropriate.
2. In addition to the above, the VSO leverages modern technologies to facilitate the exchange of information. Examples are:
    - Volusia County Crime Center (VC3) – VC3 gives all law enforcement officers in Volusia County access to real-time intelligence and support from a team of analysts, detectives and support staff. The center is tied into traffic cameras, security cameras, license-plate readers, live Air One video, social media feeds and other instant sources of information throughout the county. In addition to providing real-time support to law enforcement during in-progress calls, VC3 analysts continually assist in active criminal cases with investigative leads that may help identify or locate a suspect or support probable cause for an arrest.
    - NC4 – A software system that facilitates information sharing that is used by VSO and other agencies within Volusia County. Users have the ability to create blog entries and bulletins that are then accessible to the other users of the system.
    - Consolidated Crime Report – Web based software system where significant events may be input, as well as shift rosters. The data is viewable by all users, including patrol, investigations, and command staff.

D. TOUR OF DUTY

1. Each shift shall work a 12-hour tour of duty on a rotating cycle of 2/2/3 (as illustrated below). Duty times shall be 0600-1800 hours and 1800-0600 hours. The shifts shall be paired ALPHA/BRAVO and CHARLIE/DELTA. The paired shifts shall work the same duty days with one shift working 0600-1800 hours, followed by the other shift working 1800-0600 hours.

SAMPLE MONTHLY PATROL SCHEDULE

ALPHA 0600-1800	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
A99 Dep. J. Doe 9999			X	X				X	X			X	X	X			X	X				X	X			X	X	X		
BRAVO 1800-0600																														
B99 Dep. T. Smith 0000			X	X				X	X			X	X	X			X	X				X	X			X	X	X		

E. SHIFT ASSIGNMENT

1. The Sheriff or designee shall assign personnel to the Law Enforcement Operations Division. The Division Chief will specify the particular district or section to which a Deputy is assigned.
2. In the case of assignment to a specialized unit or team, the assigning memorandum will so specify. If assignment is to a patrol district, the District Commander will further assign Deputies to a particular shift and zone.
3. Assignment to a particular Shift or Zone will be made with the goal of providing the most effective coverage.
4. **ASSIGNMENT DISPUTES**
   a. In the event of assignment disputes, the Deputy may request a review of the assignment decisions via the chain of command.
5. **ASSIGNMENT CRITERIA**
   a. In assigning Deputies to districts, shifts, and zones, the ultimate goal is to provide the maximum services possible through the most efficient use of available personnel. In this regard the following criteria will be considered:
      - Needs of the agency. Personnel should be assigned so as to provide for the most efficient distribution of resources to fulfill the mission of the VSO.
      - Special talents, foreign language skills, special or unique skills, or knowledge
      - The Deputy's familiarity with a particular area
      - Compatibility with the other members of the shift or team
      - Seniority by rank, or time employed by the VSO may be considered in assignment selections
      - Residence of the Deputy. Whenever possible, Deputies should be assigned to the community in which they reside.
6. **LENGTH OF ASSIGNMENT**
   a. Deputies will be assigned to a particular shift and zone for an indeterminate period of time.
   b. A Deputy may remain so assigned until transferred at their own request, to meet the needs of the agency, because of a promotion, or other legitimate reasons.
7. **SHIFT ROTATION**
   a. At approximately four-month intervals, the paired shifts shall rotate the duty times on their assigned duty days. The Law Enforcement Operations Division Chief shall designate the date duty times will change.
8. **DAYS OFF**
   a. Deputies assigned to Patrol Zones and their Shift Supervisor work a continuing cycle of two consecutive duty days, followed by two consecutive non-duty days, followed by three consecutive duty days and vice versa. (2/2/3).
   b. The 2/2/3, 12 hour shift system allows for maximum coverage in accordance with workload requirements and manpower availability.
   c. Persons assigned to administrative duties, investigations, or to specialized units or teams will work a schedule determined by the Division Chief.

9. **SHIFT SUPERVISORS**

   a. Within each Patrol District, each shift shall have at least one Sergeant permanently assigned as the Shift Supervisor. The Shift Supervisor shall work the same duty times as the assigned patrol shift. The Shift Supervisor is directly responsible for the supervision of the Zone Deputies within the District.

F. BRIEFING/ROLL CALL

1. Briefing may be conducted at the beginning of each tour of duty. In order to provide continuous patrol coverage, the shift may be divided into two sections as designated by the Shift Supervisor. One section may attend briefing on the first duty day. The other section would attend briefing on the second duty day. On non-briefing days, Deputies will report to the dispatcher that they are "in service", and will remain available to respond to calls for service anywhere within their Districts. Deputies attending shift briefings shall be available to respond to urgent calls.
2. At a minimum, the briefing will:
   - Provide Deputies with information regarding daily patrol activity, with particular attention given to unusual situations and changes in the status of wanted persons, stolen vehicles, and major investigations
   - Notify Deputies of changes in schedules and assignments
   - Provide instruction on new general orders or changes in procedures
   - Provide training and instruction
   - Evaluate Deputies' readiness to assume patrol

G. PRISONER TRANSPORT

1. Patrol Deputies are not normally assigned prisoner transport duties; however, when assigned to transport arrested persons, Deputies are required to perform patrol and enforcement activities which will not detract from their primary responsibilities, i.e., traffic enforcement, preventative patrol, backup, and the arrest of violators.
2. **RESERVE DEPUTIES**

   a. Reserve Deputy prisoner transport units shall follow the procedures and guidelines outlined in general order *GO-016-02 Reserve Deputy Program*.

H. CONTINUOUS RESPONSE TO EMERGENCY CALLS FOR SERVICE

1. Response to emergency calls for service shall be continuously available.
2. Patrol Deputies are assigned to one of four separate patrol shifts, Alpha, Bravo, Charlie, or Delta. Each shift is scheduled to work 12 hour shifts on a 2/2/3 schedule, which provides for 24 hour coverage.
3. In the event there is not an in-service Deputy available to respond to an emergency call for service Central Communications shall contact the Supervisor for the district the emergency call for service is in.
4. The Supervisor shall either respond to the emergency call for service or advise the Communications Section which Deputy to redirect from a non-emergency call or other activity to the emergency call.
5. Central Communications shall dispatch the Deputy as advised by the Supervisor.

I. RESPONSE TO CALLS FOR SERVICE

1. Generally, a single unit will be dispatched to routine calls for service; however, certain calls may require more than one Deputy to deal effectively and safely with the call.
2. Guidelines for determining which situations require response from more than one Deputy shall be based on the actual or perceived presence of one or more of the following dangers:
   - An actual or threatened assault upon a Deputy
   - On-scene arrest for a felony or violent misdemeanor

- Resistance to arrest
- Use of force or threatened use of force
- Crime in progress
- Fleeing suspect
- Intrusion or robbery alarms
- Weapons related calls
- Calls involving known violent persons
- Domestic disturbances when both parties are on the scene
- Disturbance calls involving disorderly conduct, intoxication, fights, or large parties or groups
- A premise hazard or other known history
- Upon request of the responding officer or the Shift Supervisor

3. This in no way prevents Deputies from routinely providing backup or checking on the safety of another Deputy or law enforcement officer .

J. FOOT PATROL

1. The VSO does not assign or deploy Deputies to foot patrol beats.

K. FIRST APPEARANCE HEARINGS

1. Patrol Deputies need not normally attend first appearance hearings for persons arrested. Deputies will ensure the arrest affidavit provides sufficient facts and information, establishing probable cause for the arrest.

L. INCIDENT REPORTS TAKEN BY PHONE

1. Certain minor incidents do not require on-scene investigation by a Deputy. Additionally, victims sometimes leave the scene of an incident and will phone the VSO at a later time and from a different location.
2. Examples of incidents which may be handled by telephone, mail, Internet or other alternative manner include:
    - Lost property
    - Car-breaks where due to time frames or evidence destruction, response would be ineffectual
    - Civil complaints
    - Petty thefts where there is no evidence or suspects
    - Misdemeanor vandalism with no physical evidence or suspects
    - Referrals
    - Requests for directed traffic patrols
    - Other minor calls which may be effectively handled by phone
3. VSO personnel may take telephone reports when circumstances deem it advantageous or more efficient.
4. Incidents that require a follow-up investigation or other action will be assigned to the appropriate Deputy, Detective or other appropriate sections or units. Investigation of such incidents will be guided by general order *GO-042-01 Criminal Investigation Administration*.

M. ONLINE INCIDENT REPORTING

1. The VSO offers a convenient method of quickly reporting specific non-emergency, non-life threatening crimes through its Online Reporting System. All reports filed on-line are reviewed by a VSO Deputy and, after review, receive an official case number.
2. The following types of incidents may be reported through the VSO Online Reporting System:

a. Harassing Phone Calls

b. Lost Property

c. Thefts

d. Vandalism (includes property and vehicles)

e. Identity Theft

3. Filing a report online may be done only if:

a. The incident is not an emergency

b. The incident occurred within unincorporated Volusia County, the cities of Deltona, DeBary, and Oak Hill, or the Town of Pierson.

c. There are no known suspects

d. Reporter is at least 18 years of age

4. Specific procedures and access to the system are maintained under “File a Police Report Online” on the VSO Internet home page https://www.volusiasheriff.org.

N. SERIOUS INCIDENTS

1. In the event of riot, civil disorder, hostage taking, barricaded suspect, disaster, police shooting, or other serious incident, the Shift Supervisor will respond and assume incident command until properly relieved by higher authority.

V. ACCREDITATION STANDARDS

A. CALEA COMMUNICATIONS ACCREDITATION

- 6.3.2

B. CALEA LAW ENFORCEMENT ACCREDITATION

- 12.1.4
- 41.1.1
- 41.1.2
- 41.2.1
- 42.2.3
- 82.2.5

VI. REFERENCES

- https://www.volusiasheriff.org/

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-041-02**	**Distribution** All Personnel	**Reissue/Effective Date** 08/15/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 04/02/2024
Title **MOTOR VEHICLE APPREHENSION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide guidelines and delineate responsibilities governing the apprehension of motor vehicles, including pursuit intervention techniques.

II. POLICY

It is not the intent of this general order to prohibit all motor vehicle pursuits; however, it is the intent to restrict motor vehicle pursuits to those situations and circumstances in which the immediate apprehension of the violator outweighs the hazards generated to the public, the occupant(s) of the vehicle being pursued, and the Deputies.

In those situations resulting in the initiation of a motor vehicle pursuit, it shall be incumbent upon all involved personnel to exercise prudent independent judgment. These procedures will not relieve Deputies from their duty to drive with due care and will not protect them from the consequences of careless disregard for the safety of others.

Due to the hazards presented by pursuits, it is the pursuit Supervisor's responsibility and role to direct the pursuit to a conclusion as soon as practicable through the use of approved forcible stopping techniques and available resources. [CALEA LE 41.2.3 (d)]

III. DEFINITIONS

Authorized Emergency Vehicle – A Volusia Sheriff's Office (VSO) vehicle equipped with an audible siren and blue light warning devices.

Exigent Circumstances – Those situations that fall outside the normal scope of operation or policy and require immediate aid or action.

Forcible Stopping Techniques – The tactics and techniques designed to end a pursuit and take into custody, a suspect who is in a moving or parked vehicle. The tactics include:

- Vehicle Containment technique;
- Tire Deflation Systems;
- Precision Immobilization Technique.

Motor Vehicle Pursuit – An active and continuing effort by a Deputy in an authorized emergency vehicle to apprehend the occupants of a moving vehicle, provided the driver of such vehicle is or should be aware of the attempt being made, but increases their speed, takes other evasive actions, or refuses to stop in an attempt to avoid apprehension.

Observation Phase – The Deputy's ability to maintain contact with the subject vehicle without circumventing any traffic control devices and reaching no speeds in excess of either posted speed or those speeds customarily driven by the majority of drivers along the route. **EMERGENCY LIGHTS AND SIRENS ARE NOT**

AUTHORIZED. This tactic is used when the subject refuses to stop or attempts to elude the Deputy, and circumstances do not meet the criteria for a pursuit. It is limited to three (3) agency vehicles unless otherwise authorized by a Supervisor.

Precision Immobilization Technique (PIT) – Is a moving vehicle tactic that consists of intentionally using a law enforcement vehicle to make "controlled" contact with a fleeing vehicle using a specific technique designed to force it from its course of travel in order to terminate a pursuit.

Ramming – Is the deliberate act by the driver of a vehicle to forcibly strike another vehicle in an attempt to stop or disable the other vehicle. Use of the vehicle containment technique at 10 mph or less or use of the PIT are not considered ramming by this definition.

Tire Deflation Systems (TDS) – Approved equipment designed to be placed in the path of an oncoming violator's vehicle to be struck by that vehicle. When in place, the affected tires are pierced by objects, which allows a controlled release of air from the tires.

Vehicle Containment Technique (VCT) – A deliberate tactic to contain or force a vehicle to stop. The technique is accomplished by maneuvering a VSO vehicle or vehicles in front of, behind, or to the sides of the vehicle to prevent the fleeing of the suspect vehicle from a parked position or while it is moving less than ten (10) miles per hour.

IV. PROCEDURE

A. GENERAL

1. All pursuits shall be conducted in strict accordance with Florida Statutes and VSO general orders.
2. Emergency lights and sirens shall be used at all times while engaged in vehicle pursuits.
3. It is not considered a pursuit if a Deputy is following a suspect vehicle but is not violating any traffic laws (Observation phase requirements).

B. TRAINING [CALEA LE 41.2.2 (m, n), 41.2.3 (c)]

1. No Deputy shall participate in a pursuit until an approved Emergency Vehicle Operations Course (EVOC) is successfully completed.
    a. The documented EVOC training curriculum includes training on this general order, *GO-041-02 Motor Vehicle Apprehension*. [CALEA LE 41.2.2 (m)]
2. Annual Deputy refresher training includes documented training on this general order, *GO-041-02 Motor Vehicle Apprehension*. [CALEA LE 41.2.2 (n)]
3. No Deputy shall participate in the use of a forcible stopping technique until a VSO approved training for the specific forcible stopping technique to be used is successfully completed. Forcible stopping techniques approved for use by VSO are listed in the *definitions* section found above and described below in the *forcible stopping techniques* section. [CALEA LE 41.2.2 (m), 41.2.3 (c)]

C. APPREHENSION/OBSERVATION PHASES

1. The period of time between observing a traffic violation and when the violator comes to a stop is the "apprehension phase" of the traffic stop. This is different from a pursuit. Although these two activities are worlds apart in importance, the speed and type of driving performed by the Deputy are often similar. Therefore, it is critical that a reasonable limit on speed is maintained as traffic violators are stopped.
2. The "apprehension phase" of an attempted traffic stop would become a pursuit whenever the violator knows that a Deputy is signaling them to stop and continues driving or attempts to elude the Deputy, and the Deputy continues in the apprehension phase. If the criteria to pursue are not met, the Deputy will discontinue the apprehension phase and may follow in the observation phase.
    a. Once an apprehension has been terminated, Deputies shall deactivate all emergency equipment and resume driving in compliance with all applicable traffic laws. Deputies may follow the vehicle as long as strict adherence to **observation phase** requirements as defined above are followed.

D. PURSUIT CRITERIA [CALEA LE 41.2.2 (a, b)]

1. Deputies may engage in a vehicle pursuit when the Deputy has a reasonable suspicion to believe the fleeing suspect has committed or has attempted to commit one of the below listed violent or forcible felonies:
    - Aggravated assault involving a deadly weapon;
    - Aggravated assault on a law enforcement officer;
    - Aggravated battery involving a deadly weapon or serious bodily injury;
    - Aggravated battery on a law enforcement officer;
    - Aggravated child abuse;
    - Aggravated stalking;
    - Arson of an occupied conveyance/structure;
    - Burglary involving a deadly weapon;
    - Burglary of an occupied dwelling, structure, or conveyance;
    - Carjacking;
    - Escaped prisoner from a secure facility;
    - False imprisonment involving a deadly weapon;
    - Felony domestic violence involving a deadly weapon or serious bodily injury;
    - Home invasion robbery;
    - Kidnapping;
    - Manslaughter;
    - Murder;
    - Robbery involving or implying a deadly weapon;
    - Sexual battery;
    - Unlawful throwing, placing, or discharging of a destructive device or bomb.
2. The criminal offense of drug trafficking, as defined in Fla. Stat. § 893.135, is considered a serious felony for which a pursuit may be initiated due to its potential for violence and the consequences.
3. All motor vehicle pursuits on the beach are prohibited.

E. EXIGENT CIRCUMSTANCES [CALEA LE 41.2.2 (a, b)]

1. In exigent circumstances, if authorized by a Sergeant or above, a Deputy may pursue if there is a reasonable belief that the continuing conduct of the driver presents an immediate and life-threatening danger to the public or law enforcement. Generally, exigent circumstances are based upon the driver's actions prior to law enforcement's involvement, not created after an attempt to stop a vehicle has been made. [CALEA LE 41.2.2 (g)]
2. If a suspected impaired driver operates a vehicle in a manner constituting an immediate danger to the public that is greater than the pursuit of the suspected impaired driver, the suspected impaired driver may be pursued with the Supervisor's approval. [CALEA LE 41.2.2 (g)]
3. The fact that a Deputy has to move from the path of a fleeing vehicle may or may not constitute an aggravated assault or attempted murder for the purpose of this policy. A Deputy must articulate that imminent danger exists, and the suspects' actions were believed to be intentional and not a result of incidental or accidental contact.
4. Deputies shall not ram a suspect's vehicle or discharge firearms towards a suspect's vehicle except in extreme cases where deadly force is authorized.

F. DECISION TO PURSUE [CALEA LE 41.2.2 (a)]

1. The decision to initiate any pursuit must be based on the Deputy's conclusion that the immediate danger to the public created by the pursuit is less than the immediate or potential danger to the

public should the suspect remain at large. Many factors impact this decision. A Deputy must consider all factors, before initiating a pursuit, including, but not limited to:

- The originating offense meets the policy threshold for the pursuit;
- Alternative means of apprehension;
- Timelapse since the offense occurred;
- The potential for endangerment of the public caused by the eluding acts of a fleeing violator;
- Type of area (e.g., residential, commercial, school zones, rural, limited access highway);
- Vehicle or pedestrian traffic;
- Possibility of identifying the operator or vehicle at a later date;
- Visibility (e.g., daylight, darkness, fog, smoke);
- Weather conditions;
- Road conditions;
- Vehicle speeds;
- Type of vehicle the Deputy is operating;
- Quality of radio communications between pursuing Deputies, the dispatcher, and the Supervisor;
- Actions of the person being pursued, including how the suspect vehicle is being operated.

2. Once the decision to pursue has been made, the above-listed factors must continue to be carefully considered to determine whether to continue the pursuit.

3. **Deputies, Supervisors, and Watch Commanders are responsible for monitoring the progress of each pursuit. The need for apprehension must be constantly weighed against the potential danger created by the pursuit.** [CALEA LE 41.2.2 (c, g)]

G. RESPONSIBILITIES [CALEA LE 41.2.2 (c)]

1. **DEPUTIES**

   a. Deputies initiating a pursuit shall immediately advise communications of: [CALEA LE 41.2.4]
      - The location;
      - Direction of travel;
      - Suspect and suspect vehicle description;
      - The crime the suspect is believed to have committed;
      - Speed;
      - Traffic and weather conditions.

   b. When engaged in the emergency operation of a motor vehicle, Deputies shall comply with all general orders concerning vehicle operation.

   c. Deputies authorized by a Supervisor to conduct a motor vehicle pursuit must provide the Supervisor with all information requested. [CALEA LE 41.2.4]

   d. All Deputies involved must continuously evaluate the circumstances, factors, and conditions during the pursuit. Whenever one of these factors changes, the decision to continue the pursuit shall be reevaluated.

   e. **All Deputies involved must immediately terminate and disengage from a motor vehicle pursuit when they determine the pursuit is not within the guidelines of this policy, including the circumstances described in the decision to pursue and exigent circumstances sections found above or when ordered to do so by the Supervisor in charge.** [CALEA LE 41.2.2 (h, i)

2. **COMMUNICATIONS SECTION** [CALEA LE 41.2.2 (f)]

   a. Upon notification of a pursuit in progress, Communications Section shall initiate proper procedures in accordance with appropriate *Call Handling Guides*. Communications Section

will immediately notify the appropriate Shift Supervisor, Watch Commander, Air-1, and K-9. Additionally, Communications Section will tone and simulcast the pursuit.

b. Communications Section shall monitor the pursuit and provide communications assistance to those involved.

3. **SUPERVISOR** [CALEA LE 41.2.2 (g)]

a. Due to the hazards presented by pursuits, it is the pursuit Supervisor's responsibility and role to direct the pursuit to a conclusion as soon as practicable through the use of approved forcible stopping techniques and available resources. [CALEA LE 41.2.3 (d)]

b. The Supervisor will take command of the pursuit and shall maintain command unless formally relieved. Should the Supervisor become directly involved in the active pursuit, they shall give command of the pursuit to the on-duty Watch Commander or higher authority as soon as practical.

c. A pursuit entering another District will continue to be commanded by the Supervisor authorizing the pursuit.

d. The Supervisor will solicit and consider the information available to them and advise the Deputy who initiated the pursuit to continue or disengage.

e. The Supervisor will monitor the pursuit and direct additional assistance as required.

(1) Factors in deciding whether to assign additional assistance include, but are not limited to:

- The nature and circumstances of the offense;
- The number of suspects;
- The number of Deputies in the assigned and backup/secondary vehicles.

f. It is the responsibility of the Supervisor to coordinate pursuits entering neighboring jurisdictions.

g. If the vehicle being pursued leaves Volusia County, the Supervisor in charge shall request that the County being entered assume command of the pursuit.

h. If the entered County assumes command, VSO Units will act as support units.

i. If the entered County does not assume command, the Supervisor will request that agency provide support units.

4. The pursuit Deputies shall evaluate the circumstances and make the decision to pursue in accordance with this general order and appendix *GO-041-02-A Vehicle Apprehension Decision-Making Matrix*.

5. Factors to be considered include, but are not limited to:

- Pedestrian or vehicular traffic.
- Weather conditions.
- Visibility.
- Road conditions.
- The type of unit being operated by the Deputy at the time of pursuit.
- The nature and circumstances of the offense.
- When the offense occurred. A pursuit for an in-progress crime may be more readily justified than one for a crime that occurred earlier in the shift.
- The identification of the vehicle or occupant, as well as the appropriateness and probability of apprehension at a later date.
- Type of neighborhood such as residential or school zone.
- Manner in which the fleeing vehicle is being operated.

6. **The Supervisor must continuously evaluate the circumstances, factors, and conditions during the pursuit. Whenever one of these factors changes, the decision to continue the pursuit shall be reevaluated.**

H. CONDUCTING THE PURSUIT

1. Only three (3) units are authorized to actively pursue a suspect vehicle; the primary unit and two (2) backup/secondary units. The pursuit Supervisor may authorize additional backup units or elevate existing support unit personnel to engage in the pursuit in order to safely resolve the incident. [CALEA LE 41.2.2 (e, g)]

2. **PRIMARY UNIT** [CALEA LE 41.2.2 (c)]

   a. The primary pursuit unit will handle all communications relating to the direction of travel, suspects, descriptions, and all matters relating to the actual pursuit until the arrival of a backup/secondary unit or an aviation unit. This shall not restrict the Supervisor from giving instructions or other information directly to the primary unit, the backup/secondary units, or the Communications Section.

   b. The primary unit shall not be passed during the pursuit unless authorized by the primary pursuit Deputy or the Supervisor in charge.

   c. Unmarked and motorcycle units may pursue motor vehicles as the primary unit only until the arrival of a marked unit. [CALEA LE 41.2.2 (e)]

   d. The motorcycle or unmarked unit will continue as a secondary unit until an additional marked unit arrives. Upon the arrival of the marked unit, the operator of the motorcycle or unmarked vehicle shall assume a support role in the pursuit. [CALEA LE 41.2.2 (e)]

3. **SECONDARY UNITS** [CALEA LE 41.2.2 (d)]

   a. The secondary units are authorized to pursue at a safe distance for backup and communication purposes.

   b. Upon the secondary units entering the pursuit, the secondary units shall become responsible for handling all communications relating to the direction of travel, descriptions, and all matters relating to the actual pursuit. This shall not restrict the Supervisor from giving instructions or other information directly to the primary unit, the backup/secondary units, or the Communications Section.

4. **AVIATION UNIT**

   a. When an aviation unit arrives, it shall become the primary pursuit unit. Both the primary and secondary units shall discontinue communications, decrease speeds, and follow at a safe distance.

   b. The aviation unit will advise the Supervisor in charge of the direction of travel and other pertinent information, i.e., potential hazards or possible apprehension sites. [CALEA LE 41.2.4]

5. **SUPPORT UNIT PERSONNEL**

   a. Deputies not directly involved in the pursuit that are responding and being coordinated as additional support will drive their vehicles in a safe and prudent manner.

   b. Support units may be assigned active roles, including but not limited to paralleling the pursuit, being assigned to potential termination locations, and transferring equipment or personnel.

   c. Emergency operation is authorized to intercept, not overtake, the fleeing vehicle for the purpose of deploying tire deflation systems.

6. **PROHIBITED DRIVING** [CALEA LE 41.2.2 (c, d, e)]

   a. Primary and secondary units shall not drive parallel to each other during the pursuit except during an authorized pass.

   b. **Deputies shall not drive on the wrong side of any divided highway, interstate, or other controlled access highways, including on/off ramps.**

7. **VSO VEHICLES RENDERED UNSAFE TO CONTINUE**

a. Should any VSO vehicle involved in a pursuit be rendered unsafe to continue involvement in the pursuit for any reason, the operator will cease involvement in the pursuit and notify Central Communications.

I. FORCIBLE STOPPING TECHNIQUES [CALEA LE 41.2.3 (b)]

1. No Deputy shall participate in the use of forcible stopping techniques until a VSO approved training for the specific forcible stopping technique to be used is successfully completed.

2. **TIRE DEFLATION SYSTEM DEPLOYMENT**

a. **<u>If a tire deflation system cannot be deployed with complete Deputy safety, no attempt shall be made. Deputies and patrol vehicles will be off the roadway in a safe position out of harm's way.</u>**

b. When deployed, they must be part of a planned strategy. Supervisory authorization is required prior to deploying a tire deflation system. [CALEA LE 41.2.3 (d)]

c. Before deployment, all involved law enforcement units should be advised of the location where the tire deflation system will be used, if the situation permits.

d. The safety of the public, the deploying Deputy, other law enforcement officers, and the suspect must be the top priority when deployment locations are considered.

e. Deputies should seek out and identify locations that afford the highest level of cover and concealment and provide the element of surprise. The locations should be selected with the following in mind:

- Adequate sight and distance in all directions to enable the Deputies deploying the tire deflation system to observe the suspect vehicle and other traffic as it approaches;
- Traffic conditions, population density, and road construction.

f. Barriers offer some degree of protection and concealment, such as:

- Overpass pillars;
- Guardrails;
- Trees;
- Bridge abutments.

g. Darkness provides a degree of concealment but can make it difficult to judge distances and identify the suspect vehicle.

h. The use of emergency lighting can defeat the element of surprise unless the patrol vehicle is placed in a strategic position.

i. Certain roadway configurations, such as steep embankments, curves, and hills, should be avoided.

j. In areas that do not offer natural barriers, patrol vehicles may offer some protection while deploying a tire deflation system.

k. Tire deflation systems shall not be deployed on two-wheeled vehicles (Motorcycles, electric or gasoline powered scooters, mopeds, and bicycles).

l. Careful consideration will be given to deploying tire deflation systems on passenger buses, school buses, vehicles with hostages, or vehicles transporting hazardous materials. The use of tire deflation devices may pose an increased hazard in the situation.

m. **DEPLOYING DEPUTY**

(1) The deploying Deputy must ensure that the following communications procedures are followed: [CALEA LE 41.2.3 (d), 41.2.4]

- Obtain supervisory authorization to deploy the tire deflation system; [CALEA LE 41.2.3 (d)]
- Advise pursuing units of the location the tire deflation system is to be deployed; [CALEA LE 41.2.4]
- Ascertain the number of vehicles involved, location, direction, and speeds of the pursuit;

- Ascertain the suspect vehicle description, weapon involvement, and risks involved, such as lack of headlights, DUI, etc.;
- Ascertain the suspect's lane of travel;
- Ascertain if other law enforcement agencies are involved in the pursuit.

(2) Announce the deployment location to the approaching law enforcement units and request that they not enter the deployment area until given the all-clear announcement. The announcement will allow patrol vehicles to continue once the deployment area has been cleared of hazards. [CALEA LE 41.2.4]

n. **DEPLOYMENT**

(1) The deploying Deputy must have an escape route planned in the event the suspect tries to strike them with their vehicle or tries to drive around the tire deflators.

(2) The deploying Deputy must be in position at a predetermined location to allow sufficient time for proper deployment.

(3) Deputies shall not overtake a fleeing vehicle being pursued at a high rate of speed in an attempt to set up the tire deflation system. **A rushed deployment is often ineffective and dangerous**.

(4) Deputies shall take into consideration difficulties in judging distance and identifying suspect vehicles at times of low visibility.

(5) All responding Deputies shall proceed with caution when approaching and traversing the deployment area. The fleeing vehicle may decrease speed rapidly as its tires deflate, take sudden evasive action, or make unpredictable maneuvers. Reducing speed allows backup units time to arrive.

o. **RECOVERY**

(1) Once the tire deflation system is deployed and damaged, they will be replaced immediately.

3. **VEHICLE CONTAINMENT TECHNIQUE (VCT)**

a. The technique is used to stop and contain a suspect vehicle moving less than ten (10) miles per hour or to contain a stopped suspect vehicle.

b. Supervisory authorization is required prior to use of the vehicle containment technique whenever feasible.

c. One (1) or more VSO marked or unmarked units coordinate and deliberately maneuver in front of, behind, or to the sides of the suspect vehicle to stop and contain it.

d. Unless circumstances prove a potential tactical disadvantage or places the Deputy in undue risk, Deputies shall activate their blue emergency lights as they would during a normal or high-risk traffic stop during the execution of the vehicle containment technique.

e. When using the vehicle containment technique, Deputies are authorized to make positive contact between their vehicles and the suspect vehicle. Positive contact is not considered ramming.

4. **PRECISION IMMOBILIZATION TECHNIQUE (PIT):** [CALEA LE 41.2.3 (a)]

a. The preferred manner for intentional physical contact between the vehicle being pursued and an agency vehicle is the PIT in order to bring about an end to the pursuit. [CALEA LE 41.2.3 (a)]

b. The Supervisor, having considered the circumstances and conditions of the pursuit, shall be responsible for authorizing the pursuing members to utilize PIT under conditions that comply with agency training *(placing an emphasis on the speed of the fleeing vehicle being less than forty-five (45) miles per hour)* under ideal circumstances. [CALEA LE 41.2.3 (b, d)]

c. Supervisors and involved members shall consider all circumstances when planning to utilize PIT, including, but not limited to, the presence of other vehicles or pedestrians, the width of the roadway, and whether there are deflated tires on the fleeing vehicle or fixed objects that could limit effectiveness or potentially cause a rollover. [CALEA LE 41.2.3 (b, d)]

d. Before initiating the PIT, the Deputy must communicate their intentions to support units for coordination. [CALEA LE 41.2.3 (b), 41.2.4)]

e. PIT shall not be utilized as a means to stop fleeing motorcycles or vehicles with an abnormally high center of gravity, such as a recreational four-wheel drive truck/SUV or vehicles with lift kits, unless the seriousness of the offense dictates otherwise, as determined by the pursuit Supervisor.

f. After the PIT scene is stabilized, the Supervisor shall ensure that comprehensive photographs are taken of the vehicles at final rest, any roadway evidence (skid, scuff, or yaw marks), the vehicles after they are moved from all directions, and the overall scene. Digital images shall be submitted with the Supervisor's pursuit report. [CALEA LE 41.2.3 (d)]

J. PROHIBITED FORCIBLE STOPPING TECHNIQUE

1. The following forcible stopping technique is prohibited from use in a pursuit:

   - **Stationary roadblocks** are extremely dangerous and are prohibited from use in pursuits because of their extreme danger.

K. TERMINATING THE PURSUIT [CALEA LE 41.2.2 (h)]

1. The pursuit shall be discontinued when there is a clear and present danger to the Deputy or other roadway users.
2. **Any Deputy or Supervisor involved in the pursuit is justified in terminating the pursuit if, based on their judgment, the danger to Deputies and the public outweighs the need to stop the fleeing vehicle.** [CALEA LE 41.2.2 (i)]
3. When a Deputy discontinues a pursuit, they shall immediately notify Central Communications. [CALEA LE 41.2.4]
4. Once a pursuit has been terminated, Deputies shall deactivate all emergency equipment and resume driving in compliance with all applicable traffic laws. Deputies may continue in observation phase, following the suspect vehicle route as long as they do so within the speed limit and obey all stop signs, traffic lights, and other traffic control devices.

L. OTHER AGENCY ASSISTANCE [CALEA LE 41.2.2 (j)]

1. Supervisors may authorize assistance to other agencies conducting vehicle pursuits; however, the pursuit of vehicles fleeing from other agencies shall not be authorized unless it meets the criteria established in this general order.
2. When a pursuit involves other agencies, the following procedures apply:

   - The Supervisor shall ensure the notification of the agency in the jurisdiction in which the pursuit is entering.
   - Unless otherwise advised, units involved will remain on their assigned frequencies.
   - The Supervisor will provide pertinent information to the agency into whose jurisdiction the pursuit is entering or has entered.
   - The Communications Section shall relay to affected agencies all information related to the pursuit including:
     - Reason for the pursuit;
     - Radio frequencies in use;
     - Location;
     - Direction of travel;
     - Speed;
     - Descriptions;
     - Any other pertinent information.

3. **Any Deputy or Supervisor involved in an interjurisdictional pursuit is justified in discontinuing the pursuit if, based on their judgment, the danger to Deputies and the public outweighs the need to stop the fleeing vehicle.** [CALEA LE 41.2.2 (i)]

4. Unmarked and motorcycle units may pursue motor vehicles as the primary unit only until the arrival of a marked unit. [CALEA LE 41.2.2 (e)]
5. The motorcycle or unmarked unit will continue as a secondary unit until an additional marked unit arrives. Upon the arrival of the marked unit, the operator of the motorcycle or unmarked vehicle shall assume a support role in the pursuit. [CALEA LE 41.2.2 (e)]
6. The agency initiating the pursuit is responsible for the arrest, booking, disposition, and coordination of all reports, citations, and criminal charges. [CALEA LE 41.2.2 (e)]

M. REPORT AND REVIEW PROCESS [CALEA LE 41.2.2 (g, k, l), 41.2.3 (d, e), 82.2.1 (a, c, d, e)]

1. **PURSUITS**
   a. Immediately following a pursuit (including assistance to other agencies), all Deputies involved in the pursuit shall file a written report.
   b. The primary Deputy shall initiate the original report with all others filing supplements.
   c. Each report will contain an account of the Deputies' involvement in the pursuit.
   d. If the pursuit involved criteria in the *exigent circumstances* section found above, the approving Supervisor will clearly and expeditiously articulate the need for the pursuit in written form to the Law Enforcement Operations Division Chief.
   e. A supervisory inquiry will be conducted. The Supervisor conducting the inquiry will complete a motor vehicle apprehension report in BlueTeam.
   f. The report shall be forwarded through the chain of command for administrative review utilizing BlueTeam.
   g. An administrative review of all pursuits, including assisting other agencies, shall be conducted by the Sheriff's Staff.
   h. The review shall be documented in BlueTeam and indicate whether policy, training, disciplinary, or equipment issues should be addressed.
   i. The Professional Compliance Unit shall conduct a documented annual analysis of all pursuits to include a review of policy and reporting procedures. The analysis is forwarded through the chain of command and approved by the Sheriff.
2. **VEHICLE CONTAINMENT TECHNIQUE USE REPORTING REQUIREMENTS**
   a. When Deputies utilize the vehicle containment technique, an incident report shall be completed with supplementary reports completed by all other involved Deputies.
      (1) The Supervisor shall complete a motor vehicle apprehension report in BlueTeam. The report shall be forwarded through chain of command for administrative review utilizing BlueTeam.
   b. Use of the vehicle containment technique during a pursuit requires completion of a pursuit report, supervisory inquiry, and administrative review. The procedure is found above in the PURSUITS subsection of this *report and review process* section.
3. **TIRE DEFLATION DEVICE USE REPORTING REQUIREMENTS**
   a. When Deputies deploy a tire deflation device, the deploying Deputy will complete an incident or supplement report, as applicable. Supplementary reports shall be completed by all other involved Deputies.
      (1) The Supervisor authorizing the tire deflation device deployment shall complete a motor vehicle apprehension report in BlueTeam. The report shall be forwarded through chain of command for administrative review utilizing BlueTeam.
   b. Deployment of a tire deflation device during a pursuit requires completion of a pursuit report, supervisory inquiry, and review. The procedure is found above in the PURSUITS subsection of this *report and review process* section.
   c. All deployments of tire deflation devices require completion and filing of the BlueTeam report.
      (1) When Stop Sticks are deployed the deploying Deputy will complete the Stop Stick Report form found on the VSO intranet agency forms webpage.

4. **PIT USE REPORTING REQUIREMENTS**

a. Any use of PIT requires a pursuit report, supervisory inquiry, and administrative review found above in the ***pursuits*** subsection of this ***report and review process*** section.

V. APPENDICES

- GO-041-02-A Vehicle Apprehension Decision-Making Matrix

VEHICLE APPREHENSION DECISION-MAKING MATRIX

TYPE OF INCIDENT/DEGREE OF SERIOUSNESS	LOW RISK	MODERATE RISK	HIGH RISK
	MAY – May pursue continually assessing risks NO – DO NOT pursue		
Aggravated assault on a law enforcement officer	MAY	MAY	MAY
Aggravated assault involving a deadly weapon	MAY	MAY	MAY
Aggravated battery involving a deadly weapon or serious bodily injury	MAY	MAY	MAY
Aggravated battery on a law enforcement officer	MAY	MAY	MAY
Carjacking	MAY	MAY	MAY
Escaped prisoner from a secure facility	MAY	MAY	MAY
Exigent circumstances in which the immediate apprehension of the violator outweighs the hazards	MAY	MAY	MAY
Home invasion robbery	MAY	MAY	MAY
Kidnapping	MAY	MAY	MAY
Manslaughter	MAY	MAY	MAY
Murder	MAY	MAY	MAY
Robbery involving or implying a deadly weapon	MAY	MAY	MAY
Sexual battery	MAY	MAY	MAY
Aggravated child abuse	MAY	MAY	NO
Aggravated stalking	MAY	MAY	NO
Arson to an occupied conveyance/structure	MAY	MAY	NO
Burglary involving a deadly weapon	MAY	MAY	NO
Burglary of an occupied dwelling, structure, or conveyance	MAY	MAY	NO
Drug trafficking	MAY	MAY	NO
False imprisonment involving a deadly weapon	MAY	MAY	NO
Felony domestic violence involving a deadly weapon or serious bodily injury	MAY	MAY	NO
Unlawful throwing, placing, or discharging a destructive device or bomb	MAY	MAY	NO
All felony property crime not listed above	NO	NO	NO
Pursuits on the beach	NO	NO	NO

VEHICLE APPREHENSION DECISION-MAKING MATRIX

The Vehicle Apprehension Decision-Making Matrix balances safety and risk with the need for apprehension and seriousness of the offense. In keeping with professional policing and the directions being taken by the Courts, safety considerations must outweigh considerations for apprehension. This means that when the risk and danger to bystanders and innocent third parties are high, the vehicle apprehension must be terminated despite the heinousness of the offense or the violence associated with the act committed by the fleeing subject. To fail to make this decision would be unreasonable, and that is the test applied by the Courts. Furthermore, Courts in some states have denied immunity to officers, indicated that officers had a duty to terminate vehicle apprehensions because of safety considerations, and that officers were at least partially the cause of any injuries that occurred during the vehicle apprehension [City of Pinellas Parks vs. Brown, 604 So. 2d 1222 (Fla. 1992)].

A tactic available to avoid, or minimize, vehicle apprehensions is the use of the "Vehicle Containment Technique". This technique permits containment of the suspect vehicle and the prevention of a vehicle apprehension. The "vehicle containment technique" may occasionally result in damage to an agency vehicle. This damage is preferable to the potential death or serious injury which can result from a vehicle apprehension.

Agency issued tire deflation devices are vehicle immobilization devices designed to puncture vehicle tires through the use of sleeved pikes causing rapid deflation of the tire(s). The device is deployed in the path of the pursued vehicle by agency personnel. When utilized, agency personnel shall notify the Communications dispatcher of the location of the deployment. The deployment location will be broadcast to all vehicles/agencies involved in the vehicle apprehension. Tire deflation devices may also be used during vehicle stakeouts to reduce the possibility of a vehicle apprehension. When used in this manner, the tire deflation device should be placed in a manner to ensure the vehicle is disabled in the event the vehicle is moved.

Objective Risk Factors in Vehicle Apprehensions:

When making the decision to pursue, no single factor should be used to evaluate the risk category. Multiple factors should be taken into consideration.

LOW RISK	MODERATE RISK	HIGH RISK
1. Straight road, good surface, clear lines of sight., few intersections	1. Some intersecting streets (i.e., residential area)	1. Frequent intersecting streets (i.e., business district) blind curves, narrow roads
2. Good weather	2. Mild weather	2. Poor weather, slippery streets, low visibility
3. Few or no pedestrians	3. Light pedestrian traffic	3. Numerous pedestrians
4. Little to no traffic	4. Moderate traffic, little congestion	4. Heavy, congested traffic
5. Speeds safe for conditions	5. Speeds greater than the posted limit	5. Speeds twice the posted limit, or greater than 80 MPH
6. No hazardous maneuvers by violator	6. Some hazardous, but not extreme, maneuvers (i.e., crossing center line to pass other vehicles, sudden lane changes)by the violator	6. Extremely hazardous maneuvers (ie., driving against on-coming traffic, "busting" red lights) by the violator.
7. Authorized number of law enforcement vehicles involved in the apprehension	7. Authorized number of law enforcement vehicles involved in the apprehension	7. Numerous law enforcement vehicles involved in the apprehension
8. Deputy calm, in full control	8. Deputy generally calm, under control	8. Deputy excited, not in full control of emotions
9. Helicopter involved		9. Special circumstances, i.e., School District
10. DUI type driving patterns		

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-041-03**	**Distribution** All Personnel	**Reissue/Effective Date** 03/05/2026
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Title **PATROL OPERATIONS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide policy and procedure for patrol functions within the Law Enforcement Operations Division (LEOD).

II. POLICY AND PROCEDURE

A. PRELIMINARY INVESTIGATIONS

1. The preliminary investigation begins when a Deputy becomes aware of or is assigned to respond to a crime or other call for service.
2. The preliminary investigation continues until the initially assigned officer reaches a successful conclusion, or the postponement or transfer of responsibility will not jeopardize the successful conclusion of the investigation.
3. Investigation usually includes:
    a. Providing aid or summoning aid to the injured;
    b. Processing the crime scene;
    c. Determining if an offense has occurred and, if so, the exact nature of the offense;
    d. Determining the identity of the suspect(s) and effecting an arrest if it can be accomplished at the scene or through immediate pursuit;
    e. Furnishing other field units with descriptions, methods and directions of flight, and other relevant information concerning wanted persons or vehicles;
    f. Identifying witnesses;
    g. Obtaining preliminary information from witnesses;
    h. Ascertaining and reconstructing circumstances surrounding an incident;
    i. Arranging for the collection of evidence (See general order *GO-083-01 Collection of Evidence*);
    j. Obtaining written statements from victims, witnesses, and suspects;
    k. Accurately and completely recording all pertinent information in the proper form.
4. Deputies shall write reports of their involvement in significant events such as automobile crashes, assisting other agencies, and similar incidents.

B. FOLLOW-UP INVESTIGATIONS

1. Where practicable, the Deputy shall follow up the investigation until all leads are exhausted.

2. Supplemental reports will be submitted detailing the progress of the investigation until the case is solved or inactivated.

3. In certain instances, the follow-up responsibility may be assigned to another Deputy, such as:

   a. When the initial investigation is conducted by a Deputy out of their normally assigned zone, the Deputy who is responsible for the zone will be responsible for the follow-up investigation;

   b. When the follow-up investigation would require the Deputy to travel an excessive distance from their assigned zone and remain for extended periods;

   c. When a Detective or superior responds to the scene and assumes investigative responsibility.

C. ARRESTS [CALEA LE 1.2.5]

1. Arrested subjects shall be handcuffed with their hands behind their back, with consideration given for any injury. Reasonable accommodations will be made for disabled/injured suspects without compromising officer safety, in accordance with general order *GO-001-16 Providing Services to Persons with Disabilities*.

2. Arrested subjects shall be searched in accordance with general order *GO-001-07 Search and Seizure*.

3. Before any questioning of arrested subjects by a Deputy concerning any criminal offense in which the arrested subject is a suspect, the arrested subjects shall be read their Miranda Rights; a response indicating the suspect understood their rights shall be elicited. [CALEA LE 1.2.3 (c)]

4. Arrested subjects not processed into the Volusia County Jail/DJJ shall be released on a notice to appear or citation in accordance with general order *GO-001-05 Limits of Authority*.

5. When the arrested subject is to be processed into the Volusia County Jail/DJJ:

   a. An SA-707 complaint affidavit shall be completed and delivered to the Volusia County Jail/DJJ with the arrested subject.

   b. Except for bulky items such as large backpacks, duffle bags, etc., which the jail/Department of Juvenile Justice (DJJ) facility does not accept, personal prisoner property, including currency, shall:

      - Be inventoried using the *Prisoner Property Inventory Report-Currency Verification* form;
      - Be packaged in a brown paper evidence bag;
      - Accompany the individual to the jail/DJJ facility and turned over to facility staff.

   c. The *Prisoner Property Inventory Report-Currency Verification* form will be verified with the arrested subject's initials if cooperative; if not cooperative, the Deputy will so note and initial.

   d. Bulky items submitted to the Evidence Section shall be thoroughly inventoried and documented on the property report.

   e. Any prisoner property consisting of perishable food/drink items will be discarded; do NOT submit to evidence unless the item is to be submitted specifically for DNA or fingerprints. Based on circumstances and if safe to do so, perishable items of value that can be released to a prisoner-designated third party on-site may be released at the Deputy's discretion. In such case, the Deputy shall document using the *Prisoner Property Inventory* form.

   f. **ARRESTED SUBJECT'S MEDICATIONS**

      (1) The Jail and DJJ do not accept arrested subject's medications into their facilities.

      (2) Medications will be left in a secured location with the arrestee's knowledge or submitted to Evidence for destruction.

   g. The arrested subject and completed paperwork shall be delivered to the Volusia County Corrections Department at the County Jail, or DJJ. Deputies shall utilize Prisoner Transport Units when available.

   h. All adult arrested subjects are photographed and fingerprinted when processed into the Volusia County Jail.

6. **OUT OF COUNTY ARRESTS**

a. A Deputy may make a probable cause arrest outside of Volusia County for an offense that occurred within Volusia County when in fresh pursuit. Additionally, rulings from the US Supreme Court and the Florida Supreme Court permit the transfer of probable cause knowledge from one officer to another officer, allowing the receiving officer to effect an arrest. The officers do not have to be members of the same agency or same jurisdiction. When the arrest occurs out-of-county the arrestee must be transported to and booked into the county jail where the arrest occurred using the following procedure:

(1) The arresting Deputy will respond to the county jail where the arrestee was transported and complete that county's booking paperwork. Other counties may use different forms or computer software. The paperwork may include victim notification cards for that county. **OBTAIN A COPY OF THE BOOKING PAPERWORK AS A DIGITAL FILE OR PRINTED HARDCOPY**. A digital file is preferable as it will be emailed to the out of county arrests email address. The copy of the out-of-county affidavit will be necessary for completing the VSO and court paperwork.

(2) Complete necessary VSO paperwork, including an ERMS Master Non-Arrest Affidavit (Pass-On Affidavit). The narrative for the ERMS affidavit must match the out-of-county affidavit verbatim. Obtain supervisor approval of the paperwork.

(3) Email the out-of-county affidavit to the out of county arrests email distribution list (OCA@volusiasheriff.gov) Include the VSO case number and the defendant's name in the email's subject line.

(4) Completion of the ERMS Master Non-Arrest Affidavit and emailing of the out-of-county affidavit should be completed by the end of the shift on which the arrest took place. **It must be completed within twenty-four (24) hours or the next business day if the arrest occurred on a weekend or holiday.**

b. If the arrest is for a felony and includes the issuance of a criminal traffic citation, **DO NOT FILE THE CITATION WITH THE CLERK**. Instead, include the citation in the email with the out-of-county affidavit, and the State Attorney's Office will file it at the time when the other charges are filed.

D. PROCESSING OF DETAINEES AT THE DISTRICTS

1. Once the detainee is transported to the district, the arresting/transporting Deputy shall be responsible and accountable for supervising and monitoring the detainee in accordance with general order *GO-072-02 Temporary Detention* until official transfer of detainee-custody to either another transport Deputy or to Volusia County Jail/FRC.
2. Detainees requiring minimal processing prior to transport may remain secured within the back of the patrol vehicle while the arresting Deputy completes required paperwork or waits for an in-transit Prisoner Transport Unit; however, in this instance:
   a. The Deputy shall remain with the detainee providing constant supervision and monitoring at all times.
   b. If, during the routine processing of the detainee, there are unforeseen delays; interruptions; additional information is revealed; interview is required, etc., the detainee will be placed in the district's secured temporary holding area and monitored in accordance with policy until ready for transportation to Volusia County Jail/DJJ.
3. Any temporary transfer of custody to a designated receiving Deputy for monitoring and supervision will be documented. The receiving Deputy will then assume responsibility/accountability until the documented return of the arresting/transporting Deputy.

E. INJURY TO DETAINEES/PRISONERS [CALEA LE 41.2.4]

1. While in the custody and care of the VSO, detainees or prisoners will be monitored for any medical events or injuries that may occur or present themselves during transport or temporary detention.
2. While some detainees will make active attempts to harm themselves while in custody, others may experience a sudden medical event or complain of injury. Deputy observance of possible injury with or without complaint may also occur.
3. In such instances, the following procedures will apply:
   a. **DEPUTY RESPONSIBILITY**

(1) Based on severity of the medical event or injury to the individual, request medical aid, Fire Rescue, or jail medical staff, depending on the location and need;

(2) Immediately notify supervisor;

(3) Photograph:

- Any visible injuries to including any secondary injuries that may have occurred;
- The areas where there are complaints of injury, even if no injury is visible;
- The overall subject (preferably standing) that includes both front and back views of subject's overall appearance and facial recognition;
- Note date and time of photograph.

(4) Prepare and submit a detailed report containing all the facts and circumstances surrounding the incident.

b. **SUPERVISOR RESPONSIBILITY**

(1) Based on the nature of injury/medical event, the supervisor will respond to the scene.

(2) Review the Deputy's report for accurate documentation and photographs.

(3) Ensure proper procedures were followed.

(4) If applicable, complete a Supervisor inquiry through BlueTeam and forward via chain of command for review.

F. FIELD INTERVIEW CARDS (FIC) [CALEA LE 1.2.3 (a)]

1. When a Deputy is involved in a "police/citizen encounter", they may request information from any person. If a Deputy observes circumstances which arouse suspicion or cause alarm, they shall investigate. Deputies shall stop and detain individuals in accordance with Fla. Stat. § 901.151, Stop and Frisk Law.
2. Field Interview Cards (FI Cards) are to be used for legitimate purposes. The following factors shall be taken into account:
   a. The date, time, and location of person or activity;
   b. Whether known or suspected criminal activity is in the area;
   c. Suspicious activities or circumstances;
   d. If persons need to be identified as possible witnesses, suspects, wanted persons, etc.
3. When Deputies complete a Field Interview Card, they shall include a brief explanation as to the reasons for the interview.
4. Deputies may photograph individuals who do not object during a "police/citizen encounter". Those persons detained under Fla. Stat. § 901.151 may be required to submit to a photograph at the discretion of the Deputy. The photograph should be attached to the Field Interview Card.
5. The difference between requiring a person to submit to being photographed or requesting same is whether the Deputy has reason to believe the individual is violating or has violated the law or just believes that the person is "suspicious."
6. Whenever a Deputy conducts a field interview with a juvenile, Central Communications will conduct not only a wanted check, but will also check the juvenile database to determine if the juvenile is on community control. If the juvenile is on community control, a flag will appear along with notation "DCF commitment. If in contact, FI and forward copy of the FI Card to a DCF counselor." or "DJJ commitment. If in contact, FI and forward copy of the FI Card to a DJJ counselor." The Deputy shall make the notation "DJJ" on the Field Interview Card.
7. Upon receipt of the Field Interview Card (FI Card), a Department of Juvenile Justice (DJJ) counselor will initiate paperwork to have the juvenile picked up for violating the terms of their community control, if applicable.
8. A flagged juvenile does not constitute probable cause for an arrest. If the flagged juvenile is arrested on other arrest criteria and a Field Interview Card is completed, a notation of the arrest shall be included on the Field Interview Card.
9. The Field Interview Card will be submitted at the end of the shift for appropriate distribution.

G. SOURCES OF INFORMATION & INFORMANTS-PATROL DEPUTIES

1. Developing sources of information is a valuable part of the patrol function and community policing. Patrol Deputies are encouraged to develop and maintain sources of information and community relationships to enhance cooperation and information exchange.
2. Deputies using informants shall follow the procedures of general order *GO-042-06 Confidential Informants*.
3. Deputies may be temporarily reassigned to assist in major investigations when the use of a particular informant is required.
4. Deputies shall notify their immediate supervisors of the use of confidential informants and shall inform the supervisor of case development; CI's will not be used prior to proper documentation, review, and approval as per general order *GO-042-06 Confidential Informants*.
5. Payment or reimbursement for expenses to individual informants shall be arranged on an individual basis, through the Special Investigations Section (SIS) Commander, and in compliance with general order *GO-043-04 Vice, Narcotics, and Organized Crime Operations*.
6. Procedures relating to confidential funds shall be in accordance with general order *GO-043-03 Confidential Funds*.

H. POLICE HAZARDS [CALEA LE 41.2.4]

1. Knowledge of potential or actual hazards helps personnel perform more effectively and safely. Hazards may be permanent or temporary and may vary hourly, daily, or seasonally. Certain hazards must be identified and transmitted to patrol Deputies in a timely fashion. The following procedures will be followed to ensure Deputies are notified of hazards:
    a. The Communications Center receives and should endeavor to obtain information concerning police hazards linked to calls for service, i.e., armed, intoxicated, insane/irrational, or suicidal persons, threats of harm to police, dangerous animals, or hazardous road conditions. The telecommunicator shall transmit pertinent information to the responding Deputies at the time of dispatch or when received.
    b. Severe weather bulletins received in the Communications Center from the US Weather Bureau shall be broadcast over the primary talk groups.
    c. Deputies shall advise the Communications Center of hazardous road and weather conditions they encounter during their patrol.
    d. A description of hazards likely to be encountered at a later time or date shall be placed in writing on the appropriate zone board at the District headquarters. At each briefing, on-coming Deputies are required to read their appropriate zone board to ensure they receive the latest information.
2. Off-going Deputies are also encouraged to notify on-coming Deputies of immediate hazards in person, by phone, or by other appropriate means prior to going out of service.

I. RADIO COMMUNICATIONS [CALEA CM 6.3.1 (a, b)]

1. All Deputies engaged in field operations shall have constant access to radio communications.
2. Each Deputy shall be issued a portable radio transceiver that will serve as their primary means of communication. Additionally, patrol vehicles may be equipped with a mobile radio transceiver.
3. Deputies shall maintain the capacity to communicate with the Communications Center or attempt to notify a supervisor or the telecommunicator when conditions limit their ability to do so.
4. In certain areas the range of the portable radio is insufficient for the Deputy to transmit to the Communications Center. Deputies aware of this limitation should notify the telecommunicator and should check in periodically.
5. Buildings may limit transmission and reception for portable radios. Deputies should check with the dispatcher periodically or provide a phone number, when possible.
6. Deputies shall notify the telecommunicator and give their location when they will not be available for communications, i.e., court appearances, depositions, surveillance.

7. In the event of a failure of the portable radio, the Deputy shall notify the telecommunicator and the Shift Supervisor as soon as possible. During business hours, Monday–Friday; 8:00-16:30 hours, Deputies will exchange their malfunctioning portable radio through VSO Fleet Services. After business hours, the malfunctioning portable radio shall be exchanged for a functioning radio through Central Communications.

J. RADIO TRANSMISSIONS

1. Radio transmissions to and from Patrol Deputies will be in accordance with general orders Chapter 81.

K. MOTOR VEHICLE PURSUIT

1. Motor vehicle pursuits shall be conducted in accordance with general order *GO-041-02 Motor Vehicle Apprehension*.

L. REQUESTS FOR VSO VEHICLE TO STOP

1. Unless responding to an emergency call, VSO personnel, when requested or commanded by other law enforcement to stop, shall:
   a. Immediately stop, regardless of the assignment;
   b. Clearly identify self and activity unless such declaration would nullify or hinder a criminal investigation;
   c. If the operator of a VSO vehicle continues to be detained by another law enforcement officer, the operator shall advise Communications of the circumstances and request a supervisor to report to the scene.
2. A report of the incident shall be submitted to the operator's Division/District Commander.

M. RESPONSE TO CALLS [CALEA LE 41.2.1 (a, b, c)]

1. Response to calls for service will be classified according to the urgency in which a Deputy is needed at the scene. In determining the response, factors to be considered include, but are not limited to:
   a. Nature of the call;
   b. Injured persons and the nature of the injury, if known;
   c. Potential for harm to the victim or public;
   d. Potential for property damage or loss;
   e. Passage of time;
   f. Likelihood of apprehending the perpetrators on in-progress calls.

N. VEHICLE OPERATION

1. **ROUTINE VEHICLE OPERATION** [CALEA LE 41.3.3]
   a. Under normal, non-emergency operating conditions and while responding to routine calls for service, operators of VSO vehicles shall strictly adhere to all traffic laws and shall drive defensively in a safe and courteous manner. Seat belts shall be worn at all times as required by Florida Statutes.
2. **EMERGENCY OPERATION** [CALEA LE 41.2.1 (d)]
   a. VSO personnel may engage in emergency vehicle operations in accordance with Florida Law when responding to an emergency or when in pursuit. (See general order *GO-041-02 Motor Vehicle Apprehension*).
   b. VSO vehicles engaged in emergency operation shall utilize emergency lights. The siren shall be used to warn vehicular and pedestrian traffic along the emergency route. Hazardous warning lights, spotlights, take-down lights, and public address systems may be used as additional safety measures during emergency operations. [CALEA LE 41.3.1]
   c. When engaged in emergency operations, the operator shall exercise extreme care.
   d. In accordance with Florida Law, emergency vehicle operators may:

(1) Exceed the maximum speed limit so long as life or property is not endangered. Speed shall be limited by road and weather conditions and the exercise of good judgment.

(2) Proceed past stop signal or sign, but only after slowing or stopping as necessary for safe operation. VSO vehicles shall not enter controlled intersections against the flow of traffic at an unsafe speed and shall be sure that cross-traffic flow has yielded in each lane before attempting to cross that lane.

(3) Disregard regulations governing direction of movement or turning in specified direction, so long as life or property is not endangered.

(4) Disregard regulations governing parking laws under normal circumstances, except that a VSO vehicle shall not block access to a fire hydrant at the scene of a fire, or in any way obstruct fire apparatus.

(5) Law enforcement vehicles may be operated without the display of lighted lamps required by Fla. Stat. § 316.217 under the following conditions:

- Operation without the display of lighted lamps is necessary to the performance of the Deputies duties;
- Operation of the vehicle is within VSO policy;
- Operation without the display of lighted lamps may be safely accomplished.

e. The provisions of this subsection shall not relieve the operator of the vehicle from the duty to drive with due regard for the safety of all persons, nor shall such provisions protect the vehicle operator from the consequences of their reckless disregard for the safety of others.

f. Operators shall immediately terminate emergency operation when ordered to do so by superior authority.

O. EMERGENCY EQUIPMENT [CALEA LE 41.2.1 (d), 41.3.1]

1. The following minimum emergency equipment is required for each vehicle used in routine or general patrol service whether marked or unmarked:

   a. Blue emergency lights mounted either inside or externally on the vehicle;

   b. Siren;

   c. Mobile radio transceiver;

   d. Public address speaker.

P. MARKED VEHICLES [CALEA LE 41.2.1 (d)]

1. VSO marked patrol vehicles are identifiable from every view and from a long distance, day or night. Markings include:

   a. A reflective star on the driver and passenger sides of the vehicle;

   b. The “911" emergency telephone number on the driver and passenger sides of the vehicle;

   c. The words “VOLUSIA” and “SHERIFF” on the driver’s side, passenger side, and rear of the vehicle.

2. Marked patrol vehicles shall be equipped with emergency lights. The lights may be mounted in the interior or on the exterior of the vehicle. [CALEA LE 41.3.1]

3. Marked patrol vehicles shall be equipped with an exterior spotlight. [CALEA LE 41.3.1]

Q. ADDITIONAL EQUIPMENT [CALEA LE 41.3.2]

1. Each patrol Deputy must be prepared to meet a variety of needs during a normal tour of duty and is required to have a sufficient supply of forms and associated papers and pamphlets, readily available during their duty shift. Additionally, the following minimum items of equipment will be carried in each patrol vehicle used for normal patrol:

   a. First-aid supplies;

   b. A fire extinguisher;

   c. Traffic flares, minimum of six (6);

d. A blanket;

e. A flashlight;

f. A reflective vest;

g. Fingerprint supplies (issued kit).

2. Deputies will have access to a camera through their supervisor or District office.

3. See general order *GO-083-01 Collection of Evidence* for additional listings of crime scene processing equipment which is required to be carried in vehicle used for normal patrol.

4. **REPLENISHMENT OF SUPPLIES**

a. Deputies shall ensure that supplies are replenished or recharged as needed by requesting them from their supervisor.

b. Supervisors shall ensure Deputies are maintaining appropriate amounts of supplies in their patrol vehicles during the monthly inspection. Supervisors shall draw the supplies as needed from the District office.

c. The District Lieutenant shall ensure an adequate stock of the supplies is maintained in the District office by drawing them from Inventory Control and approved suppliers.

R. SEAT BELTS [CALEA LE 41.3.3]

1. All employees shall utilize seat belts when occupying any county vehicle, in accordance with Fla. Stat. § 316.614.

2. All drivers of VSO vehicles will ensure that any passenger, employee or non-employee, is utilizing an installed seat belt, with the following exceptions:

a. Prisoners transported in the rear of caged patrol vehicles or prisoner transport vans need not utilize seat belts.

b. When there is a pre-existing injury or medical condition which may be aggravated by the use of seat belts, the Deputy shall provide documentation from a medical physician to their Division Chief.

c. Supervisors may grant exceptions for specific situations in which they deem efficiency of operations to outweigh the safety benefit.

S. TRANSPORTATION OF OTHER THAN VSO PERSONNEL OR AUTHORIZED OBSERVERS

1. Sheriff's Deputies are authorized to transport prisoners, victims, witnesses, and aided citizens while in the performance of official duties.

2. In each instance involving the transport of a prisoner, victim, witness or aided citizen of the opposite sex or juvenile in a VSO vehicle, the operator shall contact the Communications Dispatcher and advise:

a. Location and odometer mileage at the start of the transport;

b. Intended destination;

c. Odometer mileage and actual location at the end of the transport.

T. UNIFORMS AND EQUIPMENT

1. The VSO issues uniforms and equipment for each Deputy. Unless engaged in special operations, patrol Deputies will wear the issued uniform when reporting for duty, in accordance with general order *GO-022-06 Appearance Uniforms and Equipment*.

2. Deputies are paid a standard uniform allowance and are responsible for the proper fit, repair, and cleaning of the issued uniforms. If a uniform item becomes excessively worn or damaged, it will be turned in and a new item issued.

3. **NON-STANDARD ITEMS**

a. Only items issued by the VSO will be worn on the uniform. Non-standard badges, patches, pins, or other decorations are prohibited unless approved by the Sheriff or designee.

U. BODY ARMOR [CALEA LE 41.3.5, 41.3.6]

1. The VSO issues soft body armor to each sworn Deputy. Deputies assigned to uniformed field duties shall wear body armor while performing assigned functions. Exceptions may be granted by the individual Deputy's District Commander. However, body armor shall be available at all times.
2. Deputies may purchase and wear substitute body armor while on duty. Requests, with a description of the body armor brand, model, and ballistic characteristics, will be submitted in writing to the appropriate Division Chief. Substitute body armor shall meet industry standard Level II, or above.
3. Personnel are required to wear body armor while participating in preplanned high-risk operations such as:
    a. Service of search warrants;
    b. Surveillance/stakeout;
    c. Arrest warrant service;
    d. Drug raids;
    e. Other high-risk situations.

V. NEXT OF KIN NOTIFICATIONS [CALEA LE 41.2.4, 55.2.6]

1. Notification of next of kin involving death, serious injury or a critical illness shall be accomplished promptly in such a manner as to cause the least discomfort possible to the individual being notified.
2. Timeliness in notification is essential. It is imperative that the immediate family or next of kin be notified prior to learning of the situation from outside sources such as the news media. The name of the deceased must never be released to the media before immediate survivors are notified. If the media already has the name, the media should be requested to withhold this information, pending notification of next of kin.
3. Notification of next of kin involving death or serious illness relating to a traffic accident shall be made by the investigating agency.
4. Notification of next of kin involving death or serious illness relating to a criminal investigation shall be made only after approval of a field supervisor or detective in charge.
5. When practical, such notification shall be made in person by a VSO Chaplain and accompanied by the originating Deputy, or another Deputy as authorized by a supervisor. VSO Chaplains will not respond to locations where there is the potential for the Chaplain being harmed or injured, e.g., Volusia County Jail and Tomoka Correctional Institution.
6. Notifications where the next of kin is in the custody of Volusia County Corrections or Florida Department of Corrections will be turned over to the appropriate correctional agency.
7. **OUTSIDE AGENCY REQUESTS**
    a. All out of county agency requests for next of kin notification must be received at the Communication Section via teletype.
    b. The Telecommunicator Supervisor will contact the on-call Chaplain. The Telecommunicator Supervisor will provide all available information to the Chaplain who will re-contact the requesting agency if further clarification is needed. At the direction of the responding Chaplain, the Telecommunicator Supervisor will enter a CAD call so a Deputy can accompany the responding Chaplain.
    c. The Chaplain will have a teletype sent to the requesting agency when next-of-kin notification is completed. The teletype will provide the name of the Chaplain completing notification and the phone number of the VSO.
8. **NOTIFICATION WITHIN VOLUSIA COUNTY**
    a. If the request originated from an agency other than the VSO, the Telecommunicator Supervisor will notify the on-call Chaplain. At the direction of the responding Chaplain, the Telecommunicator Supervisor will enter a CAD call so a Deputy can accompany the responding Chaplain.

b. If the request originated from within the VSO, the Deputy requesting notification will contact the on-call Chaplain and brief them about the incident, providing all available information as to next of kin.

c. The Chaplain will assess the request and identify the resources needed to complete the task. The resources may include any services that the Chaplain Program has to offer, i.e., uniformed Deputy, childcare, medical, etc.

d. The Chaplain will contact the identified resource people and have them assemble at an agreed location. Whenever possible, the District Headquarters shall be used. Once everyone is assembled, the Chaplain will brief everyone on the course of action to be followed.

e. The Chaplain will meet with the assigned Deputy and other resources personnel and accompany them to the next-of-kin location.

f. A uniformed VSO Deputy will accompany all contacts made within Volusia County. Some circumstances may require the responding Patrol Deputy to leave their District to complete next-of-kin notification. Whenever possible, this shall be allowed. When the notification is completed and the Deputy is no longer needed, the Deputy will be released.

g. The notification will be completed by the Chaplain. The Chaplain will then make an inquiry of the next-of-kin reference to funeral services, and will assist, if needed. If a funeral home has been selected, the Chaplain will make contact and provide directions as to the location of the deceased. The Victim's Advocate will also contact either the Deputy at the scene or the Communications Section and provide them with the name of the responding funeral home.

h. Any investigative follow-up questions, such as medical background, personal history, etc., will be asked by the assisting Deputy who, if different from the initial responding Deputy, shall forward the information to the initial responding Deputy investigating the case.

i. At scenes where the victim is deceased and family members are present, the next of kin notification will be handled by the ranking Deputy in charge of the scene.

j. When the victim is incarcerated within the Volusia County Corrections or the Florida Department of Corrections facility and is the victim of an inmate-on-inmate homicide, the next of kin notification will be the responsibility of the assigned Homicide Detective. The VSO does not make Next of Kin notifications in other in-custody deaths.

k. Notification at the Residence:

   (1) Ask to be admitted to the house. Never make a death notification on the doorstep.

   (2) Gather everyone in the house and ask them to sit down. It is the responsibility of the Deputy, or Chaplain if available, making the notification to ensure the next of kin is accompanied at the time of notification.

   (3) Inform them slowly and clearly of the information you have regarding the cause of death; however, if the cause is unknown, the Deputy should not speculate, but may explain that the cause is presently unknown. If known, the Deputy may provide the date, time and location of the death and whereabouts of the body.

   (4) Notifications involving a death relative to a criminal investigation will be made only upon the arrival of the Deputy in charge of the investigation, or their Supervisor.

   (5) Any number of reactions from family members, including hysteria, shock, anger, fainting, or physical violence should be expected by the notifying Deputy. Consequently, a VSO Chaplain and additional Deputies may be utilized to convey or assist in the notification process.

l. Notification at Place of Business:

   (1) Meet with the next of kin’s supervisor or manager first before meeting with the next of kin.

   (2) Arrange to meet with the supervisor in a conference room or other area away from other employees and always away from the next of kin’s work area. Inform them slowly and clearly of the information you have regarding the cause of death; however, if the cause is unknown, the Deputy should not speculate, but may explain that the cause is presently unknown. If known, the Deputy may provide the date, time and location of the death and whereabouts of the body.

(3) Offer to summon another family member, friend, clergy, or other person. Offer to remain until the arrival of the person summoned.

m. If the next of kin desires the VSO to notify other family members, the notifying officer shall obtain their names and addresses.

n. Under no circumstances should the next of kin be abandoned if they are elderly, alone or severely distraught. It may be necessary to summon medical help.

9. **NOTIFICATION OUTSIDE VOLUSIA COUNTY**

a. The Deputy requesting notification shall have Communications contact the appropriate law enforcement agency for next-of-kin notification. Contact shall be made via teletype whenever possible. Follow-up or additional contact between the agencies may be made by telephone after the initial teletype contact. All releasable information regarding the incident will be forwarded to the responsible Police Agency, to include the responding Deputy's name and phone number.

b. The assigned Deputy should obtain the names of relatives to contact from immediate supervisors or from agency records.

c. The agency shall be requested to provide confirmation when the next-of-kin notification has been completed. This confirmation shall be noted in the report file.

d. Request that the next-of-kin contact the Deputy/Detective by phone as soon as possible. At this time any follow-up investigative questions can be resolved, and family wishes such as victim disposition can be made known.

e. A reasonable time period will be allowed for next-of-kin notification. If, for some reason, this cannot be completed, the Shift Sergeant will be advised, and the deceased will be removed by the rotation funeral home. The responsible Chaplain will be updated and will contact either the responding Deputy/Detective or VSO Communications Section, regardless of whether or not next-of-kin notification is made.

f. All attempts to contact the next of kin shall be noted in writing.

10. Each situation has unique circumstances. The Deputy will handle each case in the most effective and compassionate manner available at the time and in those particular circumstances.

W. SPECIAL NOTIFICATIONS [CALEA LE 41.2.4]

1. Special circumstances and events occur which require additional assistance from outside sources. The Central Communications Section will notify the outside source and log the date and time the notification was accomplished in the CAD computer system. These include:

a. **State or Federal Agencies** – Instances requiring assistance from State or Federal Agencies will usually involve major or very complex crimes in which those agencies would have an interest. In those instances, a VSO Detective will usually be on the scene. The responding Detective will make the determination as to whether notification need be made, or assistance requested from the above agencies. If no Detective is on the scene, the Shift Supervisor will make the determination.

b. **Medical Examiner** – The Medical Examiner will be notified of all homicides, suspicious deaths, or apparent suicides. Notification should be made as soon as possible in the event the Medical Examiner elects to respond to the scene. The responding Deputy, Shift Supervisor, or Detective may request notification to the Medical Examiner.

c. **County/State Road Crews** – In the event of hazardous road, bridge, or highway obstructions or other dangerous conditions requiring immediate correction, the responding Deputy will request the call-out of the appropriate emergency crews. The Deputy will take appropriate action to protect the public from harm, including road or bridge closure, re-direction of traffic, etc.

d. **Public Utilities/Rail** – Hazardous conditions created by or to power transmission equipment, telephone/cable lines, water, gas, or sewage systems; or FEC/CSX equipment, must be corrected to ensure public safety. The responding Deputy will request notification be made to the appropriate agency should the need arise. The Deputy will remain at the scene, if necessary, and take appropriate measures to re-direct traffic, or limit access to the hazardous area, as needed.

e. **News Media** – Should conditions arise which require widespread notification to the public, such as extended road closures, major accidents, or disaster, the Shift Supervisor shall notify the VSO's Public Information Officer, who shall then be responsible for contacting the appropriate media.

X. CRIMINAL WITNESS SUBPOENAS

1. PHYSICAL CRIMINAL WITNESS SUBPOENAS

a. It shall be the responsibility of each District Commander to ensure that a current District shift schedule, showing all sworn personnel and scheduled personal leave, is maintained at all times on the I Drive for review and access by the Court Liaison.

b. Each district shall create a “subpoena log” to increase accountability and to ensure that all sworn personnel are complying with required court appearances.

c. All subpoenas delivered to each district will be received and immediately be logged into the “subpoena log” by the District Lieutenant.

d. The Deputy whose name appears on the subpoena is to be served personally and promptly by the District Lieutenant or a designated supervisor. Under no circumstance shall service be accomplished by placing the subpoena in the Deputy’s mailbox.

e. The District Lieutenant or designated supervisor serving the subpoena shall log the date and time the subpoena was served and enter their name in the appropriate space.

f. If the District Lieutenant or designated supervisor is unable to serve the Deputy due to unscheduled or emergency leave, the District Lieutenant shall personally notify the party (attorney or otherwise) who caused the subpoena to be issued and inform them of the unavailability of the Deputy.

g. In all cases where the subpoena is for trial the State Attorney in charge of the case shall be immediately notified.

h. These required notifications or efforts to notify shall be noted in the “subpoena log.”

i. Failure to respond to a properly delivered subpoena may result in disciplinary action and subject the Deputy to court sanctions that can include a monetary fine or suppression of the evidence and testimony.

2. ELECTRONIC CRIMINAL WITNESS SUBPOENAS

a. Subpoenas for VSO sworn personnel are emailed by the State Attorney’s Office to a dedicated email address (subpoenas@volusiasheriff.gov)

(1) The VSO Court Liaison has access to the mailbox. The Court Liaison’s supervisor, and three (3) Civil Section clerks have access for backup purposes.

b. The Court Liaison, or their backups in their absence, shall check the subpoenas@volusiasheriff.gov mailbox at a minimum once per workday and forward received subpoenas to the employee’s VSO email address.

(1) Subpoenas received by email during business hours shall be forwarded to the recipient’s mailbox the same day received. Subpoenas received during non-business hours shall be forwarded to the recipient’s mailbox on the next business day.

(2) Each email will be marked as a high priority and will have a mandatory read receipt.

(3) Each email will contain the Subject Line SAO SUBPOENA.

c. Each employee shall double click on their email to open it in order to activate the read receipt. They shall also click “Yes” to send the read receipt.

d. Emails not opened within a five (5) day period will be forwarded to the recipient’s supervisor.

e. Within forty-eight (48) hours of receipt, the Court Liaison will prepare a Return of Service in the CivilServe software, electronically sign it, and forward a copy of the return to the SAO via email at eservicevolusia@sao7.org with the subject line of SUBPOENA RETURN+ the entire court case number.

f. Failing to respond to a subpoena email or missing a court date shall result in disciplinary action.

III. FORMS (Click here to access forms)

- Prisoner Property Inventory form, VSO Form # 071014.003

OUT OF COUNTY ARRESTS

When a probable cause arrest is made outside of Volusia County resulting from fresh pursuit or from transfer of probable cause knowledge from a VSO Deputy to an officer in the county where the arrest is effected:

1. Transport or have the prisoner transported to the county jail in which the arrest occurred.

2. Complete the booking paperwork required by that county's jail and turn the prisoner over to them.

3. Obtain a digital or printed copy of the booking paperwork. (Preferably digital)

4. Turn the prisoner over to the jail's personnel in the county where the arrest occurred.

5. Complete an ERMS Master Non-Arrest Affidavit (Pass-On Affidavit). **The narrative for the ERMS affidavit must match the out-of-county affidavit verbatim.**

6. Have a supervisor approve the completed ERMS Master Non-Arrest Affidavit.

7. Email the out-of-county affidavit to the Out of County Arrests email distribution list (OCA@volusiasheriff.gov). Include the VSO case number and the defendant's name in the email's subject line.

8. Completion of the ERMS Master Non-Arrest Affidavit and emailing of the out-of-county affidavit should be completed by the end of the shift on which the arrest took place. **It must be completed within twenty-four (24) hours or the next business day if the arrest occurred on a weekend or holiday.**

9. For felony arrests that include criminal traffic charges, DO NOT FILE THE CRIMINAL CITATIONS with the Clerk's Office, email it with the out-of-county affidavit.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-041-04**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **PATROL ZONE BOUNDARIES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to define the boundaries of the various zones within Volusia County and designate district responsibility for providing services and equalizing the workload within those zones.

II. DISCUSSION

The jurisdiction of the Volusia Sheriff's Office (VSO) is sub-divided into four districts (2, 3, 4, and 6). The districts are further sub-divided into patrol zones, which are the smallest division of geographical areas of responsibility. Patrol Deputies are assigned to specific zones to provide preventive patrol and respond to calls for service.

III. POLICY AND PROCEDURE

A. THE ZONES COMPRISING EACH DISTRICT ARE AS FOLLOWS:

1. **DISTRICT 2** is the Northwest district. It runs from the north county line southward along the St. Johns River to the west. The eastern boundary is approximately the north-south centerline of the county. The southern boundary runs along SR 472 in the southeast and then continues to the St. John's River from the intersection of SR 472 and N. Volusia Ave. in the southwest. The cities of DeLand, Lake Helen, and Pierson are in this district, as well as the communities of Seville and Cassadaga.

   a. The District 2 patrol zones are:

   - Zone 14 (Town of Pierson)
   - Zone 21
   - Zone 22
   - Zone 23
   - Zone 24
   - Zone 25
   - Zone 26

2. **DISTRICT 3** is the Eastside district. The district runs from the north county line to the south county line to Interstate 4 (I-4), on the mainland, and to Main St. in Daytona Beach on the peninsula. The eastern border is the Atlantic Ocean. The western border is approximately the north-south centerline of the county. The cities of Ormond Beach, Holly Hill, Daytona Beach, New Smyrna Beach, Edgewater, Port Orange, South Daytona, Daytona Beach Shores, Oak Hill, as well as the community of Ormond by the sea, are located in this district. District 3 has North and South Office locations.

   a. The District 3 North Office patrol zones are:

- Zone 31
- Zone 32
- Zone 33
- Zone 34
- Zone 35

b. The District 3 South Office patrol zones are:

- Zone 51
- Zone 52
- Zone 53
- Zone 54
- Zone 55 (City of Oak Hill)
- Zone 57

3. **DISTRICT 4** is the Southwest district. It runs from the south county line to the northern city limits of Deltona. The city of Deltona is located within the district. The western border is shared with the northeastern city limits of DeBary and eastern city limits of Orange City. The eastern border encompasses the community of Osteen and runs north along CR 415 until meeting the District 3 South border south of Lake Ashby.

   a. The District 4 patrol zones are:

   - Zone 41
   - Zone 42 (City of Deltona)
   - Zone 43 (City of Deltona)
   - Zone 44 (City of Deltona)
   - Zone 45 (City of Deltona)
   - Zone 46 (City of Deltona)
   - Zone 47 (City of Deltona)
   - Zone 48 (City of Deltona)
   - Zone 49 (City of Deltona)

4. **DISTRICT 6** is the Southwest District. It runs from the St. John's River in the south to SR 472 in the northeast. The northwest border continues from the intersection of SR 472 and N Volusia Ave. until it reaches St. John's River towards the northwest. The cities of DeBary and Orange City are located within the district. The western border is the St. John's River, and the eastern border comprises the southwestern city limits of Deltona and western city limits of Orange City.

   a. The District 6 patrol zones are:

   - Zone 61; (City of DeBary)
   - Zone 62; (City of DeBary)
   - Zone 63; (City of DeBary)
   - Zone 64
   - Zone 65

5. Each District is under the command of a District Commander, who shall be responsible for providing services to the citizens within the District, including respective contract cities. Patrol Deputies shall be assigned responsibility for a particular zone or zones.

B. DISTRICT MAPS

1. Maps of each District and the zones located within that District are maintained digitally and available via ***ForceWatch***, which combines AVL and CAD with Google maps and allows for visual tracking of all units from the MDC.

2. Digital mapping and crime data information are provided through weekly/bi-weekly CompStat meetings and are available on the VSO Website.

IV. REFERENCES

- Patrol Zone Boundaries

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-041-05**	**Distribution** All Personnel	**Reissue/Effective Date** 04/06/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/13/2022
Title **VEHICLE ASSIGNMENT AND REPLACEMENT PROGRAM**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish general guidelines for the assignment of Volusia Sheriff's Office (VSO) vehicles.

II. DISCUSSION

The VSO operates a fleet consisting of marked patrol, unmarked/investigative, administrative, and a wide variety of utility and special purpose vehicles.

Due to the wide variety of applications vehicles are subject to, vehicle assignment is based on the vehicle's designed utilization benefits to the agency as a whole and is not based on position or rank.

Use and application also applies to vehicle replacement, which is based on the criteria set forth herein.

III. POLICY

It shall be the policy of the VSO to optimize the agency's vehicle assignment and replacement program to ensure operational safety, fiscal prudence, and service to the community.

Subsequently, the VSO will diligently monitor and document preventative maintenance and individual vehicle servicing in order to identify in a timely manner any safety or excessive maintenance/repair issues associated with a particular vehicle within the fleet.

Furthermore, the VSO recognizes the increased fiscal responsibilities, performance issues, and risk exposure that may arise from an aging fleet.

To this end, the VSO will seek to balance cost, safety, and service to ensure continued operational reliability, full emergency response capabilities, and overall benefit to the community it serves.

IV. PROCEDURE

A. GENERAL

1. The Fleet Manager will oversee the agency's vehicle assignment and replacement program to include:
    a. Coordinating with respective components to ensure each vehicle is fully equipped and ready for initial assignment/reassignment based on designated vehicle task;
    b. Documenting and maintaining all required paperwork and forms required for assignment/reassignment;
    c. Monitoring the overall preventative maintenance schedule(s) to ensure adherence to established policy;

d. Facilitating any needed maintenance/repairs;

e. Assessing vehicles for potential replacement or reassignment recommendations as they approach established mileage-level guidelines;

f. Assisting in the replacement and reassignment of identified vehicles to meet the needs of the agency.

2. Vehicles are reviewed for possible replacement or reassignment as they reach pre-determined mileage levels in accordance with their task assignment (refer to the chart found below).

3. These reviews are facilitated by the Fleet Manager who will assess and document overall performance, safety, and cost/benefit to the agency prior to recommending replacement or reassignment of a vehicle.

4. Based on the vehicle's performance measures during the Fleet Manager's review, the vehicle may be selected for replacement, reassignment, or may remain assigned in its current service pending a future performance review.

5. A variety of performance measures are utilized in determining the replacement or reassignment needs of a fleet vehicle. These measures include, but are not limited to:

   a. Average mileage over time (based on the average usage across the fleet for that category of vehicle);

   b. Average life expectancy in months of service;

   c. Category of vehicle assignment/type of use;

   d. Task assignment of the vehicle (Primary response vehicles, administrative or investigative duties, off-road, agriculture/ranch/marine, towing specialized vehicles/equipment, etc.);

   e. Maintenance schedules;

   f. Previous history of accident/damage;

   g. Excessive maintenance/repair issues (refer to section IV.A.7.);

   h. Maintenance costs.

6. County variances in geography and demographics, assignment of the driver, or specialty of the vehicle all dictate the accumulation of mileage, some more rapidly than others of the same year model. These variables also affect the frequency of maintenance/repair issues and associated costs.

7. The Fleet Manager will be watchful for any indication of driver-initiated causes that may lead to excessive maintenance/repair issues (e.g. excessive tire or brake wear/replacement) beyond those normally associated with expected use. In such cases, the Fleet Manager will notify the respective supervisor for follow-up or corrective action.

8. Unless a specific vehicle within a category is identified for review based on maintenance/repairs, the following established milestones will be used as a guide to initiate a performance review prior to replacement or reassignment:

VEHICLE TYPE	REPLACEMENT REVIEW MILEAGE	LIFE IN MONTHS
PURSUIT VEHICLES	120,000	60 MONTHS
PURSUIT SUVs (4X2)	125,000	60 MONTHS
K-9 VEHICLES OR K-9 SUVs	120,000-125,000	60 MONTHS
ADMINISTRATIVE and INVESTIGATIVE UNITS: (NON-PURSUIT)	140,000	72 MONTHS
SUVs (4X4)	150,000	60 MONTHS
TRUCKS (4X4 OR 4X2)	175,000	72 MONTHS
VANS	175,000	84 MONTHS

9. It is recognized that some equipment will no longer be required to perform the function for which it was originally acquired. This scenario can result in vehicle replacement or sale outside of the anticipated schedule.

10. Once a vehicle is identified and recommended for replacement/reassignment, the Fleet Manager shall notify the Administrative Services Division Chief for any scheduled action.

11. The following categories of assignment will be utilized when acquiring new vehicles and when making recommendations for reassignment of existing fleet vehicles:

B. CATEGORY I

1. **NEW POLICE PACKAGE VEHICLES**

   a. New police package vehicles are assigned to the following, whenever possible:

      - Law Enforcement Operations Division (LEOD);
      - Court Services Section (CSS) - Extraditions and Civil (Enforceable).

C. CATEGORY II

1. Vehicles meeting designated milestones may be moved to a Category II vehicle upon review/assessment and will be assigned as follows:

   - Retained in LEOD for continued use as a marked Patrol/Pursuit unit if the vehicle reaches 60 months with less than the average replacement mileage and the vehicle has had no noted significant performance issues upon review, as determined by the Fleet Manager;
   - Administrative;
   - LEOD Investigative Units;
   - Court Services Section. (marked; supplement to new vehicles for Civil Services).

D. CATEGORY III

1. Category III vehicles are pursuit package vehicles with 160,000-175,000 miles or that have had major body repair resulting from a crash.

2. Personnel holding administrative positions shall be issued Category III vehicles.

E. CATEGORY IV

1. Category IV vehicles are pursuit package vehicles that exceed the average replacement criteria for the specified class of vehicle.

2. The following areas shall utilize these vehicles:

   - Pool cars (other than LEOD);
   - Vehicles assigned to personnel as transportation.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-041-06**	**Distribution** All Personnel	**Reissue/Effective Date** 09/19/2024
		Original Issue Date 01/05/2021	**Previous Revision Date** 11/01/2021
Title **INDIVIDUAL VEHICLE ASSIGNMENT PROGRAM**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the use of individually assigned vehicles.

II. DISCUSSION

Volusia County has experienced a rapid growth rate and is changing from a rural to an urban-style community. Calls for law enforcement services continue to increase in response not only to population growth and demographics but to new legislation, homeland security issues, and a host of new emerging types of crime generated partly from advancing technologies (e.g., the Internet). The Individual Vehicle Assignment Program is designed and implemented to provide additional police services without a commensurate increase in Volusia Sheriff's Office (VSO) workforce.

The program is designed to accomplish the following goals:

- Improve response time for off-duty personnel when mobilized for an emergency;
- Improve and enhance operational readiness during critical incidents and disasters (natural and manmade);
- Increase the availability and immediate activation of emergency resources to assist in evacuations, traffic direction, and emergency response;
- Promote the security and well-being of the citizens of Volusia County by increasing the number and visibility level of patrol vehicles on the streets and highways;
- Promote police community relations by increasing the number of personal contacts and services performed by the VSO;
- Reduce the opportunity for criminal activity by creating an awareness of more patrol vehicles in the community;
- Improve response time to priority calls while increasing the probability of criminal apprehension;
- Improve the level of vehicle performance and appearance by applying preventive maintenance practices;
- Reduce vehicle per-mile maintenance costs;
- Reduce annual mileage per vehicle while increasing vehicle life expectancy;
- Provide personal incentives and improve the morale of all members through participation in the program.

III. POLICY

It shall be the policy of the VSO to maintain an Individual Vehicle Assignment Program to better serve the citizens of Volusia County by providing additional police services without a commensurate increase in the VSO workforce.

IV. PROCEDURE

A. PARTICIPATION

1. Participation in the Individual Vehicle Assignment Program is a privilege extended to personnel and is contingent on work assignment, availability, seniority, efficiency, job performance, and general merit. Abuse of this privilege may lead to temporary or permanent revocation of participation.
2. Personnel must live within Volusia County in order to take their assigned vehicle home. Personnel who live outside the county but are within thirty (30) air miles of the county line may submit a completed *Request to Take Assigned Vehicle Out of County For the Purpose of Commuting To and From Work* form to the Sheriff or designee through BlueTeam requesting to take the vehicle out of Volusia County for the purpose of commuting to and from work. To be considered by the Sheriff or designee, this request must include the number of air miles from the residence to the nearest county boundary. If a member lives outside the thirty (30) mile limit, the request will be denied unless expressly waived in writing by the Sheriff or designee for specific assignment related purposes.
3. Members will be notified through BlueTeam of the approved or denied request.
4. Personnel who relocate to another address outside of Volusia County will be required to submit a new written request documenting the new air miles and respective street address in accordance with general order *GO-026-02 Standards of Conduct*. Only one approved request per residential location is required and shall be maintained in the member's personnel file.
5. Personnel living outside the thirty (30) air mile limit will leave their assigned vehicle at the nearest fire station, police department, or other authorized secured parking lot within Volusia County.
6. Reserve Deputies will not participate in the Individual Vehicle Assignment Program unless authorized in writing by the Sheriff or designee.
7. Employees who have had their driving privileges suspendedor revoked or who are under disciplinary suspension will not participate in the Individual Vehicle Assignment Program.
8. Leased vehicles are to be considered VSO vehicles. Deputies/Members assigned leased vehicles will adhere to all sections of this general order and general order *GO-041-07 Fuel Consumption*.
9. VSO vehicles are assigned to authorized members for use both on-duty and off-duty. Probationary employees (excludes promotional probation) are restricted to commuting to/from assigned work area and are not authorized to participate in off-duty use of assigned vehicles until completion of probation.
10. Off-duty use will be in accordance with this general order.
11. VSO vehicles may be operated by the employee they are assigned to or by another employee with authorization from their Lieutenant or Watch Commander.
12. All VSO members participating in the Individual Vehicle Assignment Program involved in motor vehicle crashes, personal injury incidents, or damage to property involving a VSO vehicle will have the matter referred to the VSO Accident Review Committee.
13. The employee has the right to voluntarily present their explanation of the crash to their Divisional staff before the case's presentation to the VSO Accident Review Committee.
14. The employee wishing to present their explanation at their Division's staff meeting shall request to do so through their chain of command. It is the employee's responsibility to ascertain when and where to appear.

B. SECURING FIREARMS

1. All sworn personnel shall ensure that firearms are secured within the vehicle's locking rack system when leaving the vehicle unattended during use in accordance with general order *GO-001-02 Firearms*.
2. At the end of the shift, all firearms will be removed from the vehicle and secured in accordance with general order *GO-001-02 Firearms*.

C. OFF-DUTY USE OF THE ASSIGNED VEHICLE

1. When utilizing an assigned vehicle off-duty, the following procedures will apply:

    a. The employee operating the VSO vehicle is responsible for all occupant's actions, conduct, appearance, and safety.

    b. Before being transported, passengers are required to agree to follow the instructions of the Deputy during emergency situations.

    c. Non-sworn passengers shall be advised that when the Deputy responds to an emergency call for service, they will be discharged at the nearest, safe, convenient location and may have to arrange other transportation.

    d. All occupants of the vehicle will be properly attired. Proper attire will consist of clothing of neat appearance (shirt/blouse, pants/neat shorts/skirt, and proper footwear). Employees shall use common sense and discretion when addressing the rules of this section due to constant public awareness. Unacceptable attire will consist of the following:

        - Tank tops or undershirts;
        - Cut-off shorts, short-style gym shorts, swimsuits, etc.;
        - Clothing that is soiled, stained, or has rips, tears, or holes;
        - Sandals or shower-type shoes;
        - Suggestive clothing with profane or obscene logos displayed.

2. Patrol Zone Units will log on and off duty for their scheduled shifts by using their MDC unless the MDC is not functioning, at which time the unit will call out via the radio. Units with MDCs will log 10-75 both in and out of service via the MDC without using the radio.

3. Units without MDCs will no longer log 10-75 (Off Duty in a County Vehicle) for both in and out of service via the radio.

4. While using the assigned vehicle off-duty, Deputies shall monitor the appropriate patrol talk group for their geographic location on their radio transceiver.

5. If a Deputy is within a reasonable response time to a dispatched emergency in-progress call, they will advise Central Communications of their location, estimated response time and shall respond as a backup unit or first Deputy on the scene if the situation warrants. Before responding to the call, any passengers who are not sworn officers will be discharged at the nearest safe and convenient location.

6. Upon arrival at a call for service or while taking a police action, off-duty Deputies shall assume full responsibility for the situation until relieved by on-duty personnel. Whenever possible, on-duty personnel shall relieve 10-75 units as soon as possible.

7. Drivers of VSO vehicles will obey all traffic laws, including all public and private parking signs.

8. Deputies/Members will operate VSO vehicles with reasonable prudence maintaining them at the highest operating efficiency to ensure operational readiness and economical fuel usage.

9. Car-pooling will be utilized to reduce the number of vehicles attending functions outside the County.

10. VSO vehicles will be locked when unattended. Any switches that remotely open the vehicle or compartments will be locked, if possible. Firearms in a VSO vehicle that are left unattended shall be secured.

11. "10-75" employees may use their vehicles to and from their part-time employment but may not utilize the vehicle as part of that employment.

D. PROHIBITED USES

1. VSO vehicles shall not be operated outside of Volusia County without the permission of the Division Chief. Permission may be granted for education, training, and other law enforcement related functions.

2. Assigned vehicles will not be driven after an employee has taken prescription or non-prescription substances that affect driving ability.

3. Assigned vehicles will not be driven after an employee has consumed alcoholic beverages.

4. Personally owned pets will not be transported in vehicles owned or leased by VSO.

5. “10-75” employees are prohibited from:

    a. Attending bars, lounges, and package stores.

    b. Recreational visits to the beach.

    c. Patronizing drive-in theaters.

    d. Engaging in traffic enforcement activities while off-duty. Traffic violations of a routine nature will not be the subject of enforcement action by off-duty personnel. Only those violations, which impose an immediate threat to the public’s safety, in which an on-duty Deputy cannot be summoned, shall be authorized for off-duty stopping/enforcement.

    e. Utilizing vehicles for transporting excessive or heavy loads or having objects protruding from the trunk or windows unless authorized by a supervisor for a work-related purpose.

    f. Utilizing their vehicles in such a way as to cause public criticism.

E. VEHICLE MAINTENANCE

1. Employees will be responsible for their assigned vehicle’s general maintenance, cleanliness, and condition.

2. Deputies are required to change flat tires on or off-duty unless otherwise provided by tow contract. Tires will then be delivered to a Vehicle Maintenance facility for repair or replacement.

3. Routine preventative maintenance work must be performed at the County service facilities, including those sites identified for oil and lube only, and done during the employee’s time off if the facilities are open during time off hours.

4. Deputies will not leave weapons in their assigned vehicles when the vehicle is being repaired or serviced unless the Deputy is with the vehicle while the work is being performed.

5. Deputies will use the following procedures when dropping off vehicles after hours for maintenance at the County Equipment Maintenance facility at 1270 Indian Lake Road, Daytona Beach.

    a. All vehicles placed in the cage compound must be locked, and the keys placed in the “in” drop box. Keys must be identified.

    b. Maintenance request forms will be filled out and placed on the dashboard of the vehicle requesting repairs.

    c. All weapons must be removed from the vehicle.

    d. The gate to the compound must be locked upon leaving.

    e. Any vehicle that remains inside or outside the confines of Equipment Maintenance overnight will have the keys removed, and the vehicle will be locked.

    f. Deputies picking up vehicles after hours from the cage compound will retrieve the vehicle’s keys from the “out” key box. The key box must be re-locked and the gate re-locked after removing the vehicle from the compound.

6. Members will not perform the following:

    a. Make any mechanical adjustments or alterations unless authorized.

    b. Install either inside or outside the vehicle any personally or VSO owned equipment unless the Division Chief has granted written approval before installation. A complete list of personally owned equipment installed in the vehicle shall be forwarded to and filed with the VSO’s Fleet Manager.

    c. Make or have any repairs to the vehicle other than at a VSO authorized maintenance facility without authorization.

    d. Use liquid additives in the vehicle other than those authorized by vehicle maintenance.

    e. Install or use any trailer or vehicle towing equipment.

7. **INSPECTIONS**

    a. Supervisors will inspect and document vehicles assigned to subordinate members under their command at least monthly. Vehicles will be inspected to determine the following:

(1) Internal and external cleanliness;

(2) Adherence to preventive maintenance practices (servicing of vehicle);

(3) The condition and availability of all equipment;

(4) Current driver's license.

b. Recurring deficiencies shall be documented, and the appropriate actions taken.

8. Willful negligence on the part of the employee in the care or operation of vehicles or the failure to comply with general orders governing the use of vehicles will be cause for revoking the Vehicle Assignment privileges for a period, as determined by the Sheriff.

9. Two chargeable accidents within one year, either on or off-duty, while driving a VSO vehicle may result in vehicle assignment privileges being revoked for a period, as determined by the Sheriff.

V. FORMS (Click here to access forms)

- Request To Take Assigned Vehicle Out Of County For The Purpose Of Commuting To And From Work, VSO Form # 051421.001

	VOLUSIA SHERIFF'S OFFICE GENERAL ORDER GO-041-07	Distribution All Personnel	Reissue/Effective Date 01/05/2021
		Original Issue Date 01/05/2021	Previous Revision Date None
Title FUEL CONSUMPTION			
Section		AUTHORITY OF MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the consumption and conservation of fuel by the Volusia Sheriff's Office (VSO).

II. DISCUSSION

Under normal circumstances, the consumption and conservation of fuels are carefully monitored to ensure a responsible balance is maintained between necessary operational flexibility and economic/fiscal responsibility; however, certain times or conditions may cause different levels of concern as to the availability of fuel.

III. POLICY

It shall be the policy of the VSO that during periods of potential fuel shortages, regardless of the reason, consumption and conservation of fuel shall be more aggressively regulated. This general order applies to all agency personnel.

IV. PROCEDURE

A. GENERAL

1. The following levels and restrictions shall be followed as they are implemented.

B. LEVEL ONE

1. Level One constitutes the lowest conservation level. When implemented, employees are asked to voluntarily begin enhanced conservation of fuel. At this level and all other levels, fuel tanks shall never be allowed to go below ½ tank before refueling.
2. Off-duty use of vehicle should be kept at a minimum.
3. This level is strictly voluntary and requires minimal supervision.

C. LEVEL TWO

1. Level Two constitutes the second highest conservation level. When implemented, employees are asked to conserve fuel whenever possible while performing assigned duties.
2. Fuel tanks will be kept at least half full in all but extreme circumstances.
3. Off-duty use of vehicles shall be suspended. Vehicles may be driven to and from work or for approved work related functions only.
4. This level requires supervision and direction from Sergeants as to how fuel consumption will be curtailed and is subject to disciplinary action.

D. LEVEL THREE

1. Conservation level three requires mandatory measures to conserve and restrict fuel. All unnecessary driving will be curtailed.
2. Suggested reductions include, but are not limited to:
    - Routine patrol reduced to an absolute minimum;
    - Only one attempt should be made to serve non-enforceable civil papers;
    - Commercial carriers should be utilized, when possible and appropriate, to pick up instate and out of state prisoners;
    - All other methods personnel can implement to conserve fuel should be utilized.
3. Fuel tanks will be kept at least half full in all but extreme circumstances.
4. Off-duty use of vehicles shall be suspended. Vehicles shall be driven to and from work or for work related functions only.
5. This level requires strict supervision from Sergeants. Mandated restrictions will be issued. This level is subject to disciplinary action.

E. LEVEL FOUR

1. Level four is the most restrictive. It shall be implemented only in extreme circumstances.
2. This level will require all vehicles to be parked at designated locations with engines off.
    a. These locations will be assigned by the responsible Division Chief or designee.
    b. Assignments will be made so that responses to requests for service can be handled in an expeditious manner.
    c. Deputies will return to these locations after responding to a call for service.
3. This level requires strict supervision by the Lieutenants and Sergeants.
4. Mandated restrictions will be issued. This level is subject to disciplinary action.

F. ACTIVATION

1. This general order will be activated by the Sheriff in memo form. The memo will provide:
    - The level of implementation.
    - Specific restrictions.
    - How long the general order implementation will be in effect.
2. Violation of restrictions of this general order are subject to a suspension of 3 to 5 days or suspension of off-duty vehicle privileges.

G. COUNTY FUEL SITES

1. All County fuel sites will remain active for as long as possible. The sites listed below have the largest storage capacity and will be designated as the primary fuel sites when and if the other sites close;
    - **West Side** – Northwest barn located West of DeLand on State Road 44;
    - **East Side** – Walker Street Barn, located on Walker Street, between Nova road and US-1 in Holly Hill.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-041-08**	**Distribution** All Personnel	**Reissue/Effective Date** 10/24/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **SPECIAL SERVICES SECTION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The intent of this general order shall be to establish the criteria for use of the Special Services Section's specialized equipment, including aircraft, vessels, and vehicles, and outline the qualifications for those who operate this type of equipment.

II. POLICY

It is the policy of the VSO to maintain a Special Services Section dedicated to providing specialized tactical and operational support to law enforcement activities. The Special Services Section employs aircraft, vessels, and specialized vehicles to conduct high-risk operations, surveillance, search and rescue, and disaster response, thereby enhancing the overall capability and safety of the agency and the community it serves.

The Special Services Section is authorized to deploy its assets and personnel under the direct command and control of the designated Special Services Section Commander, who reports to the Law Enforcement Operations Division Chief.

Operations will primarily be conducted within the VSO jurisdiction but may extend to other areas via mutual aid agreements or as authorized by the appropriate Supervisor.

III. PROCEDURE

A. STAFFING

1. All Volusia Sheriff's Office (VSO) rotary winged aircraft shall be staffed with a pilot and Paramedic or Tactical Flight Observer for all air patrol operations. They shall function in the capacity of a team with each sharing responsibility for operational activities and aircraft readiness.
2. Situations involving aerial fire suppression shall be supported by at least one trained sectional ground person who shall maintain direct radio contact with the pilot of the aircraft. The pilot shall be the sole occupant during fire suppression operations.
3. VSO vessels shall be operated by a Deputy's trained in marine operations and familiar with the specialized operating characteristics of the vessel used.

B. EQUIPMENT

1. **AIRCRAFT**
   a. Each aircraft shall be equipped as mandated by the Federal Aviation Administration (FAA). In addition, rotary winged aircraft used for night operations shall be equipped with a high power search light or forward looking infrared system to facilitate aerial searches.
   b. Each aircraft shall have the necessary radio equipment on-board to communicate with Central Communications and conduct the individual specialized mission.

c. Each aircraft shall have supplemental and specialized equipment on-board as may be required by the mission assignment.

d. The Maintenance Director of the Aviation Unit is responsible for the periodic and scheduled maintenance of the aircraft.

2. **VESSELS**

a. Each vessel shall have the necessary radio equipment on-board to communicate with Central Communications and conduct the individual specialized mission.

b. Each vessel shall be equipped in accordance with United States Coast Guard (USCG) regulations.

c. The Marine Maintenance Mechanic is responsible for the periodic and scheduled maintenance of the Section's vessels.

3. **NON-CONVENTIONAL FOUR-WHEEL DRIVE VEHICLES**

a. The non-conventional four-wheel drive vehicles rely on the operator's issued portable radio to communicate with Central Dispatch. In addition, these vehicles shall be equipped as dictated by the mission assignment.

C. OPERATIONS

1. The Special Services Section shall respond to requests for service to include law enforcement, medical, fire, and governmental support. These requests may be handled directly by the affected personnel in an emergency situation or channeled through the Special Services Section where time allows.

2. **AIR OPERATIONS**

a. The pilot in command shall have the sole discretion for undertaking or rejecting a mission based upon such factors as expertise, equipment capability, or risk. The pilot in command shall also have sole authority to curtail a mission upon considering changing factors which may limit the success or safety of the mission.

b. Aircraft may be used for air ambulance transport in accordance with accepted Volusia County Emergency Medical Services protocols. Each transport will be made with a Paramedic/Tactical Flight Observer attending the patient and the receiving hospital will be mutually agreed upon by the transporting Paramedic/Tactical Flight Observer, the attending physician, and/or according to Volusia County EMS Protocol.

c. The pilot in command shall on each flight insure the fitness of the aircraft for flight and be responsible for all decisions concerning flight safety.

d. Paramedics/Tactical Flight Observers shall insure that each piece of medical equipment necessary for medical transport is on-board and serviceable.

e. All training and maintenance flights shall be conducted with the authorization of the Section Commander or designee.

f. Only those personnel who are directly supporting the mission of the flight are to be transported as passengers. A list of passengers to be transported will be available prior to authorization of a personnel transport flight.

3. **WATER OPERATIONS**

a. The vessel captain shall have the sole discretion for undertaking or rejecting a mission based upon such factors as expertise, equipment capability, or risk. The vessel captain shall also have sole authority to curtail a mission upon considering changing factors which may limit the success or safety of the mission.

b. Each Marine Deputy shall be responsible for insuring that their vessel is fit for duty and carries the necessary equipment for the mission and compliance with United States Coast Guard (USCG) regulations.

4. **AGRICULTURAL AND LIVESTOCK**

a. The Agricultural Crimes Unit patrols the agricultural areas of the County and investigates crime involving agricultural products and livestock. The Agricultural Crimes Deputy may be

contacted either directly through Central Communications or through the section. The Agricultural Crimes Unit shall be available for all calls for service involving livestock that are loose, neglected, abandoned, or abused.

b. In instances of animal neglect or cruelty in which the animals are to be seized, the Agricultural Crimes Deputy shall consult with a veterinarian as soon as practical concerning the condition of the animals. The Section Commander or designee will be notified prior to any seizure.

D. ADDITIONAL DUTIES AND RESPONSIBILITIES

1. Personnel assigned to the Special Services Section shall be responsible for the following:

- Care and cleanliness of the hangar and office areas.
- Cleanliness of aircraft, vessels, and vehicles.
- Assurance that each aircraft, vessel, or vehicle is left fueled and mission ready after each use.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-041-09**	**Distribution** All Personnel	**Reissue/Effective Date** 03/05/2026
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Title **K-9 UNITS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish policy and procedures governing the use and training of Volusia Sheriff's Office (VSO) Canine (K-9) Units.

II. POLICY [CALEA LE 41.1.5 (a)]

It is the policy of VSO to maintain fully operational K-9 Units. It shall further be the policy of VSO to deploy K-9 Units only after careful consideration and in using great caution.

III. PROCEDURE

A. GENERAL [CALEA LE 41.1.5 (a)]

1. VSO maintains K-9 Units in support of patrol operations and any other specialized units determined by the Sheriff or designee. K-9 Units are also available to assist other agencies upon request.
2. The Special Services Section Commander or designee is responsible for the administration and training of the K-9 program. The operational deployment of K-9s shall be at the discretion of the Law Enforcement Operations Division Chief.
3. K-9 Units are employed in the process of tracking, searching structures and areas, searching for property, evidence, narcotics, explosives, electronic storage devices, firearms, suspect apprehension, and Deputy safety.

B. ADMINISTRATION [CALEA LE 41.1.5 (a)]

1. The Law Enforcement Operations Division K-9 Unit is assigned to the Special Services Section and is under the supervision of the K-9 Unit Sergeant.
2. The Special Services Section K-9 Unit supervisor shall be responsible for coordinating the training and performance of the Deputies assigned to K-9.
3. The Special Services K-9 Unit Supervisor shall be responsible for maintaining performance and activity records of the K-9 Teams and any other records required by the Division Chief.
4. All K-9 Teams will be issued and shall wear the authorized K-9 uniform while performing K-9 duties, unless directed otherwise by the Chief Deputy or designee.
5. **EOD K-9 TEAMS**
   a. EOD K-9 handlers will notify their chain of command and the Bomb Squad Commander or his designee of all instances their K-9 partner is not available for duty (i.e. personal/medical leave taken by handler, medical conditions incurred by the canine, absences for required classes, etc.) This notification will be made in a timely manner.

b. All EOD K-9 requests (either call outs or other agency requests) will first be vetted by the Bomb Squad Commander, or his designee. This is to ensure that proper resources and safety procedures are adhered to. This does not take into account normal day-to-day operations. All EOD K-9 handlers will utilize ATF's Bomb Arson Tracking System (BATS) to track all of their K-9 deployments and training. This system is supervised by the Bomb Squad Commander, and all requests to access the system will be vetted through the Bomb Squad Commander.

C. K-9 USE OF FORCE DEPLOYMENT [CALEA LE 41.1.5 (a)]

1. The use of a K-9 does not constitute the use of deadly force. K-9 handlers are reminded that only the degree of force necessary to apprehend or secure a subject may be used in accordance with general order *GO-001-01 Use of Force Guidelines*.

2. **BITES**

   a. When a person has been bitten by a K-9, the handler will immediately request emergency medical personnel be dispatched, then render first aid to the bitten person as needed.

   b. All K-9 bites will be reported in accordance with general orders *GO-001-01 Use of Force Guidelines* and *GO-001-03 Use of Less-Lethal Weapons and Devices*.

   c. The Watch Commander/Assistant District Commander shall be notified.

D. K-9 APPLICATIONS [CALEA LE 41.1.5 (a)]

1. Each K-9 handler shall maintain control of their K-9 at all times.

2. Depending upon the situation, the K-9's deployment is ultimately up to the K-9 handler.

3. **K-9 WARNINGS**

   a. Unless specifically a tactical disadvantage, a K-9 warning will be given in a loud clear voice: "**This is the Volusia Sheriff's Office K-9 Unit – reveal yourself or the K-9 will be released**" or similar words to that effect. The K-9 handler will give adequate time for the suspect(s) to surrender before releasing the K-9. The warning on a track or area search may be omitted if the K-9 handler reasonably believes that the suspect(s) is armed, if it places the K-9 team in an enhanced level of potential danger or at a tactical disadvantage. **In each case where a K-9 warning is determined to present a distinct tactical disadvantage, the facts and circumstances must be clearly articulated in the offense report and the use of force report.**

4. **LOST/MISSING PERSONS (NON-CRIMINAL)** [CALEA LE 46.2.5]

   a. K-9 Teams may be deployed to search for lost/missing persons. K-9s shall be kept on-lead and muzzled at all times while conducting searches for lost, missing, or other non-criminal persons. However, should the circumstances of the search change, removal of the muzzle will be at the discretion of the handler.

5. **CRIMINAL SUSPECTS**

   a. K-9 Teams may be deployed to search for misdemeanor and felony suspects. K-9 Teams may be used for apprehension of felony suspects, when the K-9 is the appropriate level of use of force.

   b. Tracking and area searches for felony suspects may be on or off lead at the handler's discretion; all misdemeanor suspects will be conducted on-lead. The length of the lead will be appropriate for the amount of visibility in the area being searched.

   c. When possible, Deputies will secure a perimeter for the K-9 Team. Deputies shall avoid entering the perimeter to prevent contamination of the area. The K-9 handler should know the locations of perimeter units and be advised of any contamination of the area being searched.

   d. When not a tactical disadvantage, the K-9 handler should keep the perimeter units updated with their location and direction of movement, allowing the perimeter to flow with the track.

6. **BUILDING/COMPOUND SEARCHES**

   a. For building/compound searches, the supervisor in charge of the incident shall ensure the outside perimeter is secure prior to the search.

b. After the K-9 handler announces the warning, the K-9 handler shall allow ample time for the suspect to surrender. If the suspect refuses to surrender or answer, the K-9 handler may conduct a search. For FELONY suspects, the search may be on-lead or off-lead. For MISDEMEANOR suspects, the search shall be on-lead. In those situations where the building/compound is comprised of multiple floors or expansive rooms/areas, consideration should be given to the number of K-9 warnings given and the length of time allowed to surrender. Since each situation is different, the K-9 handler will need to consider the totality of the situation when determining a reasonable number of warnings prior to deployment.

c. K-9 Teams may be used to apprehend or prevent the escape of suspects when probable cause exists that the suspect committed or is committing a felony. The utilization of the K-9 must be progressive force where lesser force could not reasonably accomplish the arrest. The K-9 may be released, in this situation, when the handler deems it necessary. The K-9 handler will consider possible dangers prior to releasing their K-9 such as: civilians or other law enforcement officers in the area, vehicular traffic, etc.

7. **CROWD CONTROL**

a. Due to the strong emotions involved and the likelihood of a counter-productive reaction, the use of K-9 dogs for crowd control, civil disorder, or riot is prohibited without the direct, authorization by the Sheriff or designee.

8. **SEARCHES FOR ARTICLES**

a. K-9 Teams may be deployed to search for articles such as evidence, explosives, electronic storage devices, firearms, and narcotics. K-9s may be used to search persons, areas, conveyances, buildings, etc. where legally allowed to do so.

b. K-9 handlers shall be advised of the type of object to be located and the area to be searched to ascertain if a search will be appropriate.

c. Explosive Detection K-9s may be deployed to search for hidden explosives or unidentified suspicious explosive devices. If an object has already been determined to be explosive the K-9 shall not be deployed.

d. Searches will not be conducted if the K-9's handler believes there is a chance of the K-9 ingesting any harmful or fatal substance.

9. **ADMINISTRATIVE SEARCHES AT PUBLIC SCHOOLS**

a. “Administrative searches” are warrantless searches that lack reasonable suspicion or probable cause, but are lawful provided they are done in accordance with the Fourth Amendment. The Fourth Amendment requirements for administrative searches include a neutral plan for execution (which may include a randomization of places to be searched), a compelling governmental need, the absence of less restrictive alternatives, and in a setting where persons have reduced privacy rights.

b. K-9 Teams may be used to aid in conducting administrative searches at public schools. The use of K-9s must be consistent with and may not exceed that which is permitted by the administrative search policy of the applicable school district.

c. An alert by a weapon detection K-9 to a vehicle belonging to an employee of the school district while that vehicle is located on school grounds, does not alone establish justification for an administrative search of the vehicle.

d. Nothing contained herein shall limit the usage of a detection K-9 that is based upon probable cause, reasonable suspicion, or in support of a criminal investigation.

10. **ADDITIONAL USES**

a. K-9s may also be utilized to protect the handler from being battered or to prevent serious injury to another person.

b. In addition to operational uses, K-9 Teams may also be utilized for VSO approved skill demonstrations and community events to enhance public education and awareness.

E. ASSISTING OTHER AGENCIES

1. The VSO will assist local law enforcement agencies through use of K-9 teams whenever possible.

2. When a request is received from another agency within Volusia County for use of the VSO K-9 Teams, the Watch Commander/Assistant District Commander will be notified. When the request is from an agency outside of Volusia County, the Watch Commander may grant such request.

3. K-9 handlers shall operate within the scope of the VSO policies and procedures.

F. K-9 VEHICLES

1. K-9 vehicles will be modified to include a compartment in which the K-9 may be secured. The compartment must provide for the safety of the K-9, prevent unauthorized persons from having contact with the K-9, and prevent the K-9 from damaging the vehicle's interior.

2. The vehicle will be marked with the words "CAUTION" and "K-9 UNIT". The lettering shall be at least two inches high. They will be affixed to the rear doors at readable level in two parts: "CAUTION" shall be placed at the top of the door just below the window; "K-9 UNIT" will be placed immediately beneath the word "CAUTION". Exception: Use of detection K-9s in an undercover capacity does not require vehicle markings.

3. The vehicle will be equipped with a temperature monitoring alarm. The alarm will be used anytime the handler is away from the vehicle and the dog is left inside.

4. The handler will ensure adequate ventilation for the dog when confined to the interior of the vehicle. Considering the climatic conditions of the day, the handler may leave the air conditioning on or fully lower the rear windows of the vehicle.

5. When leaving the K-9 vehicle unattended or being out of sight of the vehicle the K-9 handler shall lock the vehicle to prevent unauthorized persons having contact with the K-9.

G. TRAINING AND CERTIFICATION

1. **INITIAL CERTIFICATION** [CALEA LE 33.6.1 (a), 41.1.5 (b, d)]

   a. New or not previously certified drug/explosives detection K-9s or handlers shall attend a one hundred sixty hour (160) hour training school specializing in the detection of drugs/explosives prior to working in a drug/explosive detection capacity as part of the team's assigned duties.

   b. New or not previously certified dual-purpose (drug and tracking/apprehension) teams shall attend and successfully complete a four hundred (400) hour training school consistent with FDLE standards.

   c. New or not previously certified electronic storage detection (ESD) K-9s shall attend and successfully complete a course at a recognized electronic storage detection K-9 school or received a certificate of achievement from a recognized electronic storage detection testing or certification agency.

   d. New or not previously certified firearm detection K-9s or handlers shall attend a one hundred sixty (160) hour training school specializing in the detection of firearms and ammunition prior to working in a firearm detection capacity as part of the team's assigned duties.

   e. Each K-9 team shall also achieve a passing score at an approved recognized certification entity. Local, regional or national certifying entities may be utilized. E.g. U.S. Police Canine Association, North American Police Work dog association, etc. The decision relating to the choice of which entity to utilize shall be made by the Division Chief with input from the Special Services Section K-9 Unit Supervisor or Trainer.

   f. All VSO K-9 teams unable to attend said certification due to verified illness, injury, or other extenuating circumstances will be addressed by the Division Chief or designee, with input from the Special Services Section Commander.

2. **MAINTENANCE TRAINING** [CALEA LE 33.6.1 (b), 41.1.5 (d)]

   a. The K-9 team shall conduct regular objective-oriented training sufficient to maintain operational proficiency on all trained odors. Qualified handlers may be issued training aids to be maintained in their assigned vehicle, which will be equipped with a secure safe and a vehicle alarm system to maintain the security of the training aids.

   b. Training is meant to sustain and enhance the performance of the handler, the K-9, and the K-9 team.

c. In training, situations are purposely sought to challenge the capabilities of the K-9 team within the operational environments for which the team may be deployed.

d. Teams shall be challenged to improve and enhance abilities.

e. Training in detection shall include:

- A variety of locations;
- A variety of heights, depths, containers, and distraction odors;
- A variety of types of searches, e.g. vehicles, buildings, parcels, luggage, blank areas, and persons depending on federal, state and local laws);
- A varied duration of set times;
- A varied duration of search times.

f. Dual-purpose K-9 teams shall train to a minimum of the VSO-recognized standard of twenty-four (24) hours per month in routine supervised training. Dual-purpose K-9 teams (detection & tracking/apprehension) shall incorporate four (4) hours of scent specific training into the twenty-four (24) hours a month or attend the single purpose training to maintain proficiency.

g. Single purpose K-9 teams shall train to a minimum of the VSO-recognized standard of twelve (12) hours per month in routine supervised training.

h. Failure to meet the minimum monthly requirement will require the K-9 handler to complete an entry in their training records indicating why the training requirement was not met, e.g. vacation, sick leave, special assignment, etc.

i. Routine training conducted by the handler to maintain the dog's proficiency and to reinforce odor recognition is an acceptable form of training, but shall be combined with supervised training on a regular basis. A qualified trainer other than the handler conducts supervised training in order to improve performance and to identify and correct training deficiencies.

3. **PROFICIENCY ASSESSMENTS**

a. Reliability of the canine teams shall be based upon the results of certification and proficiency assessments.

b. Proficiency assessments should be conducted bi-annually. The format used will be that set forth by the VSO utilizing standards developed by one or more of the following:

- USPCA (United States Police Canine Association);
- NNDDA (National Narcotic Detector Dog association);
- NAPWDA (North American Police Work Dog Association);
- ADCA (American Detection Canine Association.

c. The United States canine industry standard for certification is a yearly certification. This standard was developed and is currently endorsed by the three largest U.S. police canine associations: USPCA, NAPWDA, and NPCA (National Police Canine Association). This standard is also endorsed by the largest U.S. police canine contraband detector dog association, NNDDA. [CALEA LE 41.1.5 (e)]

d. All detection teams, as determined by the VSO, should seek and hold at least yearly a certification, which shall be issued by the VSO and based on nationally recognized certifying agencies such as USPCA, NNDDA, NAPWDA, or comparable organization. [CALEA LE 41.1.5 (e)]

e. It will be the responsibility of the K-9 Team's direct supervisor to ensure each handler attends training to meet the minimum VSO recognized standards with their assigned K-9.

f. The Special Services Section K-9 Unit Supervisor, or designee, will ensure that copies of all in-service training records are forwarded to the Training Academy at the end of each month for retention.

g. Each quarter, the Training Academy will provide a certificate of training to each K-9 handler summarizing their respective total hours of roll-call training for the quarter. Each handler will maintain a copy of this certificate in their training logbook.

h. The handler receiving such documentation shall maintain any certification documents. A copy of any certificate shall be sent to and maintained by the Training Academy.

H. DOCUMENTATION [CALEA LE 41.1.5 (f)]

1. The VSO designated software shall be utilized to track all training and deployment records of the individual K-9 teams, both dual purpose and single purpose.

2. **K-9 HANDLERS** [CALEA LE 41.1.5 (i)]

   a. Each K-9 Handler will have the software installed on their MDC (if applicable); each District will have at least one designated computer workstation with the appropriate software installed.

   b. K-9 records will accurately detail training and deployments including all relevant facts.

   c. Handlers are required to complete a K-9 training or deployment log after each individual training or deployment event.

   d. Each K-9 Handler is required to have their records uploaded to the server no later than one week after completion of the training or deployment.

   e. Each K-9 Handler will print a completed copy of their training and deployment log and place it in a book to be kept by the handler in their possession at all times.

3. **SPECIAL SERVICES SECTION K-9 UNIT SUPERVISOR**

   a. The Special Services Section K-9 Unit Supervisor will monitor and ensure compliance with handler reporting requirements.

   b. The Special Services Section K-9 Unit Supervisor or designee will perform a weekly on-line backup to minimize any loss of records should there be a system failure.

I. TRAINING AIDS – DRUGS & EXPLOSIVES [CALEA LE 84.1.4]

1. Training aids shall consist of actual drugs or explosives. The Special Services Section Commander or designee, will be responsible for acquiring, securing, and preparing all training aids. A control log will be prepared and maintained by the respective designee to maintain information on training aid, chain of custody, and accountability. This log will be stored in the safe room at each safe location.

2. The VSO shall obtain drug-training aids through the Drug Enforcement Administration (DEA); all such training aids are prepackaged with a recorded weight, sealed, and stamped with a tracking number by the DEA.

3. Authority to repackage any drugs received from DEA for training purposes will be limited to the Special Services Section K-9 Unit Supervisor or designee. All repackaging will be done in the presence of a designated witness with the following information documented:

   a. Date and initial the repackaged/sealed training aid(s) [Both the K-9 Unit Supervisor and the witness];

   b. Record the weight and contents on the new package label;

   c. Record the DEA tracking number from the package being sub-divided on the new package label;

   d. Designate and record a unique in-house tracking number for each new training aid;

   e. Record the designated sub-custodian/Deputy assigned the training aid;

   f. Designated sub-custodians/Deputies assigned a training aid will sign the log maintaining chain of custody.

4. Explosive training aids used for training detection K-9s shall be obtained through the Special Services Section K-9 Supervisor. The Special Services K-9 Unit Supervisor will collaborate with the Bomb Team Commander for the purpose of acquiring, securing, and preparing explosive training aides that are obtained through an approved vendor.

5. VSO personnel shall not alter the packaging of any training aids assigned to them; training aids signed out from the safe will be inspected when checked out/in to ensure all contents are present and packaging is not compromised. All training aids will be returned by end of shift and documented on the log.

6. All K-9 teams will report to the Special Services Section K-9 Unit Supervisor for designated training-related activities.

7. All caution shall be taken to prevent K-9s from ingesting or coming into contact with any training aids as this could impose serious and life-threatening injury. All K-9 handlers will be trained in the use of and issued Naloxone (NARCAN) in accordance with general order *GO-041-21 Naloxone HCL, Emergency Opioid Antagonist Program*.

8. When not in use for training, assigned training aids will be maintained in the designated training safe.

J. SIGNING TRAINING AIDS IN AND OUT FOR TRAINING PURPOSES

1. When a training aids safe is open, two (2) Deputies are required to be present.

2. Each time a training aid pack is signed in or out, **each sealed package** within the training pack will be inspected and weighed on a certified scale kept in the evidence building's packaging and submission room and the appropriate control log entry completed. Log entries will contain the following, at a minimum:

   a. Whether the training aid pack is signed in or out;

   b. Date and time the training aid is signed in or out;

   c. Names and VSO Department ID Numbers of the Deputies;

   d. The training aid's pack number;

   e. The type of drug, packaging condition, and total package weight for **each sealed package** of drug contained in the training aid;

   f. The log will be initialed by the two (2) Deputies completing the transaction.

3. When a sealed package is weighed and the total weight of the drug and packaging differs from the original weight or the most recent weight by two and one-half percent (2.5%):

   a. The on-duty K-9 Supervisor or if one is not on-duty, the District Patrol Supervisor will be notified;

   b. The Supervisor will initiate an administrative investigation.

K. INVENTORY, DAMAGE, AND DESTRUCTION OF TRAINING AIDS

1. **INVENTORY**

   a. The Special Services Section K-9 Unit Supervisor will conduct a documented audit/inspection of all training aids quarterly. Integrity of the overall packaging/seal will be of particular concern to ensure safety of the K-9 and provide early detection of any damage to the training aid(s). Any discrepancies will be documented and brought to the attention of respective command personnel.

   b. The Special Services Section Commander shall conduct periodic audits of training aides and document the findings in their line inspection report.

2. **DAMAGE**

   a. The K-9 Deputy shall immediately notify their Unit Supervisor of any damage to the packaging, spillage, loss, theft, or contamination of training aids. If the Unit Supervisor is not available, the K-9 handler shall notify the on-duty Special Services Section chain-of-command (SSSCOC). The Unit Supervisor, or SSSCOC, shall notify the Special Services Commander verbally and in writing. In the case of compromised explosive training aids, the Bomb Team Commander shall also be notified immediately. A copy of the memorandum shall be forwarded to Professional Compliance.

   b. When a controlled substance is lost during training or other circumstances, the K-9 Deputy will secure the scene and immediately initiate a search for the item, if practicable, along with making the notifications required above.

   c. Damaged training aids will be inspected by the Special Services Section K-9 Unit Supervisor to determine if there is any loss or contamination to the substance.

(1) If the packaging is damaged and there is no loss or contamination, the Special Services Section K-9 Unit Supervisor and a witness will repackage the training aid. The Special Services Section K-9 Unit Supervisor will document the repackaging in a report that will be reviewed through the chain of command.

(2) If any package is broken open, the Unit Supervisor, or on-duty SSSCOC, shall perform a presumptive test on the contents in the presence of the reporting K-9 Deputy. The gross weight of the drugs and total weight of the package will be documented before resealing the training aid. Both the Supervisor and the K-9 Deputy will initial the repackaged training item.

(3) If it is determined that the training aid has been contaminated, the training aid will be packaged as evidence and submitted for destruction.

(4) If a narcotic training aid is lost, or any part thereof, the Special Services Section K-9 Unit Supervisor will complete a DEA 106 form on-line at https://www.deadiversion.usdoj.gov/ reporting the loss. A copy of the report will be printed, retained, and an additional copy sent to the local DEA office.

d. A written report explaining the circumstances shall be completed for all damaged, compromised, and lost training aids. The report shall document the tracking number, weights of the training aid, and its contents. The original report will be forwarded and reviewed through the chain of command. Copies of all logs and training aid inspections will be attached to the written report.

3. **DESTRUCTION**

a. If it is determined upon initial review of the damaged or otherwise compromised training aid(s) that further supervisory review/inquiry is to be conducted, the training aid will be weighed, packaged as evidence and submitted to the Evidence Section pending conclusion of the supervisory review.

b. Once reviewed and cleared by chain of command, the training aid will be scheduled for disposal in accordance with established Evidence Section procedures.

c. In the case of compromised explosive training aids, the Bomb Team Commander will be notified immediately. The Bomb Team Commander will be responsible for ensuring proper disposal and documentation.

d. All inventory records and documentation reporting loss, spillage, contamination, or theft shall be maintained by the Special Services Section Commander or designee and available for inspection by Executive Command, Internal Affairs, or Professional Compliance.

L. CONDUCT OF VSO PERSONNEL

1. Due to the specialized training and temperament of K-9s, VSO personnel will conduct themselves as follows:

- VSO personnel will not pet or feed K-9s unless the handler is present and gives permission to do so.
- Under no circumstances will personnel tease or harass a K-9.
- Under no circumstances will anyone other than the handler give commands to a K-9, except in an emergency or with prior approval from the handler.

M. K-9 CARE [CALEA LE 41.1.5 (g)]

1. Each K-9 is assigned to a single handler who is solely responsible for the twenty-four (24) hour/day care of the K-9 assigned to them. Care of the K-9 includes:

a. Feeding and supplies;

b. Grooming;

c. All necessary medical care at VSO approved veterinary facilities;

d. Cleaning and maintaining the kennel and assigned vehicle;

e. In cases where the K-9 needs to be boarded, a VSO approved facility or other VSO handler shall be utilized.

2. All K-9 handlers will receive four (4) hours overtime pay per week to provide for the care of the K-9.

N. K-9 EQUIPMENT [CALEA LE 41.1.5 (h)]

1. All K-9 handlers will be issued the following equipment for use in handling their dog:
   - 1 – six (6) foot lead;
   - 1– thirty (30) to fifty (50) foot tracking lead;
   - 1 – heavy metal choke chain;
   - 1 – tracking harness;
   - 1 – muzzle;
   - 1 – Kennel.
2. Additional specialty equipment may be issued based on additional training received or targeted activity.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-041-10**	**Distribution** All Personnel	**Reissue/Effective Date** 06/10/2024
		Original Issue Date 06/10/2024	**Previous Revision Date** None
Title **GUNSHOT DETECTION SYSTEM**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this policy is to provide Volusia Sheriff's Office (VSO) Deputies and Supervisors with guidelines and procedures to follow when they receive an alert from the Gunshot Detection System (GDS).

II. POLICY

VSO policy is to utilize any and all forms of technology that provide a direct benefit to the mission and goals of the agency. The GDS is a tool used by the VSO to combat gun violence and aid in the agency's investigations involving violent crime. A GDS alert by itself does not give responding Deputies the legal authority to enter private property or take immediate law enforcement action. Deputies shall investigate the alert locations and not rely solely on the system in making reasonable suspicion or probable cause determinations.

III. DEFINITIONS

Gunshot Detection System (GDS) – Technology that detects outdoor audible gunfire within the coverage area using acoustic sensors capable of accurate location of a gunfire event.

Gunshot Detection Alert – An activation of the GDS sensors.

Coverage Area – A defined geographic location where GDS sensors can reliably triangulate gunfire incidents.

GSD – Gunshot Detection CAD call sign.

IV. PROCEDURE

A. AUTHORIZED USE

1. The VSO will use the GDS for law enforcement purposes only. Law enforcement purposes include, but are not limited to, the response and investigation of probable shots fired calls, shooting into a structure, and other firearms-related calls.

B. GUNSHOT DETECTION SYSTEM ACTIVATION

1. When a gunshot is fired within the designated coverage area, sensors located in that area will detect the approximate location of the shots. The GDS is not able to determine the number of shots fired or the speed or direction of a moving shooter.
2. The GDS alert will provide the following information to all users that are logged into the system:
   a. The type of alert that has been captured, multiple gunshots, single gunshot, or fireworks.
   b. Approximate location of the probable gunfire, including GPS coordinates.

c. Available audio file(s) of the probable gunfire incident.

C. DISPATCHING OF GDS AUDIO DETECTION ALERTS

1. Deputies assigned to an area with gunshot detection shall log into the GDS account using their individually assigned username and password at the beginning of their shift and leave it running through the duration of the shift.
2. During the operational hours of the Volusia County Crime Center (VC3), analysts within the unit will put a Gunshot Detection (GSD) call for service in CAD. Central Communications personnel will then dispatch the appropriate units to the location of the probable location. When VC3 is not operational, Central Communications will assume the responsibility of placing the GSD call for service in CAD and will dispatch the appropriate units.
3. If a Deputy receives a GDS alert before being dispatched, Deputies may respond to the location of the alert. The Deputy must advise Central Communications they are responding to a GDS activation and provide the address/location of the alert.

D. PATROL RESPONSIBILITIES

1. Deputies shall make a safe and strategic approach while responding to the incident, being aware that an offender or multiple offenders may be on the scene or still in the area.
    a. Deputies shall use the location shown on the GDS's user interface to get the closest coordinates of the probable gunfire.
2. Respond with at least two Deputies when possible.
3. Request additional Deputies as needed.
4. Supervisors will ensure Deputies are dispatched to GDS alerts.
5. After the initial active gunfire threat has subsided and the scene is secured, Deputies shall canvass the location identified by the GDS for victims, evidence, and witnesses.
    a. The canvass area recommended is an approximately 90- foot radius from the alert location. Deputies shall canvass an area that is approximately 90 feet from the alert location and are strongly encouraged to go beyond that distance.
6. If no evidence of a gunfire event is located or it is determined the GDS alert was caused by something else (fireworks, electric transformer, etc.), Deputies shall document with comments in the CAD call.
7. All recovered shell casings may be processed for fingerprints and/or DNA evidence. All recovered shell casings will be submitted for ballistic analysis.
8. An incident report will be completed on all GDS alerts where casings are located, when proof of a shooting has occurred, a suspect(s) is arrested, a victim is located, or witnesses provide reliable information. All GDS related reports, at a minimum, shall include the following information:
    a. The timestamp and approximate location of the alert(s) provided by GDS user interface shall be documented in the report.
    b. All suspect information, including identification if they were contacted or arrested.
    c. Documentation of any evidence located and/or recovered.
    d. The identity and location of any witnesses.
    e. Document the acquisition of the audio file(s) and the evidence submission into the digital evidence management system (DEMS).

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-041-11**	**Distribution** All Personnel	**Reissue/Effective Date** 04/08/2026
		Original Issue Date 04/08/2026	**Previous Revision Date** None
Title **CRIME SUPPRESSION TEAMS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE [CALEA LE 11.6.1 (b)]

Crime Suppression Teams (CSTs) are established to provide focused, intelligence-led enforcement in response to persistent or emerging crime conditions that cannot be adequately addressed through traditional patrol operations. Through directed enforcement and investigative efforts, the units support patrol districts, reduce violent crime and repeat offending, and enhance public safety while ensuring professional and constitutional policing.

II. POLICY

It is the policy of this agency to maintain permanent CSTs to proactively address chronic crime patterns, violent offenses, and community concerns that cannot be fully addressed through traditional patrol or investigative operations. CSTs serve as specialized criminal enforcement units and are deployed based on demonstrated need, crime analysis, and resource availability.

III. PROCEDURE

A. DESCRIPTION OF THE PROBLEM/CONDITIONS NECESSITATING THE UNITS [CALEA LE 11.6.1 (a)]

1. Crime Suppression Teams were established in response to persistent and recurring crime conditions, including but not limited to:
   - Elevated rates of violent crime and repeat offenders;
   - Drug-related and firearm-related offenses;
   - Gang-related or organized criminal activity;
   - Chronic nuisance locations and community complaints;
   - Crime analysis and intelligence identifying sustained public safety threats.
2. Due to the scope and complexity of these conditions, traditional patrol resources alone are insufficient to achieve long-term crime reduction.

B. AUTHORIZATION, SCOPE, AND DEPLOYMENT [CALEA LE 11.6.2 (a)]

1. CSTs are Sheriff-authorized criminal enforcement units organized into three teams: East, West, and Deltona. Each team is commanded by a designated Captain. These teams operate in accordance with agency policies and focus on ongoing crime, public safety needs, and operational priorities.
2. CSTs can be assigned based on:
   - Analysis of crime and data-driven evaluations;

- The needs for community impact and public safety;
- Considerations regarding resource allocation and staffing.

3. CSTs may patrol, enforce laws, interdict crimes, gather intelligence, and conduct targeted investigations countywide, often in support of other units.

C. SELECTION AND ASSIGNMENT OF PERSONNEL [CALEA LE 11.6.1 (c, d)]

1. **ELIGIBILITY CRITERIA**

   a. Deputies considered for assignment to a CST are evaluated based on the following criteria:
      - Demonstrated proactive policing skills and sound judgment;
      - Relevant patrol or investigative experience;
      - Knowledge of criminal law, search and seizure, and enforcement tactics;
      - Ability to work both independently and as part of a team;
      - Positive performance history.

2. **SELECTION PROCESS**

   a. CST Sergeants identify Deputies they believe are best suited for assignment based on the above criteria.

   b. Recommendations are submitted to Command Staff for review and approval.

3. **DURATION OF ASSIGNMENT**

   a. As established in *GO-016-05 Succession Plan*, it is recommended that individual Deputy assignments do not exceed three (3) years to allow for professional development. Assignments that exceed three (3) years must receive authorization from the Sheriff or designee.

D. TRAINING REQUIREMENTS [CALEA LE 11.6.1 (e)]

1. Newly assigned CST Deputies receive on-the-job training under the guidance of experienced team members. This initial training is designed to ensure Deputies can effectively perform their unit duties and includes instruction on applicable laws and legal considerations, operational procedures, Deputy safety, and professional policing standards.

2. In addition to initial training, CST Deputies are required to complete annual in-service training to maintain and update their skills. Annual training may include topics such as legal updates, emerging crime trends, operational best practices, risk management, and Deputy safety, addressing evolving operational needs and ensuring continued proficiency.

3. All CST training, including both initial and annual sessions, shall be documented in accordance with agency requirements.

E. SUPERVISION, DUTIES, AND RESPONSIBILITIES [CALEA LE 11.6.1 (f)]

1. Each CST is supervised by a designated supervisor who reports through the established District chain-of-command.

2. Supervisory duties and responsibilities include, but are not limited to:
   - Providing active field supervision and oversight;
   - Planning and coordinating enforcement operations;
   - Ensuring compliance with agency policies, laws, and constitutional standards;
   - Reviewing enforcement actions, reports, and Deputy activities;
   - Identifying training needs and mentoring assigned personnel;
   - Managing risk, liability, and Deputy safety;
   - Evaluating unit effectiveness and resource deployment.

3. CSTs are expected to closely coordinate with patrol, investigative units, and other specialized units while maintaining operational flexibility as circumstances necessitate. Operations are carried out in accordance with community policing principles, emphasizing transparency, fairness, and

respect for constitutional rights. Tactical methods and deployment may be adjusted to address operational needs or safety considerations.

F. ACCOUNTABILITY AND EVALUATION [CALEA LE 11.6.2]

1. The Captain responsible for the oversight and management of each Crime Suppression Team shall ensure that CST activities and operational effectiveness are reviewed and reported through the following processes.

    a. **Quarterly Reporting:** Information regarding CST activities shall be documented in their quarterly line inspection report and submitted to the Sheriff through the chain-of-command. The report shall provide a summary of CST operations conducted during the reporting period and include any unintended or unforeseen outcomes.

    b. **Annual Administrative Review – Operational Impact:** Prepare an annual administrative report assessing the initial problem or condition that led to the unit's creation, evaluating the unit's effectiveness in addressing that problem, and recommending whether the unit should continue. The completed report shall be submitted to the Law Enforcement Operations Division (LEOD) Chief for review.

2. **Annual Administrative Review – Accountability:** Internal Affairs shall conduct an annual administrative review of internal affairs complaints, use of force reports, and pursuit reports involving the CSTs or their assigned Deputies. The completed review shall be submitted to the District Captains responsible for CST oversight and to the LEOD Chief for review.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-041-12**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **RESTITUTION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines pertaining to restitution for damage or loss caused directly or indirectly by a defendant's offense or actions and to establish a procedure for the restitution of losses incurred by the Volusia Sheriff's Office (VSO) and its personnel.

II. DISCUSSION

By law, the courts are required to order restitution to the victim for damage or loss caused directly or indirectly by the defendant as a result of an offense, unless it finds clear and compelling reasons not to order such restitution.

III. POLICY

It shall be the policy of the VSO, in cooperation with the State Attorney's Office, to support and assist victims in the restitution process.

IV. PROCEDURE

A. GENERAL

1. When VSO property has been lost, destroyed or damaged as the result either directly or indirectly of a defendant's offense VSO personnel issued or charged with the care of said property shall:
    a. Report the loss, destruction or damage to their immediate supervisor;
    b. If applicable, charge the defendant with the additional appropriate State Statute;
    c. Include an estimate of the amount of loss on the original arrest/complaint affidavit;
    d. Include in an offense report a description of the property lost or damaged, the event and the facts leading to the damage or loss.
2. The supervisor shall:
    a. Ensure the damage or loss estimate is included in the arrest affidavit;
    b. Complete a supervisor's supplement report;
    c. Photograph the damage, if applicable;
    d. Forward copies of the reports to Risk Management and the Division Chief.
3. When an employee's personal property has been lost, destroyed or damaged in the direct performance of duty or as the result either directly or indirectly of a defendant's offense the employee owning said property will:

a. Advise their immediate supervisor of the loss, damage or destruction;

b. Charge the defendant with the appropriate State Statutes, when applicable;

c. Include in the original arrest affidavit an estimate of the loss or damages and a description of the lost or damaged property, when applicable;

d. Include in an offense report a description of the property lost or damaged, the event and the facts leading to the damage or loss.

4. The supervisor shall review the event and forward their findings and suggestions along with all reports and the request for replacement or repair, through channels to the Sheriff.

5. All requests for replacement or repair of said property shall be in writing, through the chain of command, to the Sheriff.

6. Reimbursement will be made on a case by case basis.

7. This procedure is meant to supplement and in no way infringes on the rights or privileges afforded in Florida Statute 775.089, or civil remedies.

8. When public or private property has been lost, destroyed or damaged, or private or public persons experience a loss as the result either directly or indirectly of a defendant's offense, the following shall apply:

   a. The employee will include in the original arrest/complaint affidavit and in the incident report an estimate of the damage or loss.

   b. The victim, person in charge or person experiencing such deprivation or loss will be advised that restitution may be ordered by the courts.

   c. Victims may be referred to the State Attorney's Office for additional assistance as it relates to restitution.

9. When VSO personnel are injured or require medical treatment as a direct or indirect result of a defendant's offense, the following shall apply:

   a. The injured party will report the injury to their immediate supervisor.

   b. An incident report will be completed describing the event and the circumstances which led to the injury.

   c. The defendant will be charged with the appropriate State Statute.

   d. The arrest/complaint affidavit shall include a reference to any medical treatment received.

   e. The supervisor will review the event and complete a Notice of Injury Report and an Auto-Incident Report.

   f. The reports will be forwarded to Risk Management, along with a copy of the incident report.

   g. Copies of the reports shall also be forwarded to the Division Chief and the VSO General Counsel.

	VOLUSIA SHERIFF'S OFFICE GENERAL ORDER GO-041-13	Distribution All Personnel	Reissue/Effective Date 07/26/2023
		Original Issue Date 01/05/2021	Previous Revision Date 05/12/2023
Title OBSERVER RIDE-ALONG PROGRAM			
Section		AUTHORITY OF MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the transportation of persons other than Volusia Sheriff's Office (VSO) personnel or prisoners in on-duty VSO vehicles.

II. DISCUSSION

The VSO encourages community interest and involvement in the law enforcement process and allows reputable persons and student interns to ride as passenger observers in VSO vehicles for legitimate civic or educational purposes.

III. POLICY

VSO policy is to allow reputable citizens and student interns to ride along for legitimate civic or educational purposes.

IV. PROCEDURE

A. REQUEST AND APPROVAL TO RIDE-ALONG

1. Persons wishing to ride as observers in a VSO vehicle must submit a *Request Permission to Ride as an Observer with the Volusia Sheriff's Office and Hold Harmless Agreement*, VSO Form # 091196.013. The form may be obtained by contacting any District Office or the Training Academy. The completed form may be submitted:
    - In person at any District Office or the Training Academy;
    - Faxing to the Training Academy;
    - Mailing to the Training Academy.
2. Requests received by a District Office will be faxed to the Training Academy.
3. The Training Academy Commander or designee:
    - Ensures the *Request Permission to Ride as an Observer with the Volusia Sheriff's Office and Hold Harmless Agreement* was completed and signed;
    - Ensures the request is for legitimate civic or educational reasons;
    - Conducts the background check on the requestor;
    - If the request is determined to not be in the best interest of the public or VSO, notifies the requestor of the decision, updates the request form, and updates the restricted folder on the VSO computer system with a scanned copy of the request.;

- If the request passes the review and background check, updates the request form in the restricted folder on the VSO computer system, and forwards the information to the agency member designated as the Florida Department of Law Enforcement Agency Coordinator (FAC).

4. The FAC:
   - For requests that have passed the initial review, schedules the requestor to have CJIS security awareness training;
   - Once the security awareness training is completed, sends a copy of the certificate to the Training Academy.
5. The Training Academy:
   - Updates the request form and sends the form to the selected District for scheduling and for the Deputy to update after the observation ride.
6. The Deputy providing the observation ride updates the request form by adding the following required information then returning the updated form to the Training Academy :
   - District the observation ride was in;
   - Date and time observation ride began;
   - Date and time observation ride ended;
   - Signature of the Deputy providing the experience.
7. The Training Academy:
   - Verifies the request form is complete;
   - Scans the form and updates the electronic file in the restricted folder in the VSO computer system;
   - Ensures the proper disposal of the original form after scanning.

B. EXTENDING OBSERVATION RIDE DATE

1. The approved observer may request an extension for the date of the observation ride when necessary. The observer must make the request to the Training Academy Commander or designee.
2. If an extension is approved, the *Request Permission to Ride as an Observer with the Volusia Sheriff's Office and Hold Harmless Agreement* form shall be corrected to show the actual time of participation in the program.
3. The *Request Permission to Ride as an Observer with the Volusia Sheriff's Office and Hold Harmless Agreement* form's administrative section shall state the time period during which the observer accompanies a Deputy or Deputies.

C. OBSERVER CONDUCT

1. During the observation ride, the observer is under the direction and supervision of the Deputy providing the ride-along experience.
2. Observers are prohibited from assisting in criminal interrogations, physical confrontations involving arrests, or entering correctional facilities.
3. Whenever practical, the observer will be dropped off in a safe location before participating in a pursuit or responding to particularly dangerous calls.
4. Observers shall not exit the vehicle without specific instruction to do so from the Deputy providing the ride-along experience.

D. RESTRICTIONS

1. This program is not intended to provide companionship for Deputies. Its purpose, as stated, is to provide citizens who have a legitimate educational or civic need to ride as a passenger observer. The following restrictions shall be followed:

- Participants are restricted to riding only once with the same Deputy during each calendar month.
- Participants shall be assigned to Deputies by the shift supervisor. The shift supervisor is responsible for ensuring the participant adheres to the requirements in this general order.

2. Shift supervisors shall ensure that observers are assigned to Deputies of the same gender whenever possible. The Shift Sergeant shall provide in writing, on the ***Request Form***, the circumstances and need in which authorization was given for participants and Deputies of the opposite gender to ride together.
3. Upon approval, romantically involved or relatives are permitted to participate in the program. However, they are not allowed to ride with their wife, husband, boyfriend, girlfriend, or relative.
4. The shift supervisor shall be responsible for ensuring compliance with this section.

V. FORMS (Click here to access forms)

- Request Permission to Ride as an Observer with the Volusia Sheriff's Office and Hold Harmless Agreement, VSO Form # 091196.013

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-041-14**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **BLOODBORNE AND AIRBORNE PATHOGENS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide a comprehensive infection control system which maximizes protection against communicable diseases for all employees and for the public that they serve.

II. DISCUSSION

The Volusia Sheriff's Office (VSO) recognizes that communicable disease exposure is an occupational health hazard. Communicable disease transmission is possible during any aspect of emergency response. The health and welfare of each employee is paramount to the VSO. While each employee is ultimately responsible for their own health, the VSO recognizes a responsibility to provide as safe a work place as possible. The goal of this plan is to provide all employees with the best available protection from occupationally acquired communicable disease.

III. POLICY

It is the Policy of the VSO:

- To regard all suspect/prisoner or patient contacts as potentially infectious. Universal precautions will be observed at all times to include all body fluids and other potentially infectious material (body substance isolation).
- To provide employees with the necessary training, immunizations and personal protective equipment (PPE) needed for protection from communicable diseases.

IV. PROCEDURE

A. GENERAL

1. This general order applies to all VSO employees, full time and part time, and all volunteers at risk of occupational exposure.
2. All members of the VSO shall abide by requirements and guidelines of the VSO published *Biological Exposure Control Plan*.
3. A copy of the *Biological Exposure Control Plan* shall be accessible to each employee or volunteer on the VSO intranet and agency wide shared network storage drive (I: drive).
4. Personal protective equipment (PPE) will be kept readily available and shall be used in compliance with the Biological Exposure Control Plan. Sworn, uniformed members shall wear the issued PPE on their duty belt (see general order *GO-022-06 Appearance, Uniforms, and Equipment*.)
5. Supervisors shall be responsible for ensuring compliance with the plan.

6. The VSO Infection Control Officer shall be designated by the Sheriff. The Infection Control Officer shall conduct and document an annual review of the Biological Exposure Control Plan, as well as maintain and update the plan as needed.
7. The Infection Control Officer shall be responsible for publishing and distributing these updates and keeping the various manuals throughout the VSO current with the latest revisions.

V. REFERENCES

- Biological Exposure Control Plan

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-041-15**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **SPECIAL PURPOSE VEHICLES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide guidance for the use of and responsibility for special purpose vehicles.

II. DISCUSSION

Special purpose vehicles are defined as vehicles that require special training or authorization for deployment or those used because of considerations of weather, terrain, or the need for inconspicuous appearance, quietness, storage requirements, special operational needs, etc. Includes but is not limited to SWAT vehicles, Bomb disposal vehicles, Mobile command posts, ATV's, boats, aircraft, prisoner transport vehicles, motorcycles, bicycles, and animals.

III. POLICY AND PROCEDURE

A. GENERAL

1. The vehicles listed in this general order have been identified by the Volusia Sheriff's Office (VSO) as special purpose vehicles. This general order will address the following for each vehicle.
    a. A statement of the objective of their operation or usage;
    b. Instructions, conditions, and limitations of usage;
    c. Authorization for use in various situations;
    d. Qualifications and training for personnel assigned to operate the vehicle, or control the animal;
    e. Designation of the person or position responsible for the condition and maintenance of the vehicle or animal;
    f. A listing of equipment, if any to be kept in or on the vehicle or required for the animal;
    g. A listing of persons or positions authorized to operate the vehicle and its equipment, or control the animal.
2. **The information included with the animals and vehicles list below, corresponds with the seven (7) items listed in III. A. 1.**
3. The VSO Fleet Manager is authorized to operate all specialized land vehicles in coordination with the respective Commander.
4. **BOMB TRUCK**
    a. The Bomb truck is to be utilized by the VSO Bomb Team to transport team members and equipment to the scene of bomb related calls.

b. The Bomb Truck may be used anytime there is a bomb related call and is kept in stand-by status at a secure location designated by the Bomb Team Commander and approved by the Sheriff, or designee. The vehicle may be used for calls not related to bombs under special situations if deemed appropriate by the Sheriff, or designee.

c. Use of the truck must be authorized by the Bomb Team Commander, or higher authority.

d. The Bomb Truck may only be operated by those members of the Bomb Team who have completed the required training, as designated by the Bomb Team Commander

e. The Bomb Team Commander is responsible for care of the vehicle and equipment.

f. Equipment: bomb suit, explosives, X-ray machine, bomb handling tools and implements, pan disruptors, render safe equipment, any other necessary equipment as designated by the Bomb Team Commander.

g. Members of the Bomb Team are authorized to operate the Truck and its equipment.

5. **BOMB ROBOT**

a. The Bomb Robot is to be utilized by the VSO Bomb Team primarily for explosive disposal but shall be available for use in other hazardous situations by, but not limited to, SWAT, Hostage Negotiations and HazMat. The Bomb Robot will be available for Mutual Aid responses.

b. The Bomb Robot will be kept in the Bomb Truck on stand-by status at a secure location designated by the Bomb Team Commander and approved by the Sheriff, or designee.

c. Use of the Bomb Robot must be authorized by the Sheriff, or designee.

d. Only Bomb Team members trained in robot operations shall operate the Bomb Robot.

e. The Bomb Team Commander is responsible for the care and maintenance of the Bomb Robot.

f. Bomb Robot equipment shall include batteries, lights, monitor, cameras and disrupters.

g. Members of the Bomb Team are authorized to operate the robot.

6. **BOMB TRAILER AND TOTAL CONTAINMENT UNIT (TCU)**

a. The Bomb Trailer and TCU are to be utilized by the VSO Bomb Team to transport suspected explosive devises.

b. The bomb Trailer and TCU may only be used for bomb related calls and are kept in stand-by status at a secure location designated by the Bomb Team Commander and approved by the Sheriff or designee. The trailer and TCU may only be used by qualified, trained members of the Bomb Team or their designee, and towed by trained VSO personnel. The trailer and TCU may be used in other jurisdictions by VSO personnel under Mutual Aid requests.

c. Use of the Trailer and TCU must be authorized by the Sheriff, or designee.

d. The trailer and TCU may only be operated by members of the Bomb Team or their designee.

e. The Bomb Team Commander is responsible for care of the vehicle and equipment.

f. Equipment: Boom, Sled.

g. Members of the Bomb Team are authorized to operate the Trailer and TCU.

7. **SWAT ARMORED PERSONNEL CARRIER/MRAP**

a. The vehicle is used as a protective transportation vehicle for the SWAT Team. It may be utilized for man down rescue, chemical agent delivery, mechanical breaching and movement in hostile environments.

b. The vehicle may be used anytime there is a threat to the safety of the SWAT Team. The vehicle may be used under special situations without the SWAT Team being present if deemed appropriate by a SWAT Team Commander. The vehicle should be used with caution on graded terrain or near low power lines in accordance with conditions outlined during familiarization training.

c. The use of the vehicle will be at the discretion of a SWAT Team Commander.

d. Due to the vehicles' weight, height and operating systems, special familiarization training is required for operation; training will be facilitated by the SWAT Team Commander or designee. No special licensing is required for operation. .

e. A designated team member is responsible for operation and maintenance of the vehicle. The team member is designated and overseen by the team leader.

f. Ammunition, entry tools, chemical agents, and shields may be stored in the vehicle periodically as needed for team operations.

g. All team members who have been trained to operate the vehicle are authorized to operate the vehicle.

8. **SWAT ARMORED PERSONNEL CARRIER/BEARCAT**

a. The vehicle is used as a protective transportation vehicle for the SWAT Team. It may be utilized for man down rescue, chemical agent delivery, mechanical breaching and movement in hostile environments.

b. The vehicle may be used anytime there is a threat to the safety of the SWAT Team. The vehicle may be used under special situations without the SWAT Team being present, if deemed appropriate by a SWAT Team Commander. The vehicle should be used with caution on graded terrain, near low power lines and around septic tanks in accordance with conditions outlined during familiarization training.

c. The use of the vehicle will be at the discretion of a SWAT Team Commander.

d. Due to the vehicle's weight, height, and operating systems, special familiarization training is required for operation; training will be facilitated by the SWAT Team Commander or designee. No special licensing is required for operation.

e. A designated team member is responsible for operation and maintenance of the vehicle. The team member is designated and overseen by the team leader.

f. Ammunition, entry tools, chemical agents, and shields may be stored in the vehicle periodically as needed for team operations.

g. All team members who have been trained to operate the vehicle are authorized to operate the vehicle.

9. **SWAT TRUCK**

a. The vehicle is used by the SWAT Team to transport personnel and equipment.

b. The vehicle is kept on stand-by status at a secure location designated by the SWAT Team Commander and approved by the Sheriff or designee.

c. The SWAT Commander may authorize use of the vehicle.

d. Training is provided by Fleet management or the SWAT Supervisor; the training is OJT

e. SWAT Commander assigns a primary and a backup driver who are responsible for maintenance.

f. SWAT equipment will include medical equipment, ladders, ammunition, breaching tools, repelling equipment and ballistic shields.

g. SWAT Personnel may operate the vehicle.

10. **MARINE VESSEL – LARGE COMMERCIAL GRADE**

a. Commercial grade vessels are outfitted for patrolling Volusia County waters, enforcing boating laws and search and rescue missions.

b. The size and draft of the vessel makes shallow water areas inaccessible.

c. Use of the vessel is authorized for Department business by sworn VSO Marine Unit personnel trained to operate the vessel.

d. Operators shall complete an 80 hour in house training program to include trailering techniques.

e. The Marine Supervisor or designee is responsible for the maintenance of the vessel.

f. Equipment kept in the vessel shall include: horn, whistle, anchor, fenders, flares, first aid kit, life preservers and law enforcement supplies.

g. Only appropriately certified Marine Deputies are authorized to operate the vessel.

11. **MARINE VESSEL – SMALL**

a. The small marine vessels are used for small or shallow water applications.

b. The size of boat limits its use to shallow waters.

c. Use of the vessel is authorized for Department business by sworn VSO Marine Unit personnel trained to operate the vessel.

d. Operators shall complete an 80 hour in house training program to include trailering techniques.

e. The Marine Supervisor or designee is responsible for the maintenance of the vessel.

f. Equipment kept in the vessel shall include: horn, whistle, anchor, fenders, flares, first aid kit, life preservers and law enforcement supplies.

g. Only appropriately certified Marine Deputies are authorized to operate the vessel.

12. **MARINE VESSEL – AIRBOAT**

a. The Airboat is a shallow draft vessel that is designed to be used in very shallow water or flats where a conventional vessel would not be able to travel.

b. The vessel is not designed to be used in a deep open water environment.

c. Use of the vessel is authorized for Department business by sworn VSO personnel trained to operate the vessel.

d. Operators must attend a 40 hour FDLE approved certification course taught by various agencies in the State.

e. The Marine Supervisor or designee is responsible for the maintenance of the vessel.

f. Equipment kept in the vessel shall include all USCG required safety equipment, first aid kit and law enforcement supplies.

g. Only appropriately trained and certified Marine Deputies are authorized to operate the vessel.

13. **MARINE VESSEL – PERSONAL WATER CRAFT**

a. The personal water craft is used by both the Marine Unit and the Dive Team for patrol and search and rescue. The personal water craft is utilized by the Marine Unit to enforce personal water craft violations on the waterway.

b. Use of the personal water craft is limited by weather and water conditions.

c. All Marine and Dive Team Members are authorized to use the personal water craft.

d. A one day personal water craft course and familiarity with trailering techniques are required qualifications for use of the personal water craft.

e. The Marine Supervisor or designee is responsible for maintenance of the vessel.

f. Equipment kept onboard the personal water craft includes a whistle and fire extinguisher.

g. VSO Deputies assigned to the Marine Unit and Dive Team are authorized to use the personal water craft.

14. **DIVE TRUCK AND TRAILER**

a. The dive truck/trailer is used to store and transport Dive Team Members and equipment to training sites and emergency call outs such as drownings, airplane crashes, and search and rescue missions.

b. Dive truck usage is limited to dive team training and call outs.

c. The Dive Team Commander or designee will determine authorization for use

d. Diver Certification, personal water craft training and familiarity with trailering techniques are required to operate the vehicle.

e. The Dive Team Commander is responsible for the maintenance of the vehicle.

f. Equipment kept in the vehicle includes: air tanks, air, fins, wet and dry suits, ropes anchors, marking buoys and first aid supplies.

g. VSO Deputies assigned to the Dive Team are authorized to operate the vehicle.

15. **BELL 407 HELICOPTER**

a. A Bell 407 Helicopter utilized for routine law enforcement air patrols, medevac, search and rescue, surveillance, and evacuations.

b. Use of the helicopter is limited by weather and weight restrictions limit the number of passengers.

c. The helicopter may be used by certified, licensed, trained helicopter pilots only.

d. The helicopter shall be operated only by rotor wing turbine license rated pilots.

e. The Maintenance Supervisor is responsible for all helicopter maintenance.

f. Equipment in or on the helicopter may include: licensed air ambulance equipment providing advanced life support, night sun search light, forward looking infrared system (F.L.I.R.), and police radios.

g. Only VSO pilots assigned to the Aviation Unit are authorized to operate the helicopter.

16. **TACTICAL COMMAND POST/LAW ENFORCEMENT OPERATIONS DIVISION**

a. The Tactical Command Post is a specially outfitted trailer to be used as a forward command post, a breath alcohol testing unit, and a base of operations for the hostage negotiators.

b. The Tactical Command Post is utilized only as needed for various operations. When in use the vehicle may be driven by any Deputy assigned to Special Operations Section. Equipment within the vehicle may only be used by Deputies trained in the equipment's particular functions.

c. The Tactical Command Post is utilized by supervisors on the scene of an incident/ event and for hostage negotiations.

d. Knowledge of the vehicle's components and the driving and handling characteristics of the truck are required to operate it.

e. The Special Operations Section Executive Officer is responsible for the vehicle's maintenance.

f. Equipment kept in the vehicle shall include: fire equipment, first aid kit, mission specific equipment loaded at the time of use i.e., intoxilyzer, hostage negotiations equipment.

g. VSO Deputies assigned to Specialty Units are allowed to operate the vehicle with prior authorization from the Law Enforcement Operations Division Commander or designee.

17. **VSO MOTORCYCLES**

a. A VSO motorcycle is a standard motorcycle equipped with a law enforcement package used to enforce traffic laws and for road patrol functions.

b. A VSO motorcycle is a single passenger vehicle. It requires a motorcycle endorsed driver's license to operate.

c. A VSO motorcycle is authorized for use by all trained VSO motormen in all situations applicable for motor use.

d. Each VSO Traffic Unit member must possess a motorcycle endorsement on their driver's license and pass an 80 hour police motorcycle training course to operate a VSO motorcycle.

e. Each Deputy is responsible for their assigned motorcycle's maintenance.

f. Equipment kept on a VSO motorcycle includes radar equipment, 800 MHz radio and rain gear.

g. VSO Deputies assigned to the Traffic Unit are authorized to use VSO motorcycles.

18. **FULL SERVICE K-9**

a. A K-9 properly trained and certified for police work is utilized for crowd control, search and rescue, narcotic searches and searches to apprehend suspects.

b. The physical condition of the K-9 and the conditions under which the animal must work are its limitations.

c. Trained and certified K-9's are assigned to a singular K-9 handler.

d. Each K-9 and handler attends a comprehensive eleven week K-9 training/handling course.

e. Each K-9 is assigned to a single handler who has sole responsibility for its care.

f. Equipment required for the K-9 includes: collar, leads, water and food. All K-9 vehicles will be equipped with a heat alarm; no K-9 will be kept in a vehicle without a heat alarm.

g. Each trained/certified VSO handler assigned to the K-9 Unit is authorized to handle the K-9.

19. **EXPLOSIVE DETECTION K-9**

a. Explosive Detection K-9's are to be used to search for hidden explosives or explosive devices.

b. Search for explosives: Explosive Detection K-9's may be deployed to search for hidden explosives or unidentified suspicious explosive devices. If an object has already been determined to be explosive the K-9 shall not be deployed.

c. The use of the Explosive Detection K-9's shall be requested by a Law Enforcement Operations Division shift supervisor. Depending upon the situation, the K-9's deployment is ultimately up to the K-9 handler.

d. The Explosive Detection K-9 and handler shall have attended and successfully completed a course at a recognized Explosive Detection K-9 school or receive a certificate of achievement from a recognized Explosive Detection testing or certification agency.

e. The K-9 Handler shall be responsible for the condition and maintenance of the vehicle and the care of the assigned K-9.

f. Equipment required for the K-9 includes: 1 six-foot lead, 1 heavy metal choke chain, 1 30-foot web tracking lead, 1 muzzle, 3 tactical uniforms. All K-9 vehicles will be equipped with a heat alarm; no K-9 will be kept in a vehicle without a heat alarm.

g. Only the K-9 handler shall give commands to the assigned K-9 dog except in an emergency situation or with prior approval.

20. **NARCOTIC DETECTION K-9**

a. Narcotic Detection K-9's are to be used to search for narcotics.

b. Search for narcotics: Narcotic Detection K-9's may be deployed to search for hidden narcotics.

c. The use of the Narcotic Detection K-9's shall be requested by a Law Enforcement Operations Division shift supervisor. Depending upon the situation, the K-9's deployment is ultimately up to the K-9 handler.

d. The Narcotics Detection K-9 and handler shall have attended and successfully completed a course at a recognized Narcotic Detection K-9 school or receive a certificate of achievement from a recognized Narcotic Detection testing or certification agency.

e. The K-9 Handler shall be responsible for the condition and maintenance of the vehicle and the care of the assigned K-9.

f. Equipment required for the K-9 includes: collar, leads, water and food. All K-9 vehicles will be equipped with a heat alarm; no K-9 will be kept in a vehicle without a heat alarm.

g. Only the K-9 handler shall give commands to the assigned K-9 dog except in an emergency situation or with prior approval.

21. **ELECTRONIC STORAGE DETECTION (ESD) K-9:**

a. Electronic Storage Detection K-9's are to be used to search for electronic storage devices.

b. Search for electronic storage devices: Electronic Storage Detection K-9s may be deployed to search for hidden electronic storage devices.

c. The use of the Electronic Storage Detection K-9's shall be requested through the Child Exploitation Unit (CEU) Supervisor.

d. The Electronic Storage Detection K-9 and handler shall have attended and successfully completed a course at a recognized Electronic Storage Detection K-9 school or receive a certificate of achievement from a recognized Electronic Storage Detection testing or certification agency.

e. The K-9 Handler shall be responsible for the condition and maintenance of the vehicle and the care of the assigned K-9.

f. Equipment required for the K-9 includes: collar, leads, water and food. All K-9 vehicles will be equipped with a heat alarm; no K-9 will be kept in a vehicle without a heat alarm.

g. Only the K-9 handler shall give commands to the assigned K-9 dog except in an emergency situation or with prior approval.

22. **LIVESTOCK TRAILERS**

a. The Special Operations Section use livestock trailers to transport horses and animals (cattle, pigs, goats, emus, etc.).

b. Use of the livestock trailers is limited to Special Operations Section personnel members with knowledge of trailer towing techniques to include the loading of animals.

c. The livestock trailers are authorized for use in VSO business as necessary.

d. Knowledge of towing skills and understand the limitations of backing techniques are the qualifications for use of the livestock trailers.

e. The Agricultural Crimes Unit Supervisor is responsible for the Agricultural Unit's livestock trailer's maintenance.

f. Equipment kept in or on the livestock trailers includes: loading ramps, tie downs and ropes.

g. Special Operations Section personnel are authorized to use the livestock trailers.

23. **UTILITY VEHICLES – SPECIAL OPERATIONS SECTION**

a. The Special Operations Section uses the utility vehicles to tow and start the helicopters and fixed wing aircraft. The Special Operations Section utility vehicle may be used to transport people on the airport property.

b. The Special Operations Section utility vehicles are limited to use on the airport.

c. The Special Operations Section utility vehicles are authorized to tow and start aircraft, transport materials and people on the airport grounds

d. No special training or qualifications are required to operate the utility vehicles.

e. The Special Operations Section Maintenance Supervisor is responsible for the maintenance of the Special Operations Section utility vehicles.

f. Equipment kept in the utility vehicles include: battery packs for starting aircraft.

g. Special Operations Section personnel assigned to the Unit are authorized to use the utility vehicles.

24. **ATV – SPECIAL OPERATIONS SECTION**

a. The Special Operations Section ATV's may be used to patrol county parks, wooded areas and used in search and rescue missions or emergencies.

b. The ATV is limited to usage at the discretion of a Special Operations Section supervisor.

c. When used for special events or emergencies, agency personnel will contact a Special Operations Section supervisor reference usage. The Special Operations Section Supervisor will arrange to have personnel transport and use the equipment.

d. No special training or qualifications are required to operate the ATV.

e. The Agricultural Crimes Unit Supervisor is responsible for maintenance of the ATV.

f. No special equipment is kept on the vehicles.

g. Special Operations Section personnel are authorized to operate the vehicles.

25. **ATVs / UTVs – SUPPORT OPERATIONS DIVISION:**

a. These vehicles may be used to transport people and cargo on the grounds at the respective facility(ies) they are assigned to. These vehicles may be used by agency personnel during special events or emergencies.

b. The vehicle(s) assigned to a particular facility/grounds is limited to usage at that facility during special events or emergencies.

c. When used for special events or emergencies, agency personnel will contact the Communications Center, reference usage. The Communication Center will then contact appropriate on-call section personnel to authorize operation and transport.

d. No special training or qualifications are required to operate the ATV/UTV.

e. The respective Section Director/Commander is responsible for maintenance of the Section's ATV/UTV.

f. No special equipment is kept on the ATV/UTV.

g. Section personnel assigned to the respective unit and agency personnel deemed appropriate during special events or emergencies are authorized to operate the vehicles.

26. **FORKLIFT – SUPPORT OPERATIONS DIVISION**

a. The forklift is used to lift and transport cargo throughout the assigned facility and may be used by agency personnel during emergencies.

b. The forklift is limited to usage at the assigned facility or during emergencies.

c. During emergencies, agency personnel will contact the Communications Center reference to usage. The Communications Center will then contact appropriate on-call Section personnel to authorize operation and transport.

d. The forklift may be operated by members of the assigned section that have completed required training, as designated by the Section Manager.

e. The Section Manager is responsible for maintenance of the forklift.

f. No special equipment is kept on the forklift.

g. Section personnel and agency personnel deemed appropriate during emergencies are authorized to operate the forklift

27. **LARGE PASSENGER BUS – LAW ENFORCEMENT OPERATIONS DIVISION**

a. These vehicles are converted school buses utilized by PAL or other personnel when there is a need to transport a large number of personnel to a scene or event.

b. Operation requires a CDL license with passenger endorsement.

c. PAL Lieutenant/Fleet Management may authorize the use of the vehicle.

d. Vehicle operators must have CDL License/Passenger Endorsement/ Air Brake Endorsement.

e. The PAL Lieutenant and Fleet Management personnel may operate the vehicle.

f. Fire Extinguishers, flares and a first aid kit shall be carried on the vehicle.

g. Any Department member meeting requirement in "D.". Pal Program Members meeting same criteria include DeLand Police Department Pal Personnel.

28. **CRIME SCENE VEHICLES – LAW ENFORCEMENT OPERATIONS DIVISION VEHICLES**

a. Crime scene vehicles are utilized for crime scene processing.

b. They may be used by VSO Crime Scene Technicians only.

c. Crime Scene Technicians may authorize the use of the vehicle as requested by any VSO Detective or road Sergeant.

d. Operators must be trained Crime Scene Technicians as approved by the LES Division Commander.

e. Assigned Crime Scene Technicians are responsible for maintenance of the vehicles.

f. Equipment shall include evidence gathering equipment, emergency lighting generator, forensic photography/video equipment, assorted evidence bags and containers, hazmat material disposal equipment, and record keeping equipment.

g. Crime Scene Technicians are authorized to operate these vehicles.

29. **UNDERCOVER VEHICLES, TO INCLUDE: PICKUPS, VANS, AND AUTOMOBILES**

a. These vehicles may be used for undercover and covert operations/surveillance close to target, visual surveillance, electronic surveillance, photography, covert evidence collection, and undercover contact with suspects.

b. No special instructions are required for the operation of these vehicles. Conditions for use shall be for non-exposure to suspects or public as law enforcement. Vehicles shall not be used for raids or "jump out activities."

c. Authorization shall be as assigned by the unit supervisors.

d. Orientation and approval of the Technical officer shall be required prior to operation.

e. Unit supervisors or Deputy assigned to the vehicle shall be responsible for maintenance of the vehicles.

f. The vehicles shall be equipped with extensive electronic and optical equipment not for public record.

g. All undercover Detectives as cleared by the Technical Officer may operate the vehicle.

30. **VSO MOUNTAIN BIKES**

a. A police mountain bike allows deputies to access areas not open to standard patrol, i.e., sidewalks, public parks, off road travel including trails, narrow alleyways and other confined areas.

b. Due to the physical demands and characteristics of the bicycle-patrol duty, the operation of these bikes shall be limited to only those sworn personnel who volunteer for bicycle-patrol duties and who have received and successfully completed the proper training in the use and operation of these bikes.

c. Police mountain bikes shall be used for general or directed patrol, special events, community relations activities, and other assignments as directed. Any surveillance operations negating the use of a bicycle helmet shall require prior approval by a supervisor.

d. Sworn personnel must successfully complete 16 hours of training through LEBA (Law Enforcement Bicycle Association) or a comparable agency-approved training course in the use and operation of these bikes.

e. The Law Enforcement Operations Division Chief will designate a program coordinator to oversee the maintenance and repair of agency bicycles. In addition to the program coordinator, each District Lieutenant shall serve as a local coordinator to handle day-to-day operations involving bikes. Each Deputy assigned to the program is responsible for inspecting the bicycle before each use and shall fill out the bicycle log located with the equipment when taking and returning the bike. Any damage shall be noted on the log (VSO FORM# 080818.001 Bike Unit Log) and a notification email will be sent to the District Lieutenant documenting any needed repairs. Deputies shall not make any modification or repair (except those of a minor nature) without authorization of the Division Chief's designated program coordinator.

f. Each VSO bicycle shall be equipped with the following: headlight, red tail light, and a rear mount bag for holding paperwork or miscellaneous items. Operators shall have a portable radio and must wear an ANSI-approved helmet. Bicycle uniforms will conform to the appropriate section of the uniform policy. Deputies should also supply their own water bottle.

g. Only trained sworn personnel who volunteer for the Police Mountain Bike Program, as noted in b. and d. above, are authorized to operate a VSO bicycle.

31. **CLANDESTINE LABORATORY RESPONSE TEAM (CLRT) TRAILER**

a. The CLRT Trailer will be utilized by the CLRT members to store and transport protective equipment.

b. The CLRT Trailer will be used for all suspected clandestine lab related calls and kept in stand-by status at a secure location designated by the Narcotics Commander and approved by the Sheriff or designee.

c. The CLRT Trailer will only be used by qualified, certified members of the CLRT or their designee, and towed by certified CLRT personnel. The trailer may be used in other jurisdictions by the CLRT personnel under Mutual Aid requests.

d. The trailer will only be operated by certified members of the CLRT, or designee. Members are certified upon completion of an OSHA approved curriculum of 40 hours of training and will maintain certification upon receiving 8 hours of refresher training annually.

e. The Clandestine Laboratory Coordinator or designee, will be responsible for care of the vehicle and equipment.

f. Equipment to be kept in the trailer includes:

- BW Gas Alert Micro 5PID Multi-Gas monitors with docking stations and calibration gases;
- BW Gas Alert Single Gas-NH3 monitors with calibration gases
- Multi-Gas calibration kit with case
- MSA Black Hawk HP SCBA harnesses
- MSA Fire Hawk Mask and regulators with heads up display
- MSA Regulator o-rings for first-stage
- 60 minute carbon cylinder
- MSA Quick-Fill EEBBS 3” hose and pouch kit
- Advantage 1000 APRs medium/large
- Chemical cartridge for APR GME-P100
- Ty-Chem SL coverall, Level B, Hood & Elastic wrist/ankle, Ty-Chem OC coverall prisoner, Latex HAZMAT Boot cover disposable
- N-Dex Nitrile Plus gloves 8 mil.
- Nitrile outer glove, textured fingers
- 1-oz glass vial, Teflon cap; 4-oz glass vial, Teflon cap
- 8-oz/ 16-oz /24-oz wide-mouth Teflon containers
- Allegro ventilation exhaust fan
- Flood Light, Tripod, 1200 watt halogen
- 14-gage extension cord
- Stream light flashlights
- Fire extinguisher ABC chemical; Fire extinguisher CO2
- PVC decontamination shower w/ bag; PVC decontamination pool w/ bag
- 10 X 10 Easy-Up tent with leg stands weights
- Chemical classifier strip kit, drug test kit, crime scene tape, digital camera, traffic cones, respirator wipes non-alcohol, poly-sheeting 4 mil 12’ X 100’, chemical tape II – 2’ X 60 yards, disposable transfer pipettes

g. The CLRT Trailer will only be operated by qualified, certified members of the CLRT or their designee, and towed by certified CLRT personnel.

32. **MOBILE COMMAND POST – COMMUNICATIONS**

a. The vehicle is used as a mobile communications command center.

b. A minimum of two communications personnel shall staff the mobile command post when in operation.

c. Use of the mobile command post requires authorization by the Communications Director or designee.

d. The member must demonstrate proficiency in the operation of the mobile command post to the Communications Director or designee and have the Communications Director's or designee's authorization.

e. The Communications Director or designee is responsible for its maintenance.

f. Equipment shall include six (6) 800 MHZ radios, one VHF radio, maps of Volusia County and a copy of general order *GO-046-01 All-Hazards Plan*.

g. Operation of the vehicle requires the authorization of the Communications Director or designee. A list of authorized operators is maintained by the VSO Communications Section.

33. **JUDICIAL SERVICES SECTION PRISONER TRANSPORT VEHICLES: COURT SERVICES PT BUS AND VANS**

a. These vehicles are used for the transport of prisoners between the Branch Jail and the various court facilities within Volusia County.

b. The maximum number of prisoners to be transported is based on their physical size. Special precaution shall apply to the transporting of adult/juvenile/male/female prisoners. Transporting and security measures shall be in compliance with *General Order GO-070-01 Prisoner Transport*.

c. All sworn Court Services personnel are authorized to operate the prisoner transport vehicles.

d. No special qualifications are required to operate the transport vehicles.

e. The member assigned to operate the vehicle will be responsible for its maintenance. Fleet Management shall be responsible for pool vehicles.

f. Equipment shall include a fire extinguisher and first aid kit.

g. Sworn Court Services personnel are authorized to operate these vehicles.

IV. ACCREDITATION STANDARDS

A. CALEA COMMUNICATIONS ACCREDITATION

- 6.2.1

B. CALEA LAW ENFORCEMENT ACCREDITATION

- 41.1.3
- 41.1.5
- 46.2.3
- 46.2.5

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-041-17**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **AIRPORT UNIT**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish security procedures for the Daytona Beach International Airport (DAB).

II. DISCUSSION

The Daytona Beach International Airport plays host to thousands of visitors to the Volusia County area per year. It is the responsibility of the Volusia Sheriff's Office (VSO) in coordination with the Transportation Security Administration (TSA) and the Federal Aviation Administration (FAA) to ensure the security of the DAB and surrounding properties.

III. POLICY

It shall be the policy of the VSO to enforce all Federal, State, and County laws and ordinances on Daytona Beach International Airport property and to work in coordination with the TSA and the FAA to make the airport a secure facility.

IV. DEFINITIONS

Airport Unit Deputies – VSO members (sworn personnel) assigned to the Airport Unit.

Airsided – Any areas of the AOA to include, runways, taxiways and SIDA.

ACM – Airport Certification Manual

AEP – Airport Emergency Plan

AOA (Airport Operations Area) – This is the area of the airport outside the terminal in the area of the terminal hubs. It includes the outside areas where the airplanes taxi to and park at the gates. As a general rule, the AOA begins once past the manned vehicle security gates.

ARFF – Airport Rescue Firefighting

ASC – Airport Security Coordinator

ASP – Airport Security Program

DAB – Daytona Beach International Airport

FAA – Federal Aviation Administration

LEO – Law Enforcement Officer

SIDA – Security Identification Display Area

Tower – Refers to the main control tower. The tower controls all aircraft and vehicle movement on the runway and taxiway areas of the airport. Permission is required from the tower before vehicles can enter the runway and taxiway areas.

TSA – Transportation Security Administration

V. PROCEDURE

A. ADMINISTRATION

1. The security measures that are to be used are defined in several operational manuals available to all personnel assigned to the unit. These manuals include:
    - DAB Airport Certification Manual (ACM)
    - DAB Airport Security Program (ASP)
    - DAB Airport Emergency Plan (AEP)
2. Deputies temporarily or permanently assigned to the airport receive airport specific training, must complete airport SIDA security training, and obtain their unrestricted airport access/ID media prior to being assigned to the airport.
3. Airport Unit personnel are required to review the DAB ASP at least annually. This will fulfill the airport-specific LEO training requirement.
4. Records of the above specific training are maintained in the VSO Airport Office by the VSO Airport Unit Supervisor. Training records are maintained at least 180 days after the deputy is no longer assigned to the airport and are available for inspection by the ASC and TSA.
5. All DAB manuals contain information restricted to those persons with a need-to-know. Transportation Security Administration (TSA) Regulation 49 CFR Part 1520 describes what information is protected from disclosure. The airport operator shall restrict the distribution, disclosure, and availability of Sensitive Security Information (SSI) and shall refer requests for such information to the TSA Federal Security Director (FSD) or the applicable Department of Homeland Security (DHS) Administrator.
6. The Airport has full-time Deputies and a Sergeant specifically assigned to the Airport Unit. These Deputies provide for flexible response to the screening checkpoint and air carriers during all times that the checkpoint is operating and all other security-related incidents 24/7. In addition, the VSO maintains a reserve pool of SIDA badged Deputies, Sergeants, Lieutenants, etc. to adequately respond to emergencies; fill in for those assigned to the Airport Unit due to sickness, vacation, training, or other absences; and provide an immediate increase in coverage, as required.
7. Deputies work opposing 12-hour shifts to provide 24-hour coverage of the airport and are equipped with a phone and radio in order to be immediately summoned, if needed.
8. When available, VSO conducts patrols with two EOD-certified explosive detection canine teams that are assigned to the airport.
9. Deputies shall be assigned permanent “Papa” numbers. Calls for service shall be dispatched on VSO Channel 7. All Airport Deputies shall monitor the DBA PS channel at all times.

B. RESPONSIBILITIES

1. Deputies assigned to the Airport Unit are responsible for ensuring that the Airport is a secure facility. This will be accomplished by deputies being highly visible and acting as an armed deterrent in the following areas:
    a. The primary responsibility of Deputies patrolling the concourse is to be highly visible and to act as an armed deterrent to criminal activity.
    b. The concourse shall be patrolled during flight operations.
    c. Deputies shall be responsible for patrolling the security checkpoint and concourse area.
    d. Deputies are responsible for monitoring all activity and handling LEOs who need to pass through the checkpoint.
2. **ROVING PATROL**

a. Deputies shall be responsible for patrolling the interior and exterior of the terminal, including the businesses and parking lots.

b. Deputies shall patrol the ticket counters during check-in peak times, on the concourse prior to boarding, and in the baggage claim during arrivals.

c. Deputies shall be alert to suspicious activity and investigate where appropriate.

d. Driving within the AOA shall be restricted to those deputies that have obtained the proper certifications from the DAB Badging Office.

e. When called upon, and during the course of patrolling the terminal, Deputies will assist Airport Security with keeping the loading zone in front of the terminal clear of all vehicles not loading or unloading passengers.

f. Other duties include assisting with ground transportation problems, traffic enforcement, and assisting passengers in need of information.

C. CHECKPOINT PROCEDURES

1. Airport Unit Deputies shall not assist non-LEOs in bypassing the security checkpoint. This includes all non-sworn civilian employees.

2. The deplaning (exit) lanes at the checkpoints shall only be utilized in accordance with the guidelines established by the TSA and the Airport Security Plan (ASP).

3. Airport Unit Deputies shall not conduct a search of a person unless a criminal violation is suspected. The Deputy may stand by to keep the peace while TSA personnel conduct the search.

4. TSA personnel are only authorized to search for prohibited items. Should TSA personnel discover narcotics or a large amount of money, they should notify a Deputy. The Deputy must establish their own probable cause to detain or search the individual.

5. **FIREARMS/WEAPONS VIOLATIONS AT THE CHECKPOINT**

   a. A search shall be conducted of every person detained for weapons violations.

   b. Once the decision is made to pursue formal arrest charges, the defendant shall be secured, remain in handcuffs and under constant Deputy control pending the completion of all paperwork.

   c. Should the Deputy feel as though circumstances dictate not making a physical arrest, the Deputy must have the approval of an Airport Unit supervisor.

   d. When weapons are seized at the checkpoint, the incident report shall contain the following:

      - A copy of the passenger's ticket
      - Bag claim ticket
      - A notation in the report whether or not the weapon was operational.
      - Whether or not an arrest was made (A decision not to arrest for this type of violation requires notification and approval of an Airport Unit supervisor.)

   e. A VSO incident report shall be completed in all firearm cases, regardless if criminal charges are filed.

   f. The firearm shall be properly packaged and submitted to evidence pursuant to general order *GO-083-01 Collection of Evidence*.

   g. Under no circumstances shall the firearm be returned to the violator.

   h. All criminal violations involving dangerous weapons/firearms shall be disposed of by either complaint affidavit or making a physical arrest.

   i. In all cases, the FBI shall be contacted at (386) 252-0463 or after hours at 904-721-1211. Additionally, the investigating Deputy shall be responsible for electronically transmitting the report to the FBI or the TSA, no later than the next business day.

D. ARMED LEOs

1. **LEO FLYING ARMED**

   a. In order to fly armed, a LEO must present to the checkpoint Deputy the following:

- LEO credential with photo
- Airline ticket
- Flying Armed form provided for airline
- Letter of authorization to fly armed from LEO's agency on respective agency letterhead.

2. **LEO ARMED/NOT FLYING IN SECURE AREAS**

   a. Non-SIDA credentialed LEOs who are armed on "official duty", and accessing the airside secure area, must:

   - Present LEO credential with photo
   - Fill out and sign the checkpoint logbook if requested to do so by the TSA
   - Be escorted through the checkpoint (The escort Deputy must remain within sight of the visiting LEO.)
   - If at any time the escort Deputy determines that the visiting LEO is not on official duty, the LEO will immediately be brought back to the main terminal. The Special Services Commander shall be notified and will initiate notifying the visiting LEOs agency and the FBI/FSD.

3. **ARMED OFFICERS IN UNIFORM OR PLAINCLOTHES FOR OTHER THAN OFFICIAL DUTY**

   a. No officer, who is not flying or on official duty, shall be permitted to go past a checkpoint armed. This applies to all officers in uniform or plainclothes.

   b. Deputies may escort an armed officer to an airside to pick up a minor child once it has been cleared through the airline. In this instance, the same procedures as an officer on official duty shall be followed.

   c. Armed officers in uniform shall wait inside the terminal for their adult passengers.

   d. A VSO Airport supervisor must approve any deviation from this policy and shall resolve any problems encountered from officers of other agencies.

   e. When armed LEOs require access to the ramp, the Deputy shall evaluate the circumstances and determine if access is necessary. If the Deputy determines that access is warranted, they shall escort the officer.

4. **EXCEPTION TO THIS SECTION: Any armed Federal Law Enforcement Officer may go through the security checkpoint and to the airsides unescorted, whether flying or not. However, the agent must still fill out and sign the log-sheet at the checkpoint after having their credentials verified by the Deputy.**

E. PARKING REGULATIONS & ENFORCEMENT ACTION

1. **PARKING LOTS**

   a. All parking regulations covered by proper painting or signs should be enforced.

2. **CURBSIDE VIOLATIONS**

   a. When a Deputy discovers an abandoned vehicle in front of the terminal, they shall ensure the public paging system has been used to request the operator respond immediately to remove the vehicle. If after a reasonable period of time the operator does not do so, the vehicle may be ticketed.

3. **TOWING & TICKETING OF VEHICLES**

   a. Deputies have the authority to tow vehicles from airport property for violation of County Ordinance, State Statute, or as the result of an accident/traffic hazard. Deputies shall follow the procedures outlined in general order *GO-061-13 Vehicle Towing and Impound*.

F. TRESPASS WARNINGS

1. When requested by DAB authorities or other persons in charge of an area, the Deputy shall complete a Trespass Warning and obtain a photo of the trespassed person.

2. The photograph shall be posted, along with the Trespass data, in the Airport Unit Trespass Book, unless the suspect is a juvenile.

3. If the suspect is a juvenile, the photograph and Trespass data shall be forwarded to an Airport Unit sergeant for retention in a locked file cabinet. The name and date of birth of the suspect shall be recorded in the Airport Unit Trespass Book, and if needed, the original Trespass Warning can be retrieved by the sergeant for the Deputy.

G. REPORTING PROCEDURES

1. Deputies assigned to the Daytona Beach International Airport will be responsible for responding to, and the subsequent investigation of all calls for service within the International and Domestic Terminals. Deputies will complete an Incident Report in accordance with VSO general orders.
2. When an arrest, incident, or report is of such a nature as to be brought to the immediate attention of the Special Services Commander or the Command staff, the Deputy shall notify their immediate supervisor. If the immediate supervisor is unavailable, deputies shall contact the Special Services Executive Officer and Watch Commander.
3. Reports shall only be disseminated to law enforcement agencies, including the TSA. Requests by other agencies or individuals shall be referred to the VSO Central Records Unit.

H. LOG SHEETS

1. An Airport Unit Event Log shall be maintained electronically using the DAB Lucity system.
2. The supervisor or ranking Deputy on duty shall ensure that the Airport Event Log is kept up-to-date.
3. Entries shall be made prior to the end of the Deputy's current tour of duty.
4. Where overlap shifts occur Deputies shall, when feasible, make their entry prior to the reporting time of the oncoming shift.
5. Log entries shall be made for the following events:
    - Criminal Acts
    - Arrests
    - Any extraordinary incident that causes the utilization of significant VSO resources.
    - Any incident that might cause news media attention.
    - Incidents of interest to the Sheriff, DAB Director, and Special Services Commander.
    - Any incident involving serious injury or death.
    - Any incident involving the use of deadly and non-deadly force.
    - All missing persons originating at DAB that have not been recovered.
    - Incidents involving road closings that have a major impact on traffic flow.
    - Any information an officer, supervisor, or manager determines VSO personnel should know about.

I. SIGNIFICANT ACTIVITY NOTIFICATION

1. Notification shall be made to the Special Services Commander of the following events:
    - Any accident involving a VSO vehicle.
    - Any incident involving injury or death.
    - Shots fired at or by VSO.
    - Major incidents occurring at DAB.
    - Any incident that might cause news media attention.
    - Any extraordinary incident that causes the utilization of significant VSO resources.
    - Missing juveniles when the disappearance is out of character.
    - Any traffic accident involving major injuries or death.
    - Incidents involving road closings that have a major impact on traffic flow.

- Incidents of interest to the Sheriff, DAB Director, or any other VSO personnel.

J. FOUND PROPERTY - NOT SUSPICIOUS

1. The Daytona Beach International Airport maintains a secured lost & found within the Airport Security/Control Office. All found property shall be turned over to the Airport Security/Control Office.
2. Airport Security personnel may turn items of great value over to the VSO Airport Unit for safekeeping.
3. Where found items of great value (such as jewelry) are given to a Deputy by Airport Security, they shall be placed into evidence and a report generated in accordance with general order *GO-083-01 Collection of Evidence*.

K. FOUND PROPERTY - SUSPICIOUS

1. When a Deputy is requested by Airport Operations to assist with found luggage, a cursory search of the exterior of the unattended luggage shall be made to attempt to identify the owner.
2. The public page system shall be used to attempt to locate the owner.
3. At no time shall a Deputy remove found luggage and take it to the checkpoint for screening.
4. The on-duty EOD K-9 team shall be summoned to assist with the suspicious item. If there is no on-duty EOD K-9 team, one will be summoned through the Communications Center.
5. Any suspicious containers shall be referred to the VSO Bomb Team.

L. LOST PROPERTY

1. Citizens should first be directed to check with Lost & Found. If the property is not there and a person wants to report lost property, the Deputy shall direct the citizen to an Airport Operations Agent. If the citizen wants to report the property as stolen, the Deputy shall generate an Incident Report.

M. PRISONERS/HOLDING CELLS

1. The Daytona Beach International Airport maintains several holding cells within the International and Domestic Terminals. Use of these holding cells will be in accordance with VSO general order *GO-072-02 Temporary Detention*.

2. **PRISONER ESCORTS**

   a. Deputies shall assist other agencies in order to minimize the chances of prisoners escaping from other LEOs at the airport. When manpower permits, Deputies shall offer to escort LEOs who are transporting prisoners to or from an aircraft if requested.

   b. When assisting another agency, the outside agency shall maintain control and handling of the prisoner. VSO deputies shall immediately assist the outside agency in order to overcome resistance or the attempted escape by the prisoner.

N. BOMB THREATS/TERMINAL EVACUATION

1. VSO maintains responsibility for this type of incident once a bomb threat has been received or suspicious device is identified. At this point, command is transferred to the VSO Airport Unit. If no device is found or the threat has passed and it is determined that normal operations should resume, VSO shall terminate the call.
2. VSO Airport Unit Deputies shall implement the Bomb Threat Procedures outlined in the Airport Emergency Plan (AEP).

3. **THREAT LEVELS**

   - Threat Level One relates to bomb threats against an aircraft in-flight.
   - Threat Level Two relates to bomb threats against an aircraft parked at the gate.
   - Threat Level Three relates to bomb threats against the airport terminal building.

O. TYPES OF BOMB THREATS

1. When any type bomb or explosives threat is identified, DAB Operations and VSO shall respond to investigate the call and assess the threat. The VSO Airport Unit may summon an Airport Operations Agent to assist the Deputy to assessing the threat. If it is deemed to be a credible threat the Deputy shall take control of the incident

2. **DEFINITE THREAT**

   a. A **Definite Threat** clearly states that a bomb or explosive device is located in a specific area and is scheduled to detonate at a specific time. VSO Airport Deputies will direct the evacuation of the threatened area.

   b. Suspected devices shall not be moved or handled by anyone other than VSO Bomb Team personnel.

   c. If the threat is to an aircraft, the location for the aircraft will be coordinated through the Airport Director and the FAA Control Tower.

   d. The Mobile Command Post, buses, airstairs and any other equipment requested shall respond to the staging area.

   e. Whenever it is determined that there is no threat, control of the incident shall revert back to Airport Operations.

3. **INDEFINITE THREAT**

   a. A threat that involves no specific area or time element. Personnel shall establish a one-hour time period from the time the indefinite threat is received. After the one-hour period the situation shall be reevaluated for termination. A general search of the area may be conducted by VSO.

4. **SUSPICIOUS OBJECTS**

   a. A suspicious object is any item that is observed/found and is not immediately and positively identified by the owner or is left unattended and causes concern. A suspicious object shall be upgraded to a **Definite Threat** should the circumstances deem it appropriate. The VSO Bomb Team shall then be notified to respond and safety procedures outlined in general order *GO-046-01 All-Hazards Plan* [Bomb Threats and Explosive/Incendiary Devices].

5. **BOMB THREAT EVACUATIONS**

   a. The VSO Airport Unit shall have the responsibility for deciding whether or not to evacuate the building or area that is threatened.

6. **NOTIFICATIONS**

   a. All notifications are outlined in the Airport Emergency Plan. In all cases the Airport Director and VSO Special Services Commander shall be notified.

7. **BOMB THREAT STATEMENTS MADE BY TRAVELING PUBLIC**

   a. If bomb threat statements made by a civilian are found to be credible, or cause a disruption in airline service, an incident report and proper TSA paperwork **must** be completed. Such individuals shall be brought to a safe location pending notification of the FBI, completion of the incident report, and TSA paperwork.

8. **EVACUATION**

   a. DAB is vulnerable to several hazards that could facilitate the need for evacuation should the lives and property of the traveling public or employees be threatened. Natural disasters such as earthquake, tornado, floods, as well as hazardous material incidents, are just a few of the hazards that could require the order to evacuate the airport.

   b. VSO Airport Units will implement the Terminal Evacuation Plan as established by the Airport Emergency Plan.

   c. The primary decision for ordering an evacuation will come from the Director of Aviation, Director of Airport Operations or their designee. There may be instances where the ARFF Fire Chief, the VSO, or an EOC Incident Commander may have to make an evacuation related decision.

d. Evacuation of people at risk for emergency situations that occur with little or no warning can be implemented on an ad hoc basis by the Director of Aviation, ARFF Command, the Director of Airport Operations, or the VSO Airport Unit.

e. Evacuation instructions should be based on known/assumed health risks associated with the hazard and a determination that sheltering is no longer a viable option.

f. The Airport understands that there will be some instances where it would be more appropriate to shelter in place rather than evacuate.

g. While many people will begin the evacuation process on their own, it is anticipated that a majority of the people will be looking for information, instructions, and guidance given by the Airport on evacuation procedures. There will undoubtedly be some individuals within the Airport population who may not understand or will refuse to follow given directions. The VSO will have the authority to escort these people to a safe location by whatever means necessary.

h. After the alarm has sounded, proceed and encourage others to proceed to the nearest fire exit.

i. Elevators should not be used.

j. Check all restrooms to ensure that all hearing impaired and disabled persons are notified and assisted as needed.

k. Disabled persons shall be assisted to a designated accountability area.

P. CALL RESPONSE

1. Deputies normally shall not respond off-site to routine calls for service. They may, however, respond to requests for mutual assistance to back up or standby while waiting for a Daytona Beach Police Department unit to arrive and handle the call.

2. The Florida Fish and Wildlife Conservation Commission shall be contacted on all cases involving a non-domesticated animal. All cases involving a domesticated animal shall be referred to animal control. Airport Operations shall be contacted in reference to any injured animal on Airport property.

Q. OFFICE SECURITY

1. SECURITY CAMERAS

a. Cameras are located throughout most of the public access part of the airport. If a significant incident occurs, Deputies shall request to focus a camera on the area to provide intelligence information prior to arrival. The camera view can be recorded for later use.

2. SIDA BADGES

a. Airport SIDA badges shall be worn in all security identification display areas (SIDA).

b. If an individual is found in the SIDA without their SIDA badge, the individual shall be escorted off the SIDA by VSO and their supervisor informed of the infraction.

c. Access to the SIDA by persons not authorized shall be controlled by frequent patrolling of the SIDA by a VSO Airport Unit Deputy.

d. Deputies shall respond to any unauthorized entry into the SIDA.

	VOLUSIA SHERIFF'S OFFICE GENERAL ORDER GO-041-18	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **RESPIRATORY PROTECTION PLAN**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this policy is to provide a respiratory protection plan ensuring employee respiratory protection in compliance with 29 Code of Federal Regulations 1910.

II. POLICY

It shall be the policy of the Volusia Sheriff's Office (VSO) to provide National Institute for Occupational Safety and Health (NIOSH) approved respiratory protection to those employees who may perform duties in a respiratory hazard. Employees listed in this plan, identified as having a potential respiratory hazard, are:

- Hazardous Device Team
- Special Weapons and Tactics (SWAT)
- Forensics
- Homicide
- Emergency Response Team (ERT)
- Critical Incident Management Team (CIMT)

III. DEFINITIONS

Respirator – an enclosure that covers the nose and mouth and or the entire face or head. Air-purifying respirators use filters or sorbents to remove harmful substances from the air. They range from simple disposable masks to sophisticated devices. Air-purifying respirators do not supply oxygen and may not be used in an oxygen-deficient atmosphere or in ones that are immediately dangerous to life or health (IDLH). The current model issued with the PPE equipment is the 3M, M-7800 and has a weight of 9 pounds. All training will be based on this model.

United States Code of Federal Regulations (CFR) – 29 CFR 1910 mandates that employers establish and maintain a respiratory protective plan for employees in hazardous respiratory environment

Qualitative fit testing – involves the introduction of harmless odoriferous or irritating substances into the breathing zone around the respirator being worn. If the wearer detects no odor or irritation, a proper fit is indicated.

Quantitative fit testing – offers more accurate, detailed information on respirator fit. It involves the introduction of a harmless aerosol to the wearer while they are in a test chamber. While the wearer performs exercises that could induce face piece leakage, the air inside and outside the face piece is then measured for the presence of the harmless aerosol to determine any leakage into the respirator.

IV. PROCEDURE

A. MEDICAL SCREENING

1. At the time of training, each Deputy will complete a Medical Screening Questionnaire. The questionnaire will be placed in a sealed envelope with a contact number for the Deputy. A medical provider with the Volusia County Health Department will review the questionnaire (OSHA questionnaire Part A, Section 2, questions 1-9) and contact the Deputy directly, if necessary.
2. The Respiratory Protection Medical Screening Determination form will be completed by the medical provider and sent to the Deputy. It will be the Deputy's responsibility to forward the form to the designated person within their organization.

B. SELECTING RESPIRATORS AND PROPER USE

1. Persons should not be assigned to tasks requiring use of respirators unless it has been determined that they are physically able to perform the work and use the equipment. Asthma, allergies, bronchitis, emphysema, and high blood pressure are common conditions that prohibit respirator use. The VSO contracted physician or health care provider shall determine what health and physical conditions are pertinent. The respirator user's medical status shall be reviewed annually.
2. Based on this assessment, some employees may be classified for use as "escape purposes only". Deputies with this user classification will only use the equipment when needed to escape from a hazardous environment; equipment will be issued with this purpose in mind. As stated, the purpose of this use will be for the respective deputy's safety; deputies with this classification will not be required to reenter a warm zone.
3. Corrective eyeglasses worn by employees present a problem when fitting respirators. Special mountings are available to hold corrective lenses inside full-face pieces. If corrective lenses are needed, the face piece and lenses must be fitted by qualified individual to provide good vision, comfort, and proper sealing.
4. Although respirators are designed for maximum efficiency, they cannot provide protection without a tight seal between the face piece and the face of the wearer. Consequently, beards and other facial hair can substantially reduce the effectiveness of a respirator. The absence of dentures can seriously affect the fit of a face piece.
5. Employees under this plan may be re-fit tested having experienced ten percent body weight gain or loss or any significant change in facial features.
6. To ensure proper respiratory protection, a face piece must be checked each time that the respirator is worn. This can be accomplished by performing either a positive pressure or negative pressure check. (Taken from U.S. Department of Labor, Occupation Safety and health Administration Standard Number 1926.62 App D)
    a. Positive pressure check - Close off the exhalation valve and exhale gently into the face piece. The fact fit is considered satisfactory if a slight positive pressure can be built up, inside the face piece, without any evidence of outward leakage of air at the seal. For most respirators this method of leak testing requires the wearer to first remove the exhalation valve cover before closing off the exhalation valve and then carefully replacing it after the test.
    b. Negative pressure check - Close off the inlet opening of the canister or cartridge by covering with the palm of the hand or by replacing the filter seal, inhale gently so that the face piece collapses slightly, and hold the breath for ten seconds. If the face piece remains in its slightly collapsed condition and no inward leakage of air is detected, the tightness of the respirator is considered satisfactory.

C. INSPECTING, CLEANING, MAINTAINING, AND STORING, DISCARDING AND REPAIR

1. All respirators must be inspected by personnel using the respirator for wear and deterioration of their components before and after each use. Respirators shall also be inspected monthly by Commander(s) or designee of each respective unit to ensure operational readiness. Special attention should be given to rubber or plastic parts that can deteriorate. The face piece, especially the face seal surface, headband, valves, connecting tube, fittings, and canister must be in good condition. A respirator inspection must include a check of the tightness of the connections.
2. Chemical cartridges and mask canisters must be replaced as necessary to provide complete protection.
3. In the event a respirator is found not to be serviceable, the respirator shall be taken out of service by the Commander(s), or designee to prevent its accidental use in a hazardous respiratory

environment. Respirators shall be repaired, or discarded and replaced if not serviceable. The Commander(s) may determine which action is appropriate. If replacement is required, the respirator shall be replaced as soon as reasonably possible.

4. A respirator shall be cleaned and disinfected immediately after each use. Face pieces should be washed in warm water, with soap or a detergent, rinsed and air-dried. They may be disinfected with hypochlorite solution.

5. Respirators must be stored to protect against dust, sunlight, heat, extreme cold, excessive moisture or damaging chemicals. Protection against any mechanical damage also should be provided. Respirators should be stored so that face pieces and exhalation valves will rest in a normal position to prevent the rubber or plastic from reforming into an abnormal shape.

D. TRAINING

1. Every respirator wearer shall receive fitting instructions including demonstrations and practice in how the respirator should be worn, how to adjust it, and how to determine if it fits properly. This training shall be conducted when the mask is issued and during annual training.

2. Each Deputy issued the PPE will carry the equipment in their issued vehicle. The training received will provide the Deputies with the knowledge and training to utilize the equipment in an emergency situation. The level of training is not for routine use that would be associated with a team such as a Hazmat team. The use of equipment is for emergency situations only.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-041-19**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **DOMESTIC VIOLENCE**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish policy and procedures governing the Volusia Sheriff's Office (VSO) response to incidents of domestic violence.

II. DISCUSSION

Domestic violence is a critical human rights issue and interpersonal violence between intimate partners is a crime and must be treated as such by the law enforcement community.

III. POLICY

It is the policy of the VSO that all reported allegations of domestic violence will be thoroughly investigated in compliance with VSO general orders and existing state statutes.

It shall further be the policy of the VSO to make an arrest or file charges whenever there is probable cause to believe that an individual has committed an act of domestic violence. Deputies will make an effort to determine which individual was the primary aggressor and arrest is the preferred response only for the primary aggressor.

IV. PROCEDURE

A. INITIAL RESPONSE AND ENTRY

1. Deputies will respond to Domestic Violence calls in accordance with general order *GO-041-03 Patrol Operations*.
2. If refused entry at the reported location of a domestic violence call, deputies should be persistent in seeing and speaking with the victim. If access to this person is refused, the officers should request that the dispatcher attempt contact with the victim by phone.
3. If access is still refused and the deputies have reason to believe that someone is in imminent danger, the deputies should use appropriate force to gain entry.

B. ON-SCENE INVESTIGATION

1. The initial actions of the responding deputy should be to ensure the safety of all persons at the scene. This should include:
   - Assessing the severity of injuries to all parties and summoning appropriate medical assistance if needed
   - Separating the victim physically, verbally and, if possible, visually

- Taking possession of all involved weapons and securing other weapons which pose an immediate threat at the scene
- Locating and ensuring the welfare of any children and others at the scene
- Interviewing all parties and potential witnesses, including children and neighbors as appropriate. These witnesses should be interviewed separately and out of visual/hearing range of each other if possible
- Determining if relationship of the involved parties is that of family or household members as defined by Florida statute 741.28
- Determining nature and extent of all injuries, including defensive wounds
- Documenting any outward signs of strangulation if present, including redness, bruising or ligature marks on neck, burst blood vessels in victim's eyes, hoarseness in voice
- Ascertaining whether female victim is pregnant and whether the suspect is aware of her condition
- Recording in writing or with voice recorder any statements of victim, suspect or witnesses that may be categorized as spontaneous statements or excited utterances. Note the exact words used, time frame when statements were made and emotional condition of the speaker.
- Collecting and recording physical evidence and take color photographs of injuries to all involved parties and any property damage
- Determining if there is probable cause that an act of domestic violence has occurred

C. DETERMINE PRIMARY AGGRESSOR

1. When two or more persons make allegations of domestic violence against each other, deputies should try to determine which party was the primary aggressor and which party was acting in self-defense. Per Florida statute, arrest is the preferred response only with regard to the primary aggressor. Arresting both parties (dual arrests) for the same incident is strongly discouraged.
2. Factors to consider when determining primary aggressor should include:
    - Nature and extent of injuries inflicted
    - History of domestic violence perpetrated by one party against the other
    - Existence or previous existence of protection orders
    - Efforts by one party to prevent the other party from summoning law enforcement
    - Determination of actions that appear to be reasonable self-defense
    - Observations from crime scene
    - Comparison of statements from involved parties, witnesses
    - Who fled the scene

D. ARRESTS

1. If a deputy has probable cause to believe that a suspect has committed an act of domestic violence, generally a physical arrest should be made if the suspect can be located.
2. If there is probable cause to make an arrest but the suspect has fled the scene, deputies should make an effort to locate the suspect to affect an arrest and they should document all attempts to locate the suspect.
3. If there is probable cause to make an arrest but the suspect cannot be located, deputies should complete a thorough report and appropriate criminal complaint affidavit that should be signed by the victim or the investigating deputy.
4. In cases in which the investigating deputy believes that the suspect presents a clear danger to the victim while the suspect remains at large, the deputy should notify their supervisor to make arrangements to have a warrant issued in an expedited manner as soon as practical.
5. In rare instances in which there is probable cause to make an arrest for domestic violence but the deputy believes that immediate arrest is not the appropriate response, the deputy must notify their

supervisor of this decision for approval. Such circumstances might include the medical or mental condition of the suspect.

6. Pursuant to Florida statute, if a deputy investigates an allegation of domestic violence and if an arrest is not made or criminal charges are not filed, a detailed incident report must be completed which details the reason(s) that an arrest was not made.
7. Pursuant to Florida statute, if two or more persons make an allegation of domestic violence against each other and the deputy arrests more than one person, a detailed incident report must be completed which details the reason(s) for arresting more than one person.
8. In some rare instances, arresting both parties might be unavoidable. Examples would include:
    - Victim could have active warrant
    - Victim may commit another criminal offense in the deputy's presence
    - Victim took self-defense action beyond a reasonable limit (Excessive force disproportionate to the acts committed by the other party)
9. If there is probable cause to make an arrest, but the suspect has fled the scene, deputies should make an effort to locate the suspect to effect an arrest. All attempts to locate the suspect should be documented.
10. If there is probable cause to make an arrest and the suspect cannot be located, the investigating deputy or their supervisor should review the particular circumstances of the case to determine if a criminal warrant should be obtained by expedited means. The warrant may be obtained by the reporting deputy or referred to a detective for immediate follow-up.
11. If there is probable cause to make an arrest but the victim refuses to cooperate or sign a complaint affidavit, the investigating deputy should sign the criminal complaint affidavit.
12. Factors that should NOT be considered in a decision to make an arrest include:
    - Socio-economic status of either party
    - Victim's reactions, i.e., verbal hostility, yelling
    - Belief that victim will not cooperate with prosecution
    - Disposition of previous calls involving same victim or suspect
    - Denial by either party that domestic violence occurred when there is evidence of domestic violence
    - Absence of visible injury unless inconsistent with nature of allegation of violence
    - Presence of children or dependency of children upon the suspect
13. The investigating deputy should determine if the suspect has pending domestic violence charges. If so, the deputy should attempt to determine if there has been a violation of conditions of pre-trial release. If so, the deputy should take the appropriate enforcement action pursuant to state statute.

E. VICTIM SUPPORT

1. The investigating deputy should:
    - Convey to the victim concern for their safety.
    - Advise the victim that the incident report will be sent to the local domestic violence center
    - Advise the victim that domestic violence is a crime and that the responsibility for decisions regarding whether charges are filed is with the state, not the victim
    - When an elderly or disabled adult victim is the victim of domestic violence, or if the suspect is no longer able to provide care for the elderly or disabled victim, the deputy must notify the State Abuse Registry at 1-800-96-ABUSE.
    - Determine if the severity of the incident or continued risk to the victim require the immediate services of a VSO victim advocate
    - In cases in which the victim wishes to seek shelter at the Domestic Abuse Council, the deputy should assist in arranging transportation to the shelter if needed

- If an arrest is made, encourage the victim to report any known violations of conditions of pre-trial release that may occur if suspect is released
- Encourage the victim to contact the local certified domestic violence center for assistance, counseling, legal aid, shelter, safety planning and other services if needed

F. OFFICER-INVOLVED DOMESTIC VIOLENCE CASES

1. When an incident of domestic violence involves a sworn law enforcement officer:
   - The on-duty district supervisor shall be notified and shall respond to the scene;
   - The incident shall be investigated and all parties involved will be treated in the same manner as with any other domestic violence investigation;
   - If an arrest is made, the supervisor shall notify the agency that employs the sworn law enforcement officer of the incident as soon as possible;
   - If the arrestee is a member of the VSO, an internal affairs investigation shall be initiated upon approval of the Sheriff.
2. If an Injunction for Protection is served upon a sworn member of the VSO, see general order *GO-074-03 Injunctions for Protection* for additional procedures.
3. Any deputy who witnesses or otherwise has firsthand knowledge or well-founded knowledge of a domestic violence incident involving another deputy in the VSO, must report that incident to a supervisor. This information will be forwarded through channels to the involved deputy's Division Chief.

G. REPORTS

1. All calls involving an allegation of an act of domestic violence will result in a written report.
2. If an arrest is made, the incident report should be written in such a manner as to allow for successful prosecution even without cooperation from the victim.
3. The incident report prepared by the deputy should include, but not be limited to:
   - Information provided by communications personnel. The deputy should consider the evidentiary value of the 911 call;
   - Descriptive information regarding the victim and suspect, including the demeanor of each;
   - Written and oral statements obtained from the victim and suspect (including excited utterances, their approximate time frame and the person's emotional condition). If written statements are not obtained, a reason should be given;
   - A description and location of observed injuries or complaints of injury and whether an offer of medical treatment was refused;
   - The name of the medical treatment provider including EMS personnel;
   - A description of steps taken to locate the suspect if they were not at the scene;
   - A list of indicators of threats or risk to the victim (e.g., verbal threats, suicide threats by suspect, history of abuse, abuse of pets, substance abuse, other unusual behaviors);
   - Any evidence that the suspect tried to prevent victim from reporting the crime to law enforcement;
   - Information regarding whether minor children were present, their names and ages and whether the Department of Children and Families was contacted;
   - Information on whether an injunction is in effect;
   - An indication that the victim received the "Victim/Witness Information/Rights Pamphlet";
   - If no arrest is made, an indication that the officer advised the complainant of the reasons why an arrest was not made;
   - Any information that may be relevant to the assessment of bond at first appearance.

H. FOLLOW-UP INVESTIGATION

1. Some domestic violence calls will require follow-up investigation. Reasons for follow-up might include:
    - Photographing or re-photographing injuries and bruises that weren't visible at the time of original report;
    - Obtaining statements from parties that weren't available or able to provide a statement at the time of the original report;
    - Obtaining additional information or evidence in support of the original charge or additional charges;
    - Providing additional information at the direction of the State Attorney's Office to assist with prosecution;
    - Some cases can be followed up by the original reporting deputy; other cases, by their nature, will need to be assigned to a detective for further action.
    - In addition to the reporting deputy's immediate supervisor, all domestic violence reports should be reviewed by the District Investigative Sergeant to assist in determining if additional follow-up is necessary;
    - Determining what additional measures may need to be taken to protect the victim.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 41.2.4
- 82.2.1

VI. FORMS (Click here to access forms)

- Victim/Witness Information/Rights Pamphlet (English)
- Victim/Witness Information/Rights Pamphlet (Spanish)

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-041-20**	**Distribution** All Personnel	**Reissue/Effective Date** 02/18/2026
		Original Issue Date 01/05/2021	**Previous Revision Date** 04/02/2024
Title **BODY WORN CAMERAS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines related to the use of body-worn cameras (BWCs) so that Deputies may reliably record their official law enforcement contacts with the public in accordance with policy and the law. In addition, this general order shall serve to establish guidelines associated with the secure management, storage, and retrieval of the data stored on the Volusia Sheriff's Office (VSO) issued BWC to safeguard the integrity of the digital images captured should they need to be produced for evidential purposes.

II. POLICY [CALEA LE 41.3.8 (a)]

To enhance the services provided to the community, the VSO authorizes the use of body-worn camera technology as an additional layer of documentation for events, actions, conditions, and statements made in accordance with the performance of official law enforcement duties and to improve Deputies' reports, the collection of evidence, and testimony in court. The use of body-worn camera technology is meant to assist and complement Deputies in the performance of their duties and is not meant to replace or relieve the Deputy of submitting any and all required written reports.

It is the policy of the VSO that all audio, images, and media associated with the BWC are the express property of the VSO and shall not be accessed, copied, released, or disseminated in ANY form or manner outside the parameters of this policy without the express written consent of the Sheriff.

In accordance with general order *GO-026-02 Standards of Conduct*, any violation of this policy/general order shall result in discipline up to and including termination. Supervisors shall be held accountable and subject to disciplinary action for failure on a subordinate's part to adhere to this policy (Refer to general order *GO-012-01 Command and Control*).

III. DEFINITIONS

Active Mode – In active mode, the BWC saves the buffered pre-recording and continues recording audio and video for the available life of the battery or until the BWC is deactivated.

Authorized User – VSO designated personnel with a direct job-related function/responsibility regarding BWC footage to include BWC Operators, BWC Operator supervisors, Detectives; Command Staff; Internal Affairs Lieutenant; Office of Public Affairs and Media Relations; Training Director; IT Service Desk personnel and their supervisors; IT Director, or personnel specifically designated by the Chief Deputy in furtherance of legitimate law enforcement purposes.

Axon Signal – Alerts that cause the BWC to automatically begin recording based upon a specific event. The events may include unholstering a firearm or electronic control weapon (ECW) or activation of the vehicle's emergency equipment.

Bi-Directional Communication – two-way audio communication between a BWC user while they are actively recording and a member who is livestreaming the BWC video. The conversation is initiated by the member livestreaming.

Body Worn Camera (BWC) – A camera worn on an individual Deputy's person that records and stores audio and video.

Body Worn Camera (BWC) Operator – An authorized and trained representative of the VSO assigned to operate the BWC equipment.

Buffering Mode – In buffering mode, the BWC continuously loops recording for a pre-designated amount of time before the recording is activated by the Deputy.

Digital Evidence – Includes photographs, audio recordings, and video footage with evidentiary value that is captured and stored in digital format. [CALEA LE 83.2.2 (a, b, c)]

Digital Evidence Management System (DEMS) – A VSO approved computerized system consisting of hardware and software to collect, store, secure, and disseminate digital evidence while preserving chain of custody. VSO utilizes Axon Evidence as a digital evidence management system.

Live Mapping – Allows authorized users to view the real-time location of all BWCs that are powered on and have a connection.

Livestreaming – Allows authorized users to remotely view a Deputy's BWC video as it is being recorded.

Long-Term Storage – Axon Evidence is used to provide access and storage for digital evidence in audio, picture, and video formats.

Members of the Public – Inclusive of all persons whether or not a citizen of the United States of America.

Short-Term Storage – The temporary storage location for digital media, such as a camera memory card or the Milestone system.

Video Recording – The electronic recording of visual images with or without audio recordings.

Watch Me – A feature that allows the BWC user while recording to request authorized personnel to livestream their active BWC recording.

IV. PROCEDURE

A. OBJECTIVE

1. The VSO has adopted the use of the BWC to accomplish several objectives. The primary objectives are as follows:

    a. To enhance public trust, reduce the number of complaints and resolve Deputy-public involved incidents by preserving objective representations of Deputy-public interactions in the form of video and audio recordings;

    b. To enhance Deputy safety through the recognition that visible display of a BWC can assist in defusing potentially confrontational situations and improve behavior from all parties;

    c. To accurately document statements and events during a law enforcement encounter;

    d. To enhance the accuracy of Deputy reports and testimony for courtroom preparation/presentation;

    e. To enhance the VSO's ability to review probable cause for arrest and Deputy-suspect interaction;

    f. To enhance the documentation of crime and accident scenes, or other events that include the confiscation and documentation of evidence or contraband;

    g. To provide an impartial measurement for self-critique and field evaluation during Deputy training;

    h. To identify areas for professional development, training, and policy enhancement;

    i. To proactively prevent problems from arising in the first place and assist in evaluating/improving performance.

B. MODES OF OPERATION

1. The BWC has two operating modes:

   a. **Buffering Mode** – In buffering mode, the BWC continuously loops recording for a pre-designated amount of time before the recording is activated by the Deputy.

   b. **Active Mode** – In active mode, the BWC saves the buffered pre-recording and continues recording audio and video for the available life of the battery or until the BWC is deactivated.

C. PROHIBITED USE AND ACTIONS [CALEA LE 83.2.2 (a, b, c)]

1. Personal computer equipment and software programs shall not be utilized when making copies of digital evidence. Using a secondary recording device such as a video camera, cell phone or other device to record or capture digital video/images of BWC recordings is strictly prohibited. ONLY VSO issued equipment may be used to access BWC equipment.
2. Under no circumstances shall any employee of the VSO make a personal or secondary copy of any recorded event by any means without the written consent of the Sheriff (e.g., using a personal cell phone camera to record BWC image/media). Lead Detectives/Deputies creating a secondary copy of a BWC recording subsequent to an official investigation, which shall remain attached to the case file, or submitted to court as evidence, are exempt from this requirement.
3. Accessing, copying, forwarding, or releasing any digital evidence for other than official law enforcement use or contrary to this procedure is strictly prohibited without prior written approval from the Chief Deputy or designee.
4. BWC operators shall not use any other electronic devices or other means in order to intentionally interfere with the capability and professional agency intent of the BWC system.
5. VSO employees are prohibited from altering, reusing, modifying, or tampering with BWC recordings. Only members of the Information Technology Section are authorized to delete recordings in accordance with this policy.
6. Deputies are not authorized to playback BWC recorded media for public viewing except for official law enforcement purposes as authorized by a supervisor.

D. OPERATIONAL PROTOCOLS

1. Deputy safety shall remain the primary consideration when contacting members of the public or conducting vehicle stops, not the ability to record an event.
2. Deputies shall follow all existing Deputy safety policies and practices when conducting enforcement stops as outlined in VSO general orders and in accordance with VSO training.
3. It is understood that not all situations clearly start out as a law enforcement encounter requiring documentation by the BWC, nor do all recorded events have a clear ending for when the BWC is no longer required.
4. The VSO recognizes certain circumstances where Deputies in a proactive capacity may become involved in a situation requiring immediate action to prevent injury, make an arrest or prevent the destruction of evidence or escape. When these situations occur, Deputies shall activate the BWC if doing so does not place them, or others, in danger. If the immediate activation of the BWC is not feasible due to an immediate risk to the safety of the Deputy or others, the Deputy will activate the BWC at the first available opportunity after the immediate threat is addressed.

   Supervisors shall closely review documentation of such incidents to ensure such circumstances did in fact exist. [CALEA LE 41.3.8 (c)]

5. **BEGINNING OF SHIFT**

   a. Each Deputy with a functioning BWC device shall document this fact in CAD once the BWC is in the Deputy's possession and is ready for activation. This shall be accomplished by adding a capability to the unit using the procedures defined below:

      (1) For Deputies using an MDC, the log on function shall be used to document the availability of a BWC by selecting "**_BWC(c)**" from the CAD log on screen's **CAPABILITIES** list.

      (2) For Deputies without a functioning MDC, they will advise Central Communications over the radio that they have a BWC. Communications personnel will add the BWC to the unit's capabilities.

(3) If the Deputy previously logged on duty without an available BWC, a second log on shall be performed (i.e., re-log on) when the BWC is in the Deputy's possession and is ready for use, as outlined above.

6. **CAMERA POSITION**

a. In order to maximize Deputy point of view (POV) recordings, Deputies shall wear the BWC as described in appendix *GO-041-20-A Mounting Positions for the Body Worn Camera*. **Exception**: Deputies assigned to specialized units such as K-9, or engaged in a special operation, may wear the BWC as specifically authorized by the Chief Deputy or designee.

b. Camera mounting positions shall be monitored and tested periodically as part of the VSO continual program evaluation to determine the best performance options available for Deputies.

c. Deputies shall periodically check the position of the camera based on its mounting location and Deputy activity to ensure proper camera alignment.

7. **CAMERA SECURITY AND HANDLING** [CALEA LE 83.2.2 (a, b, c)]

a. Images on the BWC may contain footage of an evidentiary nature and are treated and safeguarded as such. Good security practices provide the foundation for the chain of custody and ensure the integrity of evidence. Preventing unauthorized access and eliminating any perception that unauthorized access may have occurred, reduces the potential for accusations of tampering.

b. Functioning BWC devices shall be worn at all times by the authorized Deputy while on duty.

c. Malfunctioning BWC devices shall be secured by the Deputy until returned to the Information Technology Section, in accordance with this general order.

8. **END OF SHIFT** [CALEA LE 83.2.2 (a, b, c)]

a. At the end of each shift, Deputies shall verify all videos have been uploaded to long-term storage. If technical issues or other factors prevented the wireless uploading to long-term storage, the BWC shall be docked where the device will recharge, and all recordings will be automatically off-loaded from the device and placed into long-term storage. [CALEA LE 83.2.2 (a, b, c)]

(1) Videos one (1) hour or longer require the BWC to be docked to upload to long-term storage.

b. If the Deputy remains on duty after docking the BWC device, then the docking event shall be immediately documented in the CAD unit history. For Deputies with a functioning MDC, this shall be accomplished by entering a miscellaneous comment indicating the location where the BWC was docked. For Deputies without a functioning MDC, the BWC docking event and location shall be called out over the radio and documented in the unit's CAD history by Communications personnel.

c. At the end of each shift, any spare BWC and accessories shall be returned and docked at the originating location.

9. **ADVISEMENTS ABOUT RECORDING**

a. Members of the public do not have a reasonable expectation of privacy when talking with Deputies during the scope of the Deputy's official duties while responding to and investigating crime, even when the contact is in a private residence. Therefore, Deputies are not required to give notice they are recording. However, if asked, Deputies shall advise the individual they are being recorded.

b. Deputies are not required to initiate or cease recording an event, situation, or circumstance solely at the demand of a member of the public.

c. Deputies shall be aware of patients' rights to privacy when in hospital settings.

E. REQUIRED TRAINING [CALEA LE 41.3.8 (f)]

1. Deputies shall not use the BWC until they have successfully completed all required training on the inspection, activation, use, storage and uploading of all recorded media from the BWC. Only those Deputies completing the required training are authorized to use or be in possession of a BWC device.

2. Training content shall include, but not be limited to the following:
    a. Manufacturer's operating procedures/requirements;
    b. General order *GO-041-20 Body Worn Cameras*;
    c. An overview of relevant state and federal laws;
    d. Discussion of scenario-based events Deputies may encounter;
    e. Procedures for uploading and classifying recorded data;
    f. Procedures for accessing and reviewing recorded data;
    g. Procedures for preparing and presenting digital evidence in court.
3. In addition, relevant BWC training bulletins shall be issued covering operational scenarios, new/emerging trends, legislative changes, court cases, etc. This material shall be issued by the Training Section and posted on Training's intranet site to serve as a resource/reference for personnel.
4. Supervisory personnel that are not already trained as BWC Operators shall receive documented training on accessing and reviewing BWC footage and the Administrative Review Process.

F. EQUIPMENT MAINTENANCE AND INSPECTION [CALEA LE 17.5.2, 41.3.8 (e)]

1. Inspection and general maintenance of BWC equipment shall be the responsibility of the Deputy assigned the equipment.
2. BWC equipment shall be operated in accordance with the manufacturer's recommended guidelines, VSO training and policies.
3. Prior to the beginning of each shift, Deputies shall inspect their assigned BWC device to ensure:
    a. The BWC is fully charged;
    b. There is no visual damage;
    c. The BWC is performing in accordance with the manufacturer's recommendations;
    d. All recorded videos from the previous shift have been off-loaded.
4. If any of these requirements are not met, then the Deputy shall follow the section below for ***Defective or Unavailable BWC Devices***.
5. **DEFECTIVE OR UNAVAILABLE BWC DEVICES**
    a. Malfunctions or other operational problems, damage, loss, or theft of the BWC equipment must be immediately:
        (1) Documented in the unit's CAD history;
        (2) Reported to the Deputy's supervisor and;
        (3) Reported to the Information Technology Section by submitting **a support ticket from the IT service desk portal found on the VSO Intranet page**.
    b. Any changes to the availability of a BWC device during a Deputy's assigned shift shall be immediately documented in the CAD unit history. This includes BWC devices that were found or restored to working order during the same shift they were reported as malfunctioning or otherwise unavailable, as well as the temporary use/assignment of spares. For Deputies with a functioning MDC, this shall be accomplished by entering a miscellaneous comment. For Deputies without a functioning MDC, the change in the BWC device availability shall be called out over the radio and documented in the unit's CAD history by Communications personnel.
        (1) It is incumbent upon the Deputy and the supervisor to immediately contact the Information Technology Section to report malfunctioning, damaged, lost, or stolen BWC devices; this may be accomplished by submitting **a support ticket from the IT service desk portal found on the VSO Intranet page**. All repairs or replacements shall occur during normal business hours for the Information Technology Section.
    c. An *Auto-Incident Report*, the form is located under VSO Forms/Administrative Forms on the intranet shall be completed anytime a BWC is damaged, lost, or stolen; a copy of the report shall be forwarded to the Division Chief via chain of command. Approved Auto-Incident

Reports shall be forwarded to the Information Technology Section and the Internal Affairs Unit.

G. SPARE BWC USAGE AND PROCEDURES

1. **SPARE BWC USAGE**

   a. A designated number of spare BWCs are available at each District office, each courthouse, FRC, and the Civil Unit in Daytona Beach. All spare equipment shall be labeled with a unique camera identifier to indicate the assigned location and shall be returned to the originating location at the end of each shift. [CALEA LE 17.5.2]

   b. The temporary use and assignment of spare BWCs shall be coordinated through the respective sergeant; priority shall be given first to those Deputies experiencing BWC operational problems during their regularly scheduled shift.

   c. Spare BWC equipment is required for use in the following situations:

      (1) Temporary replacement of defective equipment (camera, mounting equipment, etc.);

      (2) Deputies assigned a BWC as part of their official duty assignment but working overtime outside their assigned home district and where their assigned BWC is docked/secured at their home district, or not otherwise readily accessible;

      (3) Deputies not assigned a BWC but work overtime to fill a position that would normally require use of a BWC.

2. **SPARE BWC PROCEDURES**

   a. When required to use spare BWC equipment in the abovementioned scenarios, Deputies must adhere to the following procedures:

      (1) Contact the sergeant in charge for replacement of defective BWC equipment, or to utilize equipment while working overtime.

      (2) The sergeant shall be responsible for the following:

      - Distributing, tracking, and ensuring the return of the spare BWC equipment at each respective location;
      - Notifying Information Technology if any equipment is temporarily removed to replace defective equipment.

      (3) Prior to using a spare BWC, the Deputy MUST (via MDC or a Telecommunicator) log off then log back on CAD adding the BWC as a capability to their unit in CAD by choosing "_**BWC(c)**" and pick the BWC's identifier code from the **Crew Roster** List. The list is sorted alphabetically and the identifier codes for the spare BWCs all begin with "**SPARE**".

      (4) **IMPORTANT**: This procedure is very important; the Deputy must submit **a service request from the IT service desk portal found on the VSO Intranet page notifying Information Technology that a spare BWC was used including the spare BWC's assigned camera ID code. IT personnel will assign all BWC videos recorded during the use of the spare BWC to the Deputy.**

      (5) Every effort should be made to tag videos associated with a case number using Axon Evidence.com application available from the VSO intranet homepage once IT assigns the videos to the submitting Deputy.

H. REQUIRED ACTIVATIONS: WHEN AND WHERE TO RECORD [CALEA LE 41.3.8 (b)]

1. Members of the public have a reasonable expectation of privacy in their homes. However, when Deputies are lawfully present in a home in the course of official duties, there is no reasonable expectation of privacy.

2. BWC recordings are meant to assist and complement the field reporting and investigative process as a secondary layer of documentation. Recordings shall not be used as the primary source of gathering or documenting information in lieu of required reports, witness statements, or any other investigative documentation.

3. Deputies with an assigned BWC device shall activate it during the following types of events:

a. **ENFORCEMENT RELATED CONTACTS**

(1) **EMERGENCY RESPONSE** – When responding to calls that require the Deputy to engage in emergency vehicle operations and the activation of emergency lights and siren (i.e., Code 3), the BWC shall be activated as safely as possible upon being dispatched.

(2) **NON-EMERGENCY RESPONSE** – When responding to non-emergency or routine calls, or self-initiated activities that require a BWC recording noted herein, the BWC shall be activated upon arriving at the scene and just prior to exiting the vehicle.

(3) **Enforcement Related Contacts** include, but are not limited to, the following circumstances:

(a) In-progress crimes;

(b) Arrests; advising an individual of their Miranda warnings;

(c) Traffic stops;

(d) Traffic crashes – when VSO is the reporting agency or involved;

(e) Building alarms;

(f) Use of force incidents;

(g) Foot and motor vehicle pursuits;

(h) Sexual offender/predator address verifications;

(i) Baker Act enforcement.

b. **CRIMINAL INVESTIGATION CONTACTS**

(1) **Criminal Investigation Contacts** include, but are not limited to, the following circumstances:

(a) Encounters with persons who are accused or suspected of crimes;

(b) Field interviews;

(c) During investigations of criminal acts or encounters in which the Deputy is attempting to develop reasonable suspicion on the subject of the encounter;

(d) Vehicle searches, building searches, and searches for suspects;

(e) Execution of a search warrant, a Fourth Amendment waiver search, or a consent search.

c. **VOLUNTARY CONSENT SEARCHES** [CALEA LE 1.2.4]

(1) The BWC shall be used to record all consent searches (vehicle/residence/structure). Consent must be freely, voluntarily, and knowingly given by the person and may be revoked at any time. The Deputy shall capture the full consent process on the BWC, including the individual's authorization or denial.

d. **PRISONERS/DETAINEES**

(1) While a prisoner/detainee is secured in the back of a patrol vehicle and in the presence of the Deputy (either stationary or transporting), the Deputy shall continue to record using the BWC in accordance with the following procedures:

(a) While recording a prisoner/detainee secured in the back of a patrol vehicle, the Deputy may use discretion to re-orient the camera to capture the best possible viewing angle of the prisoner/detainee.

(b) Recordings shall continue while the Deputy remains in the vehicle.

(c) Recording shall be stopped after transferring the prisoner/detainee to a Prisoner Transport Unit or once secured into a holding cell.

(d) While being guarded by a Deputy in the hospital, prisoners in custody awaiting court appearance shall not routinely be recorded unless actions fall within the parameters of this general order.

e. **SCHOOL RESOURCE DEPUTIES (SRD)**

(1) While in the performance of SRD duties, Deputies shall be required to activate their BWC in the following circumstances:

(a) All transport;

(b) Active incident;

(c) While conducting a criminal investigation;

(d) During subject and suspect interviews.

(2) SRDs are prohibited from recording the following events:

(a) Student discipline while in an office;

(b) Parent discussions;

(c) Nurse's office;

(d) During casual conversations and mentoring.

f. **SUSPECTS**

(1) When recording suspect interviews, Deputies shall ensure they record any admonishments prior to the start of an interview and shall not stop and start the recording during the course of the interview. If the interview is conducted in a VSO interview room equipped with recording equipment that is being actively utilized, the BWC may be deactivated during the course of the interview.

g. **CRIME VICTIMS**

(1) Deputies shall record victim/witness statements while investigating crimes. In accordance with Fla. Stat. § 943.1718(4), Chapter 934 does not apply to body worn camera recordings made by law enforcement. However, if the victim/witness is unwilling to give a statement while the BWC is activated, the Deputy may deactivate the BWC after first recording the date, time, and reason for the deactivation. This deactivation shall be noted in the Deputy's report or CAD if no report is completed.

h. **SPECIAL CIRCUMSTANCES**

(1) If a Deputy witnesses an event occur, such as a criminal act or traffic crash, they shall immediately activate the BWC in an attempt to capture the events that lead to the incident.

(2) All activities while providing backup to another Deputy or another agency in the execution of the abovementioned definitions of required use shall be recorded.

i. **OUTSIDE DETAILS AND OVERTIME** [CALEA LE 22.2.5 (b)]

(1) Deputies working outside details, outside employment (when in uniform), overtime assignments and assignments as directed by a supervisor shall activate their assigned BWC for any activities that fall under the definition of required use within this general order.

I. PROHIBITED ACTIVATIONS: WHEN AND WHERE NOT TO RECORD [CALEA LE 41.3.8 (b)]

1. The BWC shall not be used to deliberately record:

a. Confidential informants or undercover Deputies;

b. Conversations of fellow employees without their knowledge during routine, non-enforcement related activities;

c. VSO administrative investigations;

d. Personal activity or while on a break;

e. Pre-shift conferences/briefings.

2. A BWC shall not be used to record crime scenes or injuries unless incidental while recording another activity that falls under the definition of required use. Established methods such as

handheld cameras and still photos shall remain the primary method for recording crime scenes and injuries.

3. Unless the BWC is being used as part of an activity that falls under the definition of required use, the BWC shall not be activated in places where a reasonable expectation of personal privacy exists such as locker rooms, dressing rooms, or restrooms.
4. Strip and body cavity searches of persons will not be recorded.
5. Under no circumstance shall a conversation between VSO employees be recorded without all parties to the conversation being aware of the fact that it is being recorded. Conversations between VSO employees that are not required to be captured as evidence in the furtherance of completing a law enforcement investigation shall not be recorded.
6. **DEMONSTRATIONS**
    a. As a general policy, Deputies should refrain from video recording or photographing peaceful demonstrations. The VSO does not condone systematic surveillance or tracking of the general law-abiding peaceful members of the public exercising their right to peaceful demonstrations in accordance with their constitutional rights.
    b. When there is reason to believe that a planned event has the potential for unlawful activity, Commanders should make the determination whether visual recording or photographing is appropriate.
    c. If Deputies witness crimes occurring among the demonstrators or believe an arrest is likely, they should begin recording.

J. LIVESTREAMING AND LIVE-MAPPING

1. Livestreaming can only be initiated from a BWC that is actively recording and is not intended to replace the proper response of personnel. Livestreaming cannot be initiated on BWCs in buffering/standby mode.
2. Livestreaming will only be used for the following purposes:
    - At the request of the Deputy currently recording with their BWC;
    - Deputy on-scene or en route to an active call not answering status checks;
    - Upon notification that a member or agency vehicle has been involved in a significant collision;
    - Deputy has requested emergency backup;
    - Deputy involved shootings;
    - Deputy involved in an active pursuit or use of force incident;
    - Mass casualty event;
    - Special operations;
    - Civil Unrest;
    - Unresponsive to Communications.
3. Livestream can only be accessed by authorized users which include:
    - Sheriff;
    - Chief Deputy;
    - Division Chiefs;
    - Assistant Chief;
    - Captains;
    - Lieutenants;
    - Sergeants assigned to Law Enforcement Operations Division (LEOD);
    - VC3 Analysts.
4. **INITIATING LIVESTREAMING**

a. Livestreaming can be initiated if the Deputy in the field has activated their BWC and is recording.
    - The authorized user prior to initiating the livestream, when feasible, shall alert the user of the BWC by radio prior to activation.
    - The BWC will give the user visual and audio alerts. The LED will display a purple color and blink. The speaker will give three (3) beeps if the volume is up.

b. While monitoring the livestream and it becomes apparent that the Deputy cannot communicate safely, the authorized user may take over radio communications until the Deputy can safely resume radio communications. If an authorized user takes over radio communications, they will notify other responding units as to why the officer cannot communicate and provide concise communication until responding officers arrive and the officer safety concerns have been alleviated.

5. **TERMINATION OF LIVESTREAMING**

a. Livestreaming will be terminated when the exigent circumstances/Deputy safety concerns that resulted in the activation of livestreaming cease.

b. Upon termination of livestreaming, the authorized user shall document the reasons livestreaming was activated in the CAD call through the MDC or by contacting Central Communications.

6. **BIDIRECTIONAL COMMUNICATION**

a. An authorized user livestreaming from a BWC has the option to start a bidirectional audio communication with the BWC user through the livestream window by clicking the start call button. The BWC must not have its speaker muted or be in stealth mode.

b. Two-way communication is not intended to replace the use of the police radio to relay critical information and should be used as an additional method of communication when access to a police radio is not possible or practical.

c. Bidirectional communication will be terminated when livestreaming is terminated.

7. **AUDIT TRAIL**

a. Livestream access is automatically logged in both the livestream user's and BWC user's audit trails. For the livestream user's log the system records the date and times when the livestream was activated and the serial number of the BWC. For the BWC user's log the system records the date and times, and which user accessed the livestream.

K. FAILURE TO RECORD

1. There may be circumstances when a Deputy fails to record an event or activity that is otherwise required by policy to be recorded, including but not limited to:

a. Conditions making it unsafe or impossible to activate the camera.

b. Deputy-exercised discretion during citizen contacts or enforcement actions for the purpose of protecting privacy rights (e.g., victims, hospitals, mental health facilities), or at the request of the public to facilitate information/intelligence gathering and preserve community relations. In these scenarios, Deputies shall record the specific request or circumstance prior to deactivating the recording. As soon as the requested private conversation is completed, the BWC shall be returned to active mode so long as the situation still falls under the definition of required use. Deputies are reminded that when the BWC is placed back to active mode, prior video footage captured during buffering mode shall also be saved.

c. The BWC malfunctions or otherwise fails to capture the event/activity.

d. Emergency call out of an off-duty Deputy who does not have immediate access to their issued BWC; in such scenarios, the Deputy will respond directly to the scene of the emergency and shall not be required to first obtain their BWC from the District (i.e., calls for SWAT, K-9, Bomb Team).

2. In these situations, Deputies are required to document their reasons at the beginning of the narrative of the appropriate report such as incident report, arrest/complaint affidavit, field interview, traffic crash report, and CAD incident history. For traffic citations and warnings, this should be documented in the officer notes section.

3. Documenting the reasons for not recording in a particular circumstance helps to maintain agency transparency and accountability, ensures supervisory review of recording irregularities for quality assurance, and explains the absence of such video footage for investigations and court proceedings.

4. In any circumstance requiring BWC recording of a consent to search (vehicle, residence, structure) for which the BWC is not utilized by the Deputy to capture the full voluntary consent, the respective Deputy's supervisor shall review the circumstances and complete a memorandum to the Sheriff detailing the action taken.

L. SUPERVISOR RESPONSIBILITIES – PRESERVATION OF BWC EVIDENCE

1. When an incident arises that requires the immediate retrieval of BWC media for chain of custody purposes (including, but not limited to: Deputy involved shootings/use of deadly force, in-custody deaths, or others as determined by policy/supervision) a supervisor shall respond to the scene and ensure the BWC remains affixed to the Deputy in the manner it was found, take a photograph of the BWC as worn by the Deputy and ensure that the BWC data remains uncompromised until the documented custody transfer to the lead Detective, either Investigative Services Major Case, or FDLE as deemed required in accordance with established policy (refer also to general order *GO-001-01 Use of Force Guidelines* for additional on-scene supervisory responsibilities surrounding Deputy involved shootings/use of deadly force, in-custody deaths.). The BWC shall continue recording until advised by the on-scene supervisor to deactivate.

   EXCEPTION: In a deadly force incident that, due to exigent circumstances (such as the Deputy is incapacitated, the suspect is at large), access to the BWC video may aid in capture of the suspect, the on-scene supervisor, with approval from the watch commander, may view the footage. Required access shall be documented in the supervisor's report.

2. Through direct supervision, the supervisor is responsible for the care and custody of the BWC until it has been removed, secured, and powered off by the lead Detective.

3. Supervisors may view recordings in the field in order to mitigate citizen complaints, however the respective Captain, or their designee should be contacted prior to playback of the BWC recorded media for viewing by the involved member of the public.

4. **QUALITY CONTROL** [CALEA LE 41.3.10 (e)]

   a. As part of the report review process, supervisors shall verify that recordings relating to a case number are properly documented in accordance with established procedures listed below under Documenting Recorded Events.

   b. Monthly District/Section Lieutenants shall randomly review 3-5 BWC recordings to ensure that Deputies are using the devices in accordance with policy and shall identify any areas that may require additional training or guidance.

   c. This review shall include a range of activity types to ensure review of a variety of Deputy response (e.g., traffic stop, domestic violence, use of force, suspicious person, etc.). The Lieutenant shall document and forward this review via memorandum to their respective Captain. The Captain shall maintain all memorandums in a tickler file for one (1) calendar year.

M. DOCUMENTING RECORDED EVENTS [CALEA LE 82.2.1 (c)]

1. If the recorded event requires a report or citation in accordance with VSO policy and procedures, the existence of a BWC recording shall be documented within the associated report as defined below.

   a. **Incident Report** – For all activities related to incidents that have been assigned a case number, the existence of BWC recordings shall be documented on a property report with a description of "BWC Recording" and a property involvement of "Digital Evidence".

   b. **Charging Affidavit** – For all charging affidavits including complaint affidavits, arrest affidavits, and notices to appear in court, the existence of BWC recordings shall be listed under the "Evidence Collected" section with a description of "BWC Recording". The statement "BWC Recording" shall also be included at the beginning of the narrative.

   c. **Traffic Crash Report** – For all traffic crash reports, the existence of BWC recordings shall be documented with the statement "BWC Recording" at the beginning of the narrative. Using

the traffic crash report, the Records Section shall be responsible for recording the required BWC property information in RMS.

d. **Traffic Citation, Warning, and Field Interview Card (FIC)** – The existence of BWC recordings is not required to be documented on traffic citations, warnings, or FICs However, if a Deputy with an assigned BWC fails to record the issuance of a traffic citation, warning, or FIC, then the reason for the failure shall be documented in the officer notes section.

e. **Criminal Citation** – for arrests involving misdemeanor criminal traffic offenses through the issuance of a Uniform Traffic Citation, the existence of BWC recordings shall be documented by adding the notation "BWC Recording" after the case number on the front of the agency's copy. Using the criminal citation, the Records Section shall be responsible for recording the required BWC property information in RMS.

2. Except for traffic crash reports and criminal citations, the original report writer shall indicate the existence of BWC video in a property report; all Deputies shall be responsible for tagging their BWC footage with respective case numbers in accordance with policy and required training.

3. Prior to the end of each shift, Deputies shall ensure that all BWC recordings documented on a property report, traffic crash report, or criminal citation in accordance with this general order have been updated with the associated case number.

4. If the video is related to multiple case numbers, a comment shall be placed in the narrative of each respective incident report referencing all case numbers associated with the video.

5. When assisting another agency, a case number shall be pulled and a property report completed for any recordings of evidentiary/investigative value or when requested by the agency to which assistance was provided. For multiple Deputy response, refer to section V.L.3.

6. No documentation is necessary for BWC recordings that do not require an associated report such as a confrontational public contact that subsequently de-escalates.

N. DATA MANAGEMENT AND RETENTION

1. All video contained within the long-term storage shall be managed by the Information Technology Section in accordance with established procedures in general order *GO-084-02 Digital Evidence Management System (DEMS)*.

2. All BWC recordings in long-term storage that have not been tagged with a case number shall be retained for 180 days unless determined otherwise through the Administrative Review Process.

3. If a complaint is associated with a recorded event or a Deputy believes an incident may generate a complaint, the supervisor shall initiate the Administrative Review Process to include a written request via email to the Division Chief or designee through chain of command for the Information Technology Section to retain the video until the complaint investigation is complete.

O. ACCESSING BWC RECORDINGS **[CALEA LE 41.3.8 (c), 41.3.10 (a, c)]**

1. With the exception of Deputy involved shootings/use of deadly force incidents, BWC Operators may review their own recordings. In Deputy involved shooting/use of deadly force incidents, involved Deputies (primary, backup, witness Deputies) shall not view related BWC footage and shall secure their respective BWC as evidence pending arrival of a supervisor in accordance with established procedures in general order *GO-001-01 Use of Force Guidelines*.

2. All other access to all BWC recordings shall be restricted to Authorized Users for legitimate law enforcement purposes only. Posting BWC video data to ANY social media site, without prior approval from the Chief Deputy or designee is prohibited. [CALEA LE 41.3.10 (d)]

3. All activities related to BWC footage are recorded, monitored, and subject to audit to ensure it is authorized.

4. Only VSO issued equipment may be used to access BWC equipment, or the BWC recordings.

5. Any request for BWC media made from outside the VSO shall comply with both the records disclosure and records management policies of the VSO.

6. **DEPUTIES AND DETECTIVES** [CALEA LE 41.3.10 (d)]

a. Deputies should review digital evidence prior to completing reports/supplements when necessary to ensure accuracy of specific details. Deputies shall review digital evidence prior to providing testimony at hearings, trials, or depositions.

b. Detectives are responsible for tracking and properly classifying digital evidence associated with their respective assigned cases.

7. **ADMINISTRATIVE REVIEWS** [CALEA LE 41.3.10 (d)]

a. Digital recordings may be reviewed by respective sergeants and above for administrative purposes including, but not limited to the following:

(1) Investigation of a complaint against the Deputy or a specific incident in which the Deputy was involved;

(2) Deputy involved traffic crash;

(3) Use of force/response to resistance;

(4) When there is a pattern of allegations of abuse or misconduct;

(5) When a Deputy has been identified through the VSO early intervention system;

(6) Review the performance of probationary Deputies or Deputies still assigned to a Deputy Training Officer (DTO);

(7) Civil claims;

(8) Identify videos for training purposes and instructional use.

8. **ADMINISTRATIVE REVIEW PROCESS**

a. The Administrative Review Process shall be the same as that used for reporting use of force; it shall be documented and reviewed through the respective chain of command to the Division Chief, or designee. If the Division Chief determines the recording needs additional review prior to finalizing a retention recommendation, a copy shall be sent to the Chief Deputy for final determination.

b. If a recording is accidental in nature, the Deputy shall notify their supervisor. If the recording does not meet the VSO requirement for activation and the footage holds no law enforcement or public value for retention, the supervisor shall initiate the Administrative Review Process and recommend an abbreviated retention period.

c. If a recording is related to a court order, citizen's complaint, or potential/pending legal issue, the recording may be kept for an additional period of time. [CALEA LE 41.3.8 (d)]

d. For recordings that require a retention period other than the standard 180 days, the Division Chief or designee shall document the request via interoffice memorandum to the Information Technology Section. [CALEA LE 41.3.8 (d)]

9. **TRAINING & OFFICE OF PUBLIC AFFAIRS AND MEDIA RELATIONS**

a. Training staff may digitally copy any incident contained on digital media specifically for training purposes with authorized permission from the Chief Deputy or designee.

b. The Office of Public Affairs and Media Relations may also access BWC recordings as necessary to provide accurate, timely release of public information. BWC recordings related to VSO initiated community interest stories may also be released in coordination with the respective Deputy or Deputies; notification shall be made by the Office of Public Affairs and Media Relations via office email.

P. INFORMATION TECHNOLOGY SECTION AND RECORDS SECTION [CALEA LE 41.3.8 (c, d)]

1. The Information Technology Section shall perform routine audits of the BWC system to ensure it is properly transferring data from the devices to the long-term storage including the correct metadata. The Information Technology Section shall ensure the proper retention of BWC video recordings in accordance with this general order.

2. The Information Technology Section shall perform routine audits of the long-term storage and facilitate the timely disposal of BWC video recordings contained in the long-term storage that have

surpassed the record retention period and have no further evidentiary or administrative value in accordance with general order *GO-084-02 Digital Evidence Management System (DEMS)*.

3. The Information Technology Section shall monitor adherence to procedures used for the control of BWC video storage and make recommendations for any policy changes and training if needed.
4. The Records Section shall operate in conjunction with the Office of Public Affairs and Media Relations and the Information Technology Section to fulfill all public record requests for BWC video recordings.
    a. The Records Section shall be responsible for coordinating all public record requests for BWC video recordings to include verifying the case status and disposition meet the requirements as defined in Florida Public Records Statutes, Fla. Stat. Ch. § 119.
    b. Upon verification that a BWC public record request is not exempt based upon the case status or disposition, the Records Section shall process the request.
    c. The Records Section shall make a copy of the requested BWC video recordings, and if necessary, redact any exempt video or audio footage in accordance with Florida Public Records Statutes, Fla. Stat. Ch. § 119.
    d. The Records Section shall provide the requestor with the BWC video recordings associated with the public record request.

V. APPENDICES

- GO-041-20-A Mounting Positions for the Body Worn Camera

VI. FORMS (Click here to access forms)

- VSO Auto/Incident Report, VSO Form # 012114.001

MOUNTING POSITIONS FOR THE BODY WORN CAMERA

The body worn camera (BWC) is worn mounted in the chest area on the outermost garment as shown in the following images

MOUNTING POSITIONS FOR THE BODY WORN CAMERA

MOUNTING POSITIONS FOR THE BODY WORN CAMERA

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-041-21**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **NALOXONE HCL, EMERGENCY OPIOID ANTAGONIST PROGRAM**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide Volusia Sheriff's Office (VSO) personnel with guidelines governing the administration of Naloxone hydrochloride by trained personnel of the VSO.

II. DISCUSSION

The objective is for trained VSO personnel to treat suspected opioid overdoses as outlined in Fla. Stat. § 381.887 to reduce injuries and fatalities when VSO personnel arrive at the scene before emergency medical personnel.

III. POLICY

It is the policy of the VSO to be able to provide the best possible response to the citizens and visitors of Volusia County including the administration of an emergency opioid antagonist when indicated by trained members in the absence of trained emergency medical personnel, as outlined in Fla. Stat. § 381.887, also known as the Emergency Treatment and Recovery Act.

IV. DEFINITIONS

911 Good Samaritan Act – A person acting in good faith who seeks medical assistance for a person experiencing a drug-related overdose and needs medical assistance, may not be charged, prosecuted, or penalized for possession of a controlled substance if the evidence relating to such possession was obtained as a result of the overdose and need for medical assistance. It also provides that a person, who experiences a drug-related overdose and needs medical assistance, may not be charged, prosecuted, or penalized for possession of a controlled substance if the evidence relating to such possession was obtained as a result of the overdose and need for medical assistance. (Fla. Stat. § 893.21)

Antagonist – a drug that counteracts the effects of another drug.

Emergency Treatment for Suspected Opioid Overdose – Emergency responders, including law enforcement officers, are authorized to possess, store, and administer emergency opioid antagonists as clinically indicated. Civil immunity is provided for those who possess, administer, prescribe, dispense, and store in compliance with the Good Samaritan Act. (Fla. Stat. § 381.887)

FDA – Food and Drug Administration

Good Samaritan Act – Any person who gratuitously and in good faith renders emergency care or treatment either in direct response to emergency situations related to and arising out of a public health emergency or at the scene of an emergency outside of a hospital, doctor's office, or other place having proper medical equipment, without objection of the injured patient or patients thereof, shall not be held liable for any civil damages as a result of such care or treatment or as a result of any act or failure to act in providing or arranging

further medical treatment where the person acts as an ordinary reasonably prudent person would have acted under the same or similar circumstances. (Fla. Stat. § 768.13)

Naloxone HCl Nasal Spray – also known as "Narcan", is 4 mg of Naloxone hydrochloride which is a medicine used for the emergency treatment of known or suspected opioid overdose in adults and children. It is an opioid antagonist as it quickly reverses the effects of opioids but it is only temporary. Therefore, it is not a substitute for emergency medical care. Each Naloxone HCI nasal spray contains only one dose of the medicine and cannot be reused. The medicine in the Naloxone HCI nasal spray does not affect people who are not taking opioid medicines. It has been approved by the FDA.

Office of the Medical Director's Standing Order – is a formal document signed by the Volusia County Office of the Medical Director authorizing trained VSO personnel to administer Naloxone HCI nasal spray to persons at risk of experiencing a suspected opioid-related overdose. The Standing Order is to be renewed annually by Volusia County's Office of the Medical Director.

Opioid Overdose – is the ingestion of an excessive dose of heroin or opiate based prescription drugs such as methadone, fentanyl, oxycodone, hydrocodone, morphine, and codeine and name-brand drugs such as Percocet, Vicodin, and Demerol. Indicators of an opioid overdose are the patient shall not wake up, shall not respond to your voice or touch, breathing is very slow, irregular, or has stopped, "pinpoint pupils," or bluish lips.

Recovery Position – is a first aid position to protect the airway of an unconscious or semi-unconscious person. The patient is laid on one side with the underneath leg straight while the other leg is fully flexed at the hip, with the knee bent and resting on the ground, to prevent rolling onto the back. The head is supported by the arm, maintaining the desired position with the face tilted towards the ground.

V. PROCEDURE

A. PROCEDURE FOR DEPLOYMENT: RESPONDING DEPUTY

1. Upon arriving at the scene of a medical emergency involving a suspected opioid overdose, ensure the safety of the scene.
2. Request that Communications Center dispatch Emergency Medical Services (EMS) to the scene; provide updates.
3. Once the safety of the scene has been secured, using universal precautions to protect from blood borne pathogens and other communicable diseases, medically assess the subject, which may include, but is not limited to, determining unresponsiveness and other indications of an opioid-induced overdose.
4. Provide CPR/rescue breathing if needed; use a one-way pocket mask or other similar device.
5. Prepare the nasal spray device for deployment.
6. Administer Naloxone according to VSO training guidelines.
7. Use proper defensive tactics when administering Naloxone; aided individuals who are revived from an opioid overdose may regain consciousness in an agitated or combative state, and may exhibit symptoms associated with withdrawal.
8. If effective, place patient into the recovery position and provide supportive care, if needed.
9. Immediately inform responding EMS personnel that Naloxone has been administered and provide updates as needed.
10. Transfer care of the patient to responding Fire Department/EMS personnel.
11. Due to the temporary effect of an opioid antagonist and the potential for a reoccurring life-threatening episode, a patient refusing medical treatment on scene or transportation to a medical facility shall be held in protective custody under the Marchman Act and transported for appropriate medical observation/care.
12. Advise supervisor and the Communications Center as soon as possible that Naloxone has been administered. Notification must be completed while still on scene.
13. Used Naloxone units shall be treated as sharps and biomedical waste and shall be disposed of in the EMS sharps container/medical waste bag, or at the hospital.

14. Anytime a VSO member administers Naloxone it will be documented in a written offense report. The narrative will contain the articulable facts used by the deputy to assess the need to deploy the medicine.

B. DOCUMENTATION/REPORT

1. In order to accurately retrieve the administration and effectiveness of Naloxone, all incidents involving overdoses of any type shall be assigned a case number and documented with an incident report.

2. All overdose reports shall be routed to Narcotics; suspected overdose cases that result in death shall be routed to both Narcotics and Major Case Unit.

3. **INCIDENT REPORT**

   a. The "Nature of Call" tab shall be labeled "SOD" for a suspected overdose or a "Dead Person" for death as a result of a suspected overdose.

   b. If the overdose is a suspected heroin/opioid overdose and Naloxone nasal spray was administered by authorized personnel, the following template shall be utilized in the narrative in addition to the basic information:

   c. **WHY** is this incident a suspected heroin/opioid overdose? (e.g. past drug history, physical evidence, pinpoint pupils, bluish lips, witness testimony?)

   d. **WHICH** authorized personnel administered the Naloxone HCl?

   e. **HOW MANY** Naloxone HCl doses were administered?

   f. **WHAT TIME** was the Naloxone HCl administered?

C. TRAINING

1. **INITIAL TRAINING**

   a. The VSO Training Section is responsible for coordinating and providing an approved emergency opioid antagonist training course for all members participating in this program. The course shall provide the first responder with carrying, storage and administration of an emergency opioid antagonist training and shall specifically include:

      (1) An overview of Fla. Stat. § 381.887 as it relates to this policy;

      (2) Patient assessment to identify the signs and symptoms of opioid overdose;

      (3) Universal precautions and infection control when administering naloxone;

      (4) Summoning medical attention (Fire Rescue/EMS)

      (5) Use of the Naloxone nasal spray;

      (6) Required reports and documentation relating to the administration of naloxone.

   b. Training protocols are developed in collaboration with and approval of Volusia County's Office of the Medical Director; a documented review of established protocols shall be conducted with the Medical Director at least once biennially prior to deputy refresher training.

2. **CONTINUING TRAINING**

   a. VSO personnel issued Naloxone nasal spray shall receive ongoing periodic education and training on the use of Naloxone nasal spray through roll-call training, or during annual deputy refresher training as deemed necessary based on the nature of any changes.

   b. Volusia County's Office of the Medical Director provides the medical oversight for the VSO training and use of the Naloxone nasal spray. The Office of the Medical Director shall reevaluate the Naloxone nasal spray policy on an on-going basis and shall approve all training related to this program.

3. **DOCUMENTED TRAINING**

   a. All training will be documented and in accordance with medically approved and adopted protocols.

D. FIELD DEPLOYMENT AVAILABILITY AND CARRY

1. The VSO shall have the Naloxone HCI nasal spray available as follows:

    a. A minimum of 3 kits per squad assigned to authorized individual deputies, with additional kits provided to each District for distribution/replacement as needed.

    b. Additional kits may be issued to authorized deputies working in locations reflecting areas of concentrated overdoses as identified through historical data.

    c. The kit will be carried on the person (e.g., a pouch on the duty belt, a pocket of the protective vest cover or the pocket of the uniform shirt or pants) of all authorized VSO personnel. VSO personnel shall not store Naloxone nasal spray within the vehicle for long periods of time. Excursions of Naloxone are permitted up to 104°F.

    d. As available, additional kits may be made available at other physical locations/additional trained personnel, as deemed necessary.

E. MAINTENANCE AND REPLACEMENT

1. INVENTORY CONTROL UNIT

a. Inventory Control shall be responsible for verifying the expiration dates of all stored Naloxone nasal sprays maintained within the Inventory Control Unit.

b. Inventory Control will record Naloxone nasal spray to maintain a sufficient supply and shall exchange any Naloxone HCl nasal spray that is expired, damaged or otherwise unusable.

2. DISTRICT COMMANDERS

a. Each Patrol District Commander, or designee, is responsible for ordering and maintaining the inventory of Naloxone within their respective district through Inventory Control, and for the distribution of Naloxone units to their respective members who have successfully completed the required training.

b. District Commanders, or their designee, of those VSO personnel authorized to administer the Naloxone nasal spray shall:

(1) Verify all VSO personnel in their chain of command have received the required Naloxone HCI nasal spray training;

(2) Verify inspections of all Naloxone HCI nasal spray occurs to confirm the sprays are current and not expired;

(3) Verify all overdoses or suspected overdoses in which the Naloxone HCI nasal spray is deployed by VSO personnel in their chain of command are properly documented via incident report with a case number.

3. DEPUTIES

a. Deputies are responsible for the inspection of the issued Naloxone unit at the beginning of each shift. Due to the fact that the medication is sensitive to extreme temperature, deputies shall store the kit on their person or on limited bases within their vehicle's passenger compartment while on duty. When off-duty, deputies shall store the kit in a climate-controlled environment less than 104°F.

b. Lost, damaged, opened or used Naloxone kits shall be immediately reported to the deputy's supervisor.

c. Where any condition necessitates, the Naloxone kit shall be replaced or taken off line and be submitted for replacement to their respective supervisor.

d. Upon administering Naloxone, the deputy shall contact their supervisor for replacement. It shall be the deputy's responsibility to arrange for collection of the replacement unit once one is available.

4. PATROL SERGEANTS

a. Inspection of assigned Naloxone units shall be performed by supervisors during the monthly line inspection and noted on the report. If a unit is discovered to be damaged or opened, the supervisor shall request a new unit to be issued to the deputy.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-041-22**	**Distribution** All Personnel	**Reissue/Effective Date** 04/04/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **Medication Return Program**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide people with the ability to safely dispose of prescription medications that are no longer needed.

II. POLICY

It is the policy of the Volusia Sheriff's Office (VSO) to receive unneeded prescription medications directly or through medication return receptacles placed within VSO facilities, to safely and securely provide an enhanced method for the public to dispose of unneeded prescription medications.

III. DEFINITIONS

Medication Return Receptacle – Steel mailbox-style disposal boxes/vaults.

IV. PROCEDURE

A. PROGRAM INFORMATION

1. Providing people with simple, safe, and secure methods to dispose of unneeded prescription medications will help to more aggressively combat a growing nationwide opioid crisis. Individuals may place a call for service to have a Deputy pick up the prescription medications, turn them in to a Deputy at a district office, or place them into one of the medications return receptacles located in selected district offices and other Volusia Sheriff's Office (VSO) facilities. By having several methods for individuals to return unneeded prescription medications, we will be providing not only an environmentally safe alternative to disposing of medications, but it also encourages people to remove unneeded medications from their homes. This will help to reduce access to medications for accidental or intentional misuse by people for whom the prescription was not written.

B. RECEIVING OR PICKUP BY DEPUTIES

1. Individuals who wish to dispose of prescription medications may turn them into the Sheriff's District Offices or have a Deputy pick them up. All prescription medications must be turned over to a Deputy and not to non-sworn personnel.
2. In the presence of the Deputy, the individual will place all respective medications to be disposed of into a labeled evidence bag; the evidence bag will be properly sealed, dated, and initialed by the Deputy; the individual turning in the medications will also date and initial over the seal.
3. The medications in the sealed evidence container will be weighed by the Deputy and the weight written on the evidence bag prior to submission into Evidence or an evidence locker.
4. The Deputy will pull a new incident number and will not use the master case number pulled by Evidence Section for the medication return receptacle. The Deputy will complete the report

documenting the turned in medications, then deliver the sealed prescription medications along with the completed property report to an evidence locker prior to the end of their shift.

a. If the medications cannot fit in an evidence locker, under no circumstances will they be left unsecured in a VSO facility. Deliver the medications directly to the Evidence Section and place them in large evidence lockers. If the medications cannot be secured in evidence lockers, turn them over directly to an Evidence Specialist.

b. If the items cannot be secured in an evidence locker during non-business hours or holidays, the on-call Evidence Specialist shall be called out to receive the items.

5. Once received by Evidence, personnel will schedule the disposal of these medications as expeditiously as available manpower will allow.

6. Prior to disposal, members of the Professional Compliance Unit will conduct a destruction audit, secure the inventory for disposal and escort Evidence personnel to the disposal site; all medications will be destroyed by incineration in accordance with procedures outlined in general order GO-084-01 Evidence Management.

C. MEDICATION RETURN RECEPTACLES

1. This program is intended to be utilized by the public for the disposal of unneeded prescription medications. The public may choose to turn medications over to a Deputy, as written above. Nothing in this procedure will be interpreted to alleviate the responsibilities of a Deputy to collect medications and submit them in accordance with that procedure. Deputies are not to place medications, or any drug turned over to them, into a medication return receptacle.

2. Medication return receptacles are located in designated areas of each district or facility chosen, in which the public may deposit unwanted medications. Collection receptacles will be placed in an area accessible to the public, but away from the front door and not viewable from outside the building. Collection receptacles will be clearly marked for this purpose.

3. The Evidence Section will provide a large cardboard box to empty the reusable container within the medication return receptacle into. This will be performed utilizing personal protective equipment (PPE), as described below.

4. Individuals may anonymously place their unwanted medication or drugs into a medication return receptacle. Records are not kept as to who is entering the district or facility for the purpose of utilizing this service.

5. Syringes may not be deposited into a medication return receptacle. Open containers of liquid will also not be accepted unless containers are completely sealed and not leaking. Notice of these rules will be posted at each receptacle location in both English and Spanish.

6. Security:

a. Medication return receptacles are locked with two locks and securely mounted to prevent theft of its contents. One lock key will be maintained by the Evidence Section, and one will be maintained by the designated program monitor at each district or facility that the medication return receptacle is mounted. Both entities must be present for the receptacle to be opened for submission of the contents. (See the Administration Section below for more details).

b. Medication return receptacles shall be placed in an area under video surveillance. The video surveillance footage should be held for sixty (60) days before being overwritten or disposed of. As this program is to allow anonymity to submissions to the receptacle, video surveillance footage not utilized to identify a suspect should a theft occur will be destroyed every sixty (60) days.

D. ADMINISTRATION AND COLLECTION

1. At the beginning of every calendar year, the Evidence Section will assign one master case number for each district or facility where a medication return receptacle is mounted. This number will be used to submit medications received via the Medication Return Program in each district or facility.

2. Each district or facility involved in this program will assign a program monitor to observe violations, ensure security is maintained, and help facilitate the submission of the medications to Evidence Specialists at regular intervals or as needed. This monitor will have custody of one of the two keys utilized to access the receptacle. This monitor will write a supplemental narrative to the annually

assigned case number and submit the property form and chain of custody to the Evidence Section at the established collection time. The medications are treated as abandoned property and will be identified as Med Box Meds in the item description and the status will be “For Destruction.”

3. When a receptacle is opened and the box inside is removed for collection, both the monitor and the Evidence Specialist will utilize an N95 mask or higher, and nitrile rubber gloves during the collection process. The contents will be emptied from the reusable container contained within the medication return receptacle into a cardboard box provided by Evidence Section personnel. The medication return receptacle and its reusable container will be examined to ensure any loose pills or items are placed within the box. The cardboard box will then be sealed (on top and bottom) with both clear packing tape for sturdiness and security, and a token seal of evidence tape for accountability. Both the monitor and the Evidence Specialist will initial and date the token seals completely across the clear and red tape, and on to the box itself. All of this will take place, under the surveillance camera’s view.
4. The box will be transported to the Evidence Section by the Evidence Specialist and intake procedures will be accomplished. Before the box is placed physically into the Med Drop location in evidence, the two (2) signature seals will be verified by the Specialist in charge of inventory confirmation. If there is any evidence of tampering or compromise the Specialist conducting the inventory will immediately notify Evidence Section supervision.
5. The medications collected under this program, will be added to an inventory of biannual collections performed by the DEA Drug Take Back Initiatives. When the medications are submitted to the DEA, they will be removed from the Evidence Section inventory.

	VOLUSIA SHERIFF'S OFFICE GENERAL ORDER GO-041-23	Distribution: All Personnel	Reissue/Effective Date: 09/19/2024
		Original Issue Date: 09/19/2024	Previous Revision Date: None
Title: Automated External Defibrillator (AED)			
Section		AUTHORITY OF: MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this policy is to establish guidelines for the automated external defibrillator (AED).

II. POLICY

Volusia Sheriff's Office (VSO) policy is to maintain AEDs at VSO facilities.

III. DEFINITIONS

Automated External Defibrillator (AED) – A portable device used to analyze the heart rhythm of a patient and administer an electrical shock during ventricular fibrillation.

Automated External Defibrillator (AED) Coordinator –VSO member responsible for inventorying, periodic inspections, maintenance, and ensuring repairs are made when necessary. The Budget and Finance Director determines who is assigned as the AED Coordinator.

Cardiopulmonary Resuscitation (CPR) – The manual application of chest compressions and ventilations to patients in cardiac arrest.

Sudden Cardiac Arrest – The sudden abrupt loss of heart functions; generally caused by a rapid, irregular rhythm of the ventricles causing the ventricles' inability to pump blood to the body. A loss of consciousness and pulse will follow within seconds.

IV. PROCEDURE

A. AED COORDINATOR RESPONSIBILITIES

1. Registering each AED with Volusia County Emergency Medical Services;
2. Maintaining a log of all AEDs to include the following at a minimum:
   - AED make, model, and serial number;
   - Purchase Date;
   - Location assigned;
   - Expiration dates for each AED's consumables, e.g., electrode pads and batteries;
   - Usage data.
3. Conducting physical inventories and inspections at least annually;
4. Reviewing the quarterly reports to verify weekly inspections have been completed and logged.

5. Conducting a physical inspection, data transfer, replenishment of supplies, and update the AED log after use;
6. Ensuring any needed maintenance and repairs are completed.

B. LOCATIONS

1. AED's are assigned to the following:
   a. All VSO facilities;
   b. Designated employees.

C. SELF TESTS, INSPECTIONS, AND MAINTENANCE

1. The Commander or Director responsible for the facility where an AED is assigned is responsible for ensuring the weekly inspection is completed, and the inspections are reported in the quarterly report.
2. For employees individually assigned an AED, they are responsible for ensuring the weekly inspection is completed, documented, and the documentation submitted to through their chain of command for inclusion in the Unit or Section's quarterly report.
3. The AEDs complete a self test weekly. If the self test is successful, the AED will show a green checkmark on the status indicator display located on the front of the AED. If the self test fails the status indicator display will be blank.
4. Employees walking past an AED are encouraged to observe whether the green checkmark is displayed and email the AED Coordinator at AED@volusiasheriff.gov if the green checkmark is NOT shown.
5. **DOCUMENTED WEEKLY INSPECTION**
   a. The weekly inspection includes the following:
      - Verify the green checkmark is visible in the status indicator display. The AED displays the green checkmark to show it passed the last automated self test;
      - Observe the defibrillation pads are present and plugged into the AED. If the pads are not present and plugged in, the AED will fail the automated self test.
      - Look for visible damage to the AED.
      - Filling in the *Weekly AED Inspection* form
   b. The completed *Weekly AED Inspection* form is to be turned in to the District Commander or Facility's Director monthly.
   c. The AED inspections and results will be noted on the quarterly report with a copy sent to the AED Coordinator.
6. If an AED is not showing the green checkmark, does not have defibrillation pads connected, or is showing visible damage, contact the AED coordinator immediately by email to AED@volusiasheriff.gov.

D. TRAINING

1. Sworn members are required to have initial AED training and retraining every two (2) years.
2. Telecommunicators (Including all personnel working radios and call takers) are required to have initial AED/CPR training and recertification training every two (2) years.
3. While not required, all other agency members are encouraged to take AED training.

E. USAGE

1. Notify Central Communications of the emergency by radio or calling 911 upon arrival at the scene.
2. When arriving at a scene of a medical emergency, personnel should immediately survey the surroundings for employee and patient safety.
3. Upon initial assessment, activate that the emergency medical services (EMS) system is activated.
4. The AED should be used when the patient is:

- Unconsciousness;
- Not breathing;

5. Follow the AED's guidance given by audio and visual prompts.
6. After using an AED, do not remove the electrodes or disconnect the AED from the patient.
7. Once emergency medical personnel arrive, they will assume responsibility for the medical care of the patient.

F. AFTER USAGE

1. After utilizing an AED in an official capacity:
   a. Immediately notify the appropriate Supervisor
   b. Complete an incident report
   c. Notify the AED Coordinator of the use by email to AED@volusiasheriff.gov

G. FLORIDA STATUTES

1. Fla. Stat. § 401.2915 Automated external defibrillators:
   a. States:
      - "It is the intent of the Legislature that an automated external defibrillator may be used by any person of the purpose of saving the life of another person in cardiac arrest. In order to achieve that goal, the Legislature intends to encourage training in lifesaving first aid and set standards for and encourage the use of automated external defibrillators."

   b. Encourages:
      - All persons who use an AED to obtain training to include CPR;

   c. Requires:
      - Persons using an AED to activate the emergency medical services system as soon as possible upon use.

   d. Makes it a crime to:
      - Tamper with or render an AED inoperative except during servicing, testing, repairing, recharging, inspecting, or by court order;
      - Obliterate an AED's serial number to falsify service records.

2. Fla. Stat. § 768.1325 Cardiac Arrest Survival Act; Immunity from civil liability
   a. The statute provides immunity from civil liability for users and those who purchase and make AEDs available for use, providing they either meet or do not violate the requirement of the statute.

V. FORMS

- Weekly AED Inspection, VSO Form # 080124.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-041-25**	**Distribution** All Personnel	**Reissue/Effective Date** 02/18/2026
		Original Issue Date 02/18/2026	**Previous Revision Date** None
Title **IN-VEHICLE CAMERAS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines related to the use of in-vehicle cameras (IVCs) so that Deputies may reliably record their official law enforcement contacts with the public in accordance with policy and the law. In addition, this general order shall serve to establish guidelines associated with the secure management, storage, and retrieval of the data stored on the Volusia Sheriff's Office (VSO) issued IVC to safeguard the integrity of the captured digital video, images, and audio should they need to be produced for evidential purposes.

II. POLICY

To enhance the services provided to the community, the VSO authorizes the use of IVC camera technology as an additional layer of documentation for events, actions, conditions, and statements made in accordance with the performance of official duties and to improve Deputies' reports, the collection of evidence, testimony in court, and resolve complaints. The use of IVC technology is meant to assist and complement Deputies in the performance of their duties and is not meant to replace or relieve the Deputy of submitting all required written reports.

It is the policy of the VSO that all audio, images, and media associated with the IVC are the express property of the VSO and shall not be accessed, copied, released, or disseminated in ANY form or manner outside the parameters of this policy without the express written consent of the Sheriff or designee.

In accordance with general order *GO-026-02 Standards of Conduct*, any violation of this policy/general order shall result in discipline up to and including termination. Supervisors shall be held accountable and subject to disciplinary action for failure on a subordinate's part to adhere to this policy (Refer to general order *GO-012-01 Command and Control*).

III. DEFINITIONS

Buffering Mode – When the IVC is powered on buffering mode continuously captures and stores data for a preprogrammed amount of time. Once the preprogrammed time has elapsed, the camera continues to capture data and overwrites the previously buffered data. When placed in event mode the data in the buffer is added to the captured event data.

Event Mode – Is when the IVC is capturing and storing data.

In-Vehicle Camera (IVC) – A single or multi camera system installed in a vehicle that captures video with or without audio.

IV. PROCEDURE

A. IVC SYSTEMS

1. VSO utilizes two (2) systems for IVC. Prisoner transport vehicles use one system, while all other vehicles utilize the Axon system.

2. **PRIMARY OBJECTIVES**

   a. The primary objectives of the IVC include the following:

      - To enhance public trust, reduce the number of complaints and resolve Deputy-public involved incidents by preserving objective representations of Deputy-public interactions in the form of video and audio recordings;
      - To enhance Deputy safety through the recognition that visible display of an IVC can assist in defusing potentially confrontational situations and improve behavior from all parties;
      - To accurately document events during a law enforcement encounter;
      - To enhance the accuracy of Deputy reports and testimony for courtroom preparation/presentation;
      - To identify areas for professional development, training, and policy enhancement;
      - To proactively prevent problems from arising in the first place and assist in evaluating/improving performance.

3. **PROHIBITED USE AND ACTIONS**

   a. Personal computer equipment and software programs shall not be utilized when making copies of digital evidence. Using a secondary recording device such as a video camera, cell phone or other device to record or capture digital video/images of IVC recordings is strictly prohibited. ONLY VSO issued equipment may be used to access IVC equipment.

   b. Under no circumstances shall any member make a personal or secondary copy of any recorded event by any means without the written consent of the Sheriff or designee (e.g., using a personal cell phone camera to record IVC image/media). Lead Detectives/Deputies creating a secondary copy of an IVC recording subsequent to an official investigation, which shall remain attached to the case file, or submitted to court as evidence, are exempt from this requirement.

   c. Accessing, copying, forwarding, or releasing any digital evidence for other than official law enforcement use or contrary to this procedure is strictly prohibited without prior written approval from the Chief Deputy or designee.

   d. IVC operators shall not use any other electronic devices or other means to intentionally interfere with the capability and professional agency intent of the IVC system.

   e. VSO employees are prohibited from altering, reusing, modifying, or tampering with IVC recordings. Only members of the Information Technology Section are authorized to delete recordings in accordance with this policy.

   f. Deputies are not authorized to playback IVC recorded media for public viewing except for official law enforcement purposes as authorized by a supervisor.

4. **ADVISEMENTS ABOUT RECORDING**

   a. Members of the public do not have a reasonable expectation of privacy when talking with Deputies during the scope of the Deputy's official duties. Therefore, Deputies are not required to give notice they are recording. However, if asked, Deputies shall advise the individual they are being recorded.

   b. Deputies are not required to initiate or cease recording an event, situation, or circumstance solely at the demand of a member of the public.

5. **OPERATIONAL PROTOCOLS**

   a. **BEGINNING OF SHIFT**

      (1) Each Deputy with a functioning IVC device shall document this fact in CAD once the IVC is ready for activation. This shall be accomplished by adding a capability to the unit using the procedures defined below:

         (a) For Deputies using an MDC, the log on function shall be used to document the availability of an IVC by selecting "IVC" from the CAD log on screen's

CAPABILITIES list. If the Deputy has a BWC, they will select both "_BWC(c)" and "_IVC(c)" by clicking on one choice then pressing the keyboard's control key while clicking on the second choice.

(b) For Deputies without a functioning MDC, they will advise Central Communications over the radio that they have an IVC or a combination of a BWC and IVC as appropriate. Communications personnel will add the IVC or IVC and BWC to the unit's capabilities.

(c) If the Deputy previously logged on duty without an IVC in their vehicle, they will logout of CAD, then log back on picking "IVC" from the **CAPABILITIES** list. If the Deputy has a BWC, they will select both "_BWC(c)" and "_IVC(c)" by clicking on one choice then pressing the keyboard's control key while clicking on the second choice.

6. **REQUIRED TRAINING** [CALEA LE 41.3.8 (f)]

a. Only those Deputies having successfully completed the required training are authorized to use an IVC. Training shall include, but not be limited to the following:

(1) Manufacturer's operating procedures/requirements;

(2) General order *GO-041-25 In-Vehicle Cameras*;

(3) An overview of relevant state and federal laws;

(4) Discussion of scenario-based events Deputies may encounter;

(5) Procedures for uploading and classifying recorded data;

(6) Procedures for accessing and reviewing recorded data;

(7) Procedures for preparing and presenting digital evidence in court.

b. In addition, relevant training bulletins may be issued covering operational scenarios, new/emerging trends, legislative changes, court cases, etc. This material shall be issued by the Academy and posted on their intranet site to serve as a resource/reference for personnel.

c. Supervisory personnel that are not already trained as IVC Operators shall receive documented training on accessing and reviewing IVC footage and the Administrative Review Process.

7. **CAMERA POSITION**

a. Deputies shall not move an IVC from its fixed mounting location.

8. **PROHIBITED ACTIVATIONS: WHEN AND WHERE NOT TO RECORD** [CALEA LE 41.3.8 (b)]

a. The IVC shall not be used to deliberately record:

- Confidential informants or undercover Deputies;
- Conversations of fellow employees without their knowledge during routine, non-enforcement related activities;
- VSO administrative investigations;
- Personal activity or while on a break;
- Pre-shift conferences/briefings.

b. An IVC shall not be used to record crime scenes or injuries unless incidental while recording another activity that falls under the definition of required use. Established methods such as handheld cameras and still photos shall remain the primary method for recording crime scenes and injuries.

c. Under no circumstance shall a conversation between VSO employees be recorded without all parties to the conversation knowing it is being recorded. Conversations between VSO employees that are not required to be captured as evidence in the furtherance of completing a law enforcement investigation shall not be recorded.

9. **FAILURE TO RECORD**

a. There may be circumstances when a Deputy fails to record an event or activity that is otherwise required by policy to be recorded.

b. In these situations, Deputies are required to document their reasons at the beginning of the narrative of the appropriate report such as incident report, arrest/complaint affidavit, field interview, traffic crash report, and CAD incident history. For traffic citations and warnings, this should be documented in the officer notes section.

c. Documenting the reasons for not recording in a particular circumstance helps to maintain agency transparency and accountability, ensures supervisory review of recording irregularities for quality assurance, and explains the absence of such video footage for investigations and court proceedings.

10. **SUPERVISOR RESPONSIBILITIES – PRESERVATION OF IVC EVIDENCE**

a. When an incident arises that requires the immediate retrieval of IVC media for chain of custody purposes (including, but not limited to: Deputy involved shootings/use of deadly force, in-custody deaths, or others as determined by policy/supervision) a supervisor shall respond to the scene and ensure the IVC data remains uncompromised until the documented custody transfer to the lead Detective, either Investigative Services Major Case, or FDLE as deemed required in accordance with established policy (refer also to general order *GO-001-01 Use of Force Guidelines* for additional on-scene supervisory responsibilities surrounding Deputy involved shootings/use of deadly force, in-custody deaths.). The IVC shall continue recording until advised by the on-scene supervisor to deactivate.

EXCEPTION: In a deadly force incident that, due to exigent circumstances (such as the Deputy is incapacitated, the suspect is at large), access to the IVC video may aid in capture of the suspect, the on-scene supervisor, with approval from the watch commander, may view the footage. Required access shall be documented in the supervisor's report.

b. Through direct supervision, the supervisor is responsible for the care and custody of the until it has been removed, secured, and powered off by the lead Detective.

c. Supervisors may view recordings in the field to mitigate citizen complaints, however the respective Captain or designee should be contacted prior to playback of the IVC recorded media for viewing by the involved member of the public.

d. **QUALITY CONTROL** [CALEA LE 41.3.10 (e)]

(1) As part of the report review process, supervisors shall verify that recordings relating to a case number are properly documented in accordance with established procedures listed below under Documenting Recorded Events.

(2) Monthly District/Section Lieutenants shall randomly review 3-5 IVC recordings to ensure that Deputies are using the devices in accordance with policy and shall identify any areas that may require additional training or guidance.

(3) This review shall include a range of activity types to ensure review of a variety of Deputy response (e.g., traffic stop, pedestrian stop, use of force, suspicious person, etc.). The Lieutenant shall document and forward this review via memorandum to their respective Captain. The Captain shall maintain all memorandums in a tickler file for one (1) calendar year.

11. **DOCUMENTING RECORDED EVENTS** [CALEA LE 82.2.1 (c)]

a. If the recorded event requires a report or citation in accordance with VSO policy and procedures, the existence of an IVC recording shall be documented within the associated report as defined below.

(1) **Incident Report** – For all activities related to incidents that have been assigned a case number, the existence of IVC recordings shall be documented on a property report with a description of "IVC Recording" and a property involvement of "Digital Evidence".

(2) **Charging Affidavit** – For all charging affidavits including complaint affidavits, arrest affidavits, and notices to appear in court, the existence of IVC recordings shall be listed under the "Evidence Collected" section with a description of "IVC Recording". The statement "IVC Recording" shall also be included at the beginning of the narrative.

(3) **Traffic Crash Report** – For all traffic crash reports, the existence of IVC recordings shall be documented with the statement "IVC Recording" at the beginning of the narrative. Using the traffic crash report, the Records Section shall be responsible for recording the required IVC property information in RMS.

(4) **Traffic Citation, Warning, and Field Interview Card (FIC)** – The existence of IVC recordings is not required to be documented on traffic citations, warnings, or FICs However, if a Deputy with an assigned IVC fails to record the issuance of a traffic citation, warning, or FIC, then the reason for the failure shall be documented in the officer notes section.

(5) **Criminal Citation** – for arrests involving misdemeanor criminal traffic offenses through the issuance of a Uniform Traffic Citation, the existence of IVC recordings shall be documented by adding the notation "IVC Recording" after the case number on the front of the agency's copy. Using the criminal citation, the Records Section shall be responsible for recording the required IVC property information in RMS.

b. Except for traffic crash reports and criminal citations, the original report writer shall indicate the existence of IVC video in a property report; all Deputies shall be responsible for tagging their IVC footage with respective case numbers in accordance with policy and required training.

c. Prior to the end of each shift, Deputies shall ensure that all IVC recordings documented on a property report, traffic crash report, or criminal citation in accordance with this general order have been updated with the associated case number.

d. If the video is related to multiple case numbers, a comment shall be placed in the narrative of each respective incident report referencing all case numbers associated with the video.

e. When assisting another agency, a case number shall be pulled and a property report completed for any recordings of evidentiary/investigative value or when requested by the agency to which assistance was provided.

f. No documentation is necessary for IVC recordings that do not require an associated report such as a confrontational public contact that subsequently de-escalates.

12. **DATA MANAGEMENT AND RETENTION**

a. All video contained within the long-term storage shall be managed by the Information Technology Section in accordance with established procedures in general order *GO-084-02 Digital Evidence Management System (DEMS)*.

b. All IVC recordings in long-term storage that have not been tagged with a case number shall be retained for one hundred eighty (180) days unless determined otherwise through the Administrative Review Process.

c. If a complaint is associated with a recorded event or a Deputy believes an incident may generate a complaint, the supervisor shall initiate the Administrative Review Process to include a written request via email to the Division Chief or designee through chain of command for the Information Technology Section to retain the video until the complaint investigation is complete.

13. **ACCESSING IVC RECORDINGS** [CALEA LE 41.3.8 (c), 41.3.10 (a, c)]

a. Except for Deputy-involved shootings/use of deadly force incidents, IVC Operators may review their own recordings. In Deputy-involved shooting/use of deadly force incidents, involved Deputies (primary, backup, witness Deputies) shall not view related IVC footage and shall secure their respective IVC as evidence pending arrival of a supervisor in accordance with established procedures in general order *GO-001-01 Use of Force Guidelines*.

b. All other access to all IVC recordings shall be restricted to Authorized Users for legitimate law enforcement purposes only. Posting IVC video data to ANY social media site, without prior approval from the Chief Deputy or designee is prohibited. [CALEA LE 41.3.10 (d)]

c. All activities related to IVC footage are recorded, monitored, and subject to audit to ensure it is authorized.

d. Only VSO issued equipment may be used to access IVC equipment, or the IVC recordings.

e. Any request for IVC media made from outside the VSO shall comply with both the records disclosure and records management policies of the VSO.

f. **DEPUTIES AND DETECTIVES** [CALEA LE 41.3.10 (d)]

(1) Deputies should review digital evidence prior to completing reports/supplements when necessary to ensure accuracy of specific details. Deputies shall review digital evidence prior to providing testimony at hearings, trials, or depositions.

(2) Detectives are responsible for reviewing, tracking, and properly classifying digital evidence associated with their respective assigned cases.

g. **ADMINISTRATIVE REVIEWS** [CALEA LE 41.3.10 (d)]

(1) Digital recordings may be reviewed by respective sergeants and above for administrative purposes including, but not limited to the following:

- Investigation of a complaint against the Deputy or a specific incident in which the Deputy was involved;
- Deputy involved traffic crash;
- Use of force/response to resistance;
- When there is a pattern of allegations of abuse or misconduct;
- When a Deputy has been identified through the VSO early intervention system;
- Review the performance of probationary Deputies or Deputies still assigned to a Deputy Training Officer (DTO);
- Civil claims;
- Identify videos for training purposes and instructional use.

14. **ADMINISTRATIVE REVIEW PROCESS**

a. The Administrative Review Process shall be the same as that used for reporting use of force; it shall be documented and reviewed through the respective chain of command to the Division Chief or designee. If the Division Chief determines the recording needs additional review prior to finalizing a retention recommendation, a copy shall be sent to the Chief Deputy for final determination.

b. If a recording is accidental in nature, the Deputy shall notify their supervisor. If the recording does not meet the VSO requirement for activation and the footage holds no law enforcement or public value for retention, the supervisor shall initiate the Administrative Review Process and recommend an abbreviated retention period.

c. If a recording is related to a court order, citizen's complaint, or potential/pending legal issue, the recording may be kept for an additional period. [CALEA LE 41.3.8 (d)]

d. For recordings that require a retention period other than the standard one hundred eighty (180) days, the Division Chief or designee shall document the request via interoffice memorandum to the Information Technology Section. [CALEA LE 41.3.8 (d)]

15. **ACADEMY & OFFICE OF PUBLIC AFFAIRS AND MEDIA RELATIONS**

a. Academy staff may digitally copy any incident contained on digital media specifically for training purposes with authorized permission from the Chief Deputy or designee.

b. The Office of Public Affairs and Media Relations may also access IVC recordings as necessary to provide accurate, timely release of public information. IVC recordings related to VSO initiated community interest stories may also be released in coordination with the respective Deputy or Deputies; notifications shall be made by the Office of Public Affairs and Media Relations via office email.

16. **INFORMATION TECHNOLOGY SECTION AND RECORDS SECTION** [CALEA LE 41.3.8 (d)]

a. The Information Technology Section shall perform routine audits of the IVC system to ensure it is properly transferring data from the devices to long-term storage including the correct metadata. The Information Technology Section shall ensure the proper retention of IVC video recordings in accordance with this general order.

b. The Information Technology Section shall perform routine audits of long-term storage and facilitate the timely disposal of IVC video recordings contained in the long-term storage that have surpassed the record retention period and have no further evidentiary or administrative value in accordance with general order *GO-084-02 Digital Evidence Management System (DEMS)*.

c. The Information Technology Section shall monitor adherence to procedures used for the control of IVC video storage and make recommendations for any policy changes and training if needed.

d. The Records Section shall operate in conjunction with the Office of Public Affairs and Media Relations and the Information Technology Section to fulfill all public record requests for IVC video recordings.

(1) The Records Section shall be responsible for coordinating all public record requests for IVC video recordings to include verifying the case status and disposition meet the requirements as defined in Florida Public Records Statutes, Fla. Stat. Ch. § 119.

(2) Upon verification that an IVC public record request is not exempt based upon the case status or disposition, the Records Section shall process the request.

(3) The Records Section shall make a copy of the requested IVC video recordings, and if necessary, redact any exempt video or audio footage in accordance with Florida Public Records Statutes, Fla. Stat. Ch. § 119.

(4) The Records Section shall provide the requestor with the IVC video recordings associated with the public record request.

17. **ANNUAL REVIEW**

a. Annual administrative reviews of the Body Worn Camera (BWC) and IVC programs are completed by the respective Division Chief or designee and reviewed by the Sheriff.

B. NON-PRISONER TRANSPORT IVC SYSTEM

1. **MODES OF OPERATION**

a. The IVC has two operating modes:

(1) **Buffering mode** during which the IVC continuously loops recording for a pre-designated amount of time until the camera is placed in active recording mode.

(2) When placed in **Active mode** the system saves the pre-recorded buffer data and continues recording audio and video until the IVC is deactivated.

2. **OPERATIONAL PROTOCOLS**

a. Deputy safety shall remain the primary consideration when contacting members of the public or conducting vehicle stops, not the ability to record an event.

b. Deputies shall follow all existing Deputy safety policies and practices when conducting enforcement stops as outlined in VSO general orders and in accordance with VSO training.

c. It is understood that not all situations clearly start out as a law enforcement encounter requiring documentation by the IVC, nor do all recorded events have a clear ending when the IVC is no longer required.

d. The VSO recognizes certain circumstances where Deputies in a proactive capacity may become involved in a situation requiring immediate action to prevent injury, make an arrest or prevent the destruction of evidence or escape. When these situations occur, Deputies shall activate the IVC if doing so does not place them, or others, in danger. If the immediate activation of the IVC is not feasible due to an immediate risk to the safety of the Deputy or others, the Deputy will activate the IVC at the first available opportunity after the immediate threat is addressed.

(1) Supervisors shall closely review documentation of such incidents to ensure such circumstances did in fact exist. [CALEA LE 41.3.8 (c)]

e. **END OF SHIFT** [CALEA LE 83.2.2 (a, b, c)]

(1) At the end of each shift, Deputies shall verify all videos have been uploaded to long-term storage.

3. **EQUIPMENT MAINTENANCE AND INSPECTION** [CALEA LE 41.3.8 (e)]

a. Inspection and general maintenance of IVC equipment shall be the responsibility of the Deputy assigned the equipment.

b. Prior to the beginning of each shift, Deputies shall inspect their assigned IVC devices to ensure:

(1) There is no visual damage;

(2) The IVC is performing in accordance with the manufacturer's recommendations;

(3) All recorded videos from the previous shift have been offloaded.

c. Malfunctioning or damaged IVC equipment will be immediately reported to the Deputy's Supervisor upon discovery.

(1) VSO IT will be notified through submission of an IT support ticket requesting repair or replacement of the malfunctioning or damaged IVC equipment.

(2) When required by VSO policy, a BlueTeam report will be completed for damaged IVC equipment.

4. **ACTIVATIONS: WHERE AND WHEN TO RECORD** [CALEA LE 41.3.8 (b)]

a. IVC recordings are meant to assist and complement the field reporting and investigative process as a secondary layer of documentation. Recordings shall not be used as the primary source of gathering or documenting information in lieu of required reports, witness statements, or any other investigative documentation.

b. For Deputies with a BWC and IVC, the BWC shall be activated as directed in GO-041-20 Body Worn Cameras and the IVC may be activated as a secondary recording device unless otherwise noted below.

c. **TRAFFIC RELATED RESPONSES** – Include, but are not limited to, the following circumstances:

- When responding to calls requiring the Deputy to engage in emergency vehicle operations with emergency lights and siren activated. The IVC will automatically activate when the emergency lights or siren are activated. If automatic activation fails, the Deputy will manually activate the IVC. ***(IVC ACTIVATION REQUIRED)***
- Pursuits. ***(IVC ACTIVATION REQUIRED)***
- Traffic crashes. ***(IVC ACTIVATION REQUIRED)***
- Traffic stops (Vehicular and pedestrian). ***(IVC ACTIVATION REQUIRED)***

(1) **ENFORCEMENT RELATED CONTACTS** – Include, but are not limited to, the following circumstances:

- In-progress crimes;
- Arrests; advising an individual of their Miranda warnings;
- Building alarms;
- Use of force incidents;
- Sexual offender/predator address verifications;
- Baker Act enforcement.

(2) **CRIMINAL INVESTIGATION CONTACTS** – Include, but are not limited to, the following circumstances:

- Encounters with persons who are accused or suspected of crimes;
- Field interviews;
- During investigations of criminal acts or encounters in which the Deputy is attempting to develop reasonable suspicion about the encounter;
- Vehicle searches, building searches, and searches for suspects;
- Execution of a search warrant, a Fourth Amendment waiver search, or a consent search.

(3) **VOLUNTARY CONSENT SEARCHES** – The IVC may be used to record consent searches to supplement the BWC when practical and feasible to do so. Consent must be freely, voluntarily, and knowingly given by the person and may be revoked at any time. [CALEA LE 1.2.4]

(4) **PRISONERS/DETAINEES** – While a prisoner/detainee is secured in the back of the vehicle: ***(IVC ACTIVATION REQUIRED)***

d. **SUSPECTS** – When recording suspect interviews, Deputies shall ensure they record any admonishments prior to the start of an interview and shall not stop and start the recording during the interview.

e. **CRIME VICTIMS**

(1) Deputies shall record victim/witness statements while investigating crimes. In accordance with Fla. Stat. § 943.1718(4), Chapter 934 does not apply to IVC recordings made by law enforcement. However, if the victim/witness is unwilling to give a statement while the IVC is activated, the Deputy may deactivate the IVC after first recording the date, time, and reason for the deactivation. This deactivation shall be noted in the Deputy's report or CAD if no report is completed.

f. **SPECIAL CIRCUMSTANCES *(IVC ACTIVATION REQUIRED)***

(1) If a Deputy witnesses an event occur, such as a criminal act or traffic crash, they shall immediately activate the IVC in an attempt to capture the events that lead to the incident.

(2) All activities while providing backup to another Deputy or another agency in the execution of the abovementioned definitions of required use shall be recorded.

(3) While rendering assistance to stranded motorists.

g. **OUTSIDE DETAILS AND OVERTIME** [CALEA LE 22.2.5 (b)]

(1) Deputies working outside details, outside employment (when in uniform), overtime assignments and assignments as directed by a supervisor shall activate their assigned IVC for any activities that fall under the definition of required use within this general order.

5. **PROHIBITED ACTIVATIONS: WHEN AND WHERE NOT TO RECORD** [CALEA LE 41.3.8 (b)]

a. The IVC shall not be used to deliberately record:

(1) Confidential informants or undercover Deputies;

(2) Conversations of fellow employees without their knowledge during routine, non-enforcement related activities;

(3) VSO administrative investigations;

(4) Personal activity or while on a break;

(5) Pre-shift conferences/briefings.

b. An IVC shall not be used to record crime scenes or injuries unless incidental while recording another activity that falls under the definition of required use. Established methods such as handheld cameras and still photos shall remain the primary method for recording crime scenes and injuries.

c. Under no circumstance shall a conversation between VSO employees be recorded without all parties to the conversation knowing it is being recorded. Conversations between VSO employees that are not required to be captured as evidence in the furtherance of completing a law enforcement investigation shall not be recorded.

d. **DEMONSTRATIONS**

(1) As a general policy, Deputies should refrain from video recording or photographing peaceful demonstrations. The VSO does not condone systematic surveillance or tracking of the general law-abiding peaceful members of the public exercising their right to peaceful demonstrations in accordance with their constitutional rights.

(2) When there is reason to believe that a planned event has the potential for unlawful activity, Commanders should make the determination whether visual recording or photographing is appropriate.

(3) If Deputies witness crimes occurring among the demonstrators or believe an arrest is likely, they should begin recording.

6. **LIVESTREAMING AND LIVE-MAPPING**

   a. The IVC is capable of livestreaming and live-mapping, using the same procedure as the BWC. For specifics see *GO-041-20 Body Worn Cameras*.

C. PRISONER TRANSPORT VEHICLE IVC

1. **MODE OF OPERATION**

   a. For prisoner transport vehicles with the IVC installed, when the vehicle's electrical system is powered on, the IVC powers on and begins recording until the vehicle's electrical system is turned off.

2. **PRESERVATION OF RECORDINGS**

   a. For administrative, criminal, or civil reasons Supervisors will retrieve the recording from the PT van's IVC. When the recording may be required for future viewing or has evidentiary value the Supervisor will upload it to long term digital evidence storage and properly document chain of custody.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-01**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **CRIMINAL INVESTIGATION ADMINISTRATION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish and delineate responsibilities for the criminal investigation function within the Volusia Sheriff's Office (VSO).

II. DISCUSSION

Criminal investigation is essential to the law enforcement function. Most crimes are committed out of the presence of police and therefore require a concerted, organized effort by police to identify, locate and apprehend the offender. Additionally, the investigative function includes the recovery of stolen property and the collection of evidence. Investigations begin with the first notification that a crime may have occurred, and continues until the case is solved or all leads have been exhausted.

Cases should be screened to determine the extent of the follow-up investigation based upon the seriousness of the offense and the solvability factors present, i.e., suspect leads, witnesses, identifiable vehicle, distinctive method of operation, available physical evidence, traceable property involved and the investigative workload.

All cases should be checked at least one time in order to ensure that the facts are properly recorded, that there is no additional information and to build public confidence.

III. POLICY

It is the policy of the VSO to utilize the integrated resources of investigative and patrol functions to maintain an effective criminal investigative function to arrest, convict perpetrators, and to recover stolen property.

IV. PROCEDURE

A. INVESTIGATIVE FUNCTIONS AND RESPONSIBILITIES

1. **PATROL DEPUTIES**

   a. Preliminary investigations will usually be conducted by the responding Patrol Deputy.

2. **DISTRICT DETECTIVES**

   a. Detectives are assigned to Districts at the direction of the Investigative Services Commander and are supervised by the District Investigations Sergeant.

   b. District Detectives will conduct preliminary and follow-up investigations originating within their District. Investigations will be assigned to District Detectives by the Investigative Services Commander or designee, or an Investigative Sergeant.

   c. District Detectives will also be responsible for follow-up investigations for incidents to which their response is specifically requested by a Shift Supervisor (call out).

3. **MAJOR CASE INVESTIGATIONS**

a. The Major Case Unit is under the administrative control of the Law Enforcement Operations Division and assigned to the Investigative Services Section.

b. The Major Case Unit is responsible for follow-up investigation of major crimes and incidents which have not been identified as related to organized crime. Major Case Detectives will also conduct preliminary investigations specifically assigned by the Supervisor of the unit.

c. Major Case Unit Detectives or Major Case Unit On-Call Detectives shall respond to all:

(1) Homicides

(2) Any criminal act resulting in serious injury to the victim where death is likely to occur

(3) In-custody deaths, i.e. VSO or Volusia County Corrections custody

(4) Robberies to a commercial business wherein serious bodily injury was sustained

(5) Cases which require specialized skills, knowledge and abilities beyond those of other Investigative Units

(6) Fire (structure) involving a death

(7) Hate crimes involving serious bodily injury

(8) Deputy involved shootings

(9) Missing persons cases, where foul play is suspected

(10) Cases at the Sheriff's direction

d. The Major Case Unit oversees the VSO homicide and suspicious missing persons' cold case investigations. The purpose of these investigations is to dedicate investigative resources to the specific task of investigating any case considered to meet the criteria for a "cold case". (refer to general order *GO-042-13 Cold Case Investigations*)

4. **NARCOTICS DETECTIVES**

a. Narcotics Detectives have the primary responsibility of identifying and investigating individuals and organizations who violate the controlled substance laws, vice, major firearms violations, organized criminal activity, gambling activity, criminal gang activity, and gathering, analyzing, and disseminating intelligence information in reference to the above.

5. **JUVENILE UNIT**

a. District Juvenile Detectives are assigned to the Districts in accordance with the distribution requirements established in Chapter 16. Juvenile Detectives are responsible for follow-up investigations of juvenile cases involving juvenile offenders and certain cases involving juvenile victims.

6. **CHILD EXPLOITATION UNIT**

a. The Child Exploitation Unit is responsible for all sex offenses in which the victim is 17 years of age or younger and for severe child abuse investigations. The Child Exploitation Unit is responsible for initial review of any case involving a person with mental retardation as defined in Florida Statute 393.063, or Sex Offense cases involving multiple victims or perpetrators, regardless of age; or Sex Offenses where aggravated battery also occurred which resulted in serious injury to the victim.

b. The Child Exploitation Unit will investigate and assist in the prosecution of predators who seek to exploit or engage minors in sexual activity through the use of technology, computers, and the internet. The Child Exploitation Unit will target those offenders who are actively involved in this type of criminal activity and in the production, advertisement, and distribution of child pornography.

c. The Child Exploitation Unit Supervisor will be responsible for evaluating any case involving a person with mental retardation as defined in Florida Statute 393.063, or Sex Offense cases involving multiple victims or perpetrators, regardless of age; or Sex Offenses where aggravated battery also occurred which resulted in serious injury to the victim on a case-by-case basis for the purpose of determining whether the case is appropriate for re-assignment to the Child Exploitation Unit.

d. The Child Exploitation Unit Supervisor will document this initial review and their determination of appropriate case assignment status (District Detective vs. Child Exploitation Unit Detective); a copy of this determination will be provided via email to the originating case agent and to their respective Investigations Supervisor.

e. Reports taken of incidents between very young children, i.e. a six year old touching a five year old at a day care or elementary school, will be documented as "Police Information" with the statute block completed as 7777.7777. Such reports are not normally assigned, as the children are too young to formulate intent to commit a crime. These reports will be forwarded to the Child Exploitation Unit for review, as well as the Department of Children and Families.

f. Instances of a middle or high school student grabbing another student over the clothing, if not accompanied by any additional lewd acts, do not normally require a Child Protection Team interview and can be handled by the School Resource Deputy filing a SA707 when the report is taken.

B. CASE ASSIGNMENT

1. Investigative personnel shall be assigned to investigate cases on the basis of their expertise.
2. Cases requiring specialized skills, knowledge and abilities shall be assigned to those detectives having the necessary credentials. The intent is to utilize the most qualified person available for the assignment. To accomplish this requirement the VSO training and career development programs shall be utilized (see general orders *Chapter 033*).
3. It shall be the responsibility of the supervisor to ensure cases are assigned to qualified personnel or that assistance is obtained from those who may have more specialized skills.

C. CASE STATUS

1. The administrative case designations are:
   a. **Active** – An open case. The following shall apply:
      - The victim/complainant will be contacted as soon as reasonable, preferably in person, but phone contact is permissible.
      - A supplement report shall be submitted within five (5) days.
      - At a minimum, each subsequent report will be filed every thirty (30) days as long as the case is active.

   b. **Inactive** – Indicates all available leads have been exhausted but the case has not been brought to a conclusion or suspended and investigative efforts may be resumed.

   c. **Pending** – Awaiting additional known information.

   d. **Closed** – The case has been concluded.
2. The RMS Case Management System provides for the following subcategories:
   a. **Unfounded** – The facts of the case reveal that the alleged criminal offense did not take place.

   b. **Cleared By**:
      - **Arrest Adult** – Case is cleared by the physical arrest of the suspect(s).
      - **Arrest Juvenile** – Case is cleared by the physical arrest of a juvenile(s).
      - **Exceptional Adult** – Case is satisfactorily concluded and prosecution is not being sought.
      - **Exceptional Juvenile** – Case is satisfactorily concluded and prosecution is not being sought.
      - **Other** – Case is cleared by arrest affidavit or warrant request.

D. SUSPENDING INVESTIGATIVE EFFORTS

1. Criteria for suspending/inactivating investigative effects shall include:
   a. The absence of further leads or solvability factors; case has not been brought to a conclusion.

   b. Unavailability of investigative resources

   c. The case significance or insufficient degree of seriousness

d. Lack of victim cooperation

2. All assigned follow-up investigations will be reviewed by the Section/Unit Supervisor prior to the suspension of investigative activity.

E. CASE FILES

1. A case file shall be maintained in Central Records on each case and it shall be available to provide immediate information to Detectives. The Detective shall maintain copies in an investigative case file.

2. When applicable, files shall contain:

   a. A copy of the preliminary report

   b. Records of statements

   c. Results of examinations of physical evidence

   d. Case status reports

   e. All other reports and records needed for investigative purposes

3. All original and supplemental reports and information shall be maintained by the Records Section.

4. Investigative files shall be available for review by Detectives, Crime Analysis personnel and other law enforcement officers for investigative and other legitimate purposes. Investigative files shall be maintained in accordance with public record laws and VSO general orders.

5. Records shall be maintained and purged in accordance with Florida Statutes Chapters 119 and 257.

   a. The Records Section Supervisor shall make the determination as to which records are to be purged and the method of disposition, in conformance with applicable law.

   b. All homicides shall be kept indefinitely.

6. Detectives shall maintain the investigative copy of active cases assigned to them until the case is closed or inactivated.

7. Requests for obtaining records shall be for a valid reason and made to the records supervisor or designate.

8. If the record is sealed the records supervisor shall permit access to the file.

9. If the record has been expunged the requestor will be advised there is no record.

F. PERSONNEL

1. Personnel shall be assigned to Investigative Units based upon skills, knowledge and abilities.

2. **DETECTIVES**

   a. The factors involved in the selection process are outlined in general order *GO-016-04 Specialized Assignments*. All applications shall be made through the VSO Human Resources Unit.

   b. The Human Resources Unit shall maintain proofs as it relates to the selection process.

   c. Personnel assigned as Detectives will retain their same rank and pay rate while so assigned. Detectives are eligible to receive Special Assignment Pay.

3. **PATROL DEPUTIES**

   a. Zone Deputies are assigned as outlined in general order *GO-041-01 Law Enforcement Operations Organization and Administration*.

G. CASE DISTRIBUTION

1. **DISTRICT LEVEL**

   a. Patrol Deputies are dispatched to crimes as they are reported and are responsible for:

      (1) Verification that the offense has actually occurred, identification of the victim, the place of the crime and when the crime occurred,

(2) Identification of solvability factors (leads),

(3) Proper documentation of the circumstances of the crime,

(4) Follow-up investigations of incidents assigned to them.

2. **DISTRICT DETECTIVES**

a. District Detectives will conduct initial and follow-up investigations assigned by the Investigative Services Section Commander or their designee. District Detectives may be called to the scene of some crimes by the Shift Supervisor. In these instances, the Detective will be responsible for follow-up investigation. Some investigations may require special expertise or skills, which should be considered when making assignment decisions.

3. **MAJOR CASE**

a. Major Case Unit Detectives will be assigned cases by the Supervisor of the unit. The Supervisor will evaluate each case when received and will assign Detectives with due regard for any special talent or skills which may be applicable. Major Case Detectives will also be responsible for the follow-up investigation of cases to which they are "called out".

4. **JUVENILE INVESTIGATIONS**

a. Juvenile cases are assigned by the District Investigations Sergeant or Child Exploitation Unit Supervisor. Some investigations may require special expertise or skills, which should be considered when making assignment decisions.

H. CRIME VICTIMS

1. Victims of crimes will be kept informed of the current investigative status. It will be the Detective's responsibility to ensure victims are notified of any changes in the case status. When a case is deemed “Inactive” for any reason, the victim will be notified and such notification will be documented in the supplemental report.

2. Arresting Deputies and Detectives assigned to conduct a follow-up shall utilize the VSO Victim’s Advocate Program or the State Attorney’s Office Victim Assistance Program when there is reason to believe an event has had an unusually severe impact on witnesses or victims.

3. The Detective in charge or the arresting Deputy shall request assistance from the VSO Victim’s Advocate Office or the State Attorney’s Victim Assistance Office and provide the assigned Victim Advocate/Victim Assistant with the necessary information to explain to the victim/witness the involved procedures in the prosecution of their case and their role in those procedures, so long as it does not endanger the successful prosecution of the case.

I. PRELIMINARY INVESTIGATIONS

1. Preliminary investigations will normally be conducted by the responding Patrol Deputy. In certain situations, however, it may be advantageous to have Detectives in plain clothes respond initially. In these instances, the assigned Detective will conduct both the preliminary and follow-up investigations.

J. FOLLOW-UP INVESTIGATIONS

1. Investigations may be assigned to the Deputy who conducted the preliminary investigation, District Detectives, or Investigative Services Section Detectives. In some circumstances follow-up responsibility may be assigned to another Deputy, routed to another District or Section.

2. A follow-up detective shall:

a. Check to assure the preliminary investigation was thoroughly conducted

b. Continue investigation of those leads which have surfaced

c. Work to link the crime with others of a similar type

d. If an arrest is made, prepare the case for prosecution

K. CASE SCREENING

1. Each incident report shall be thoroughly reviewed by the supervisor.

2. The reviewing supervisor shall ensure that:

a. All appropriate lines, blocks or entry items are correct and complete

b. The crime classification is correct

c. The report body is in the correct format

d. Spelling, grammar and phraseology are correct or appropriate

e. All pertinent information is documented

f. The report is clear and legible

g. To the fullest extent possible, leads, clues or suspect information have been pursued at the preliminary level and a good faith effort has been made to solve the crime

3. **REJECTIONS**

a. The supervisor shall reject incident reports not meeting the above criteria.

b. The report will be rejected during the approval process in RMS by the supervisor, who will inform the Deputy the report needs to be corrected.

c. Corrections shall be made within two working days.

4. **ROUTING**

a. The District Sergeant shall appropriately route the correct copy of the report to the appropriate component by VSO email.

b. The Detective Sergeant within each District will review the following juvenile-related crimes and be routed copies of the following reports for proper assignment:

(1) Child abuse

(2) Dependent children

(3) Youth gang activity

(4) Abductions - criminal and parental

(5) Interference with custody

(6) Juvenile offenders involved in crimes against children

(7) Missing/runaway children

(8) Tracking and monitoring of juvenile habitual offenders

c. The Narcotics Investigations Unit will be routed investigative copies of reports related to:

(1) Narcotics cases

(2) Vice

(3) Major firearms violation

(4) Confiscation/seizure

(5) Overdoses, both fatal and not fatal

d. The Major Case Unit will be routed investigative copies of reports related to:

(1) Homicides

(2) Deputy involved shootings

(3) Suicide and attempted suicide

(4) Cases which require specialized skills, knowledge and abilities beyond those of other Investigative Units

(5) Suspicious death investigations

(6) Any criminal act resulting in serious injury to the victim where death is likely to occur

(7) In-custody deaths, i.e. VSO Custody

(8) Robberies to a commercial business wherein serious bodily injury was sustained

(9) Fire (structure) involving a death

(10) Hate crimes with serious bodily injury

e. District Detectives are assigned cases that are clearly beyond the preliminary investigative responsibilities of the originating Deputy, including but not limited to:

(1) Property crimes that are considered a felony or are clearly identified as a pattern of crime

(2) Violent Crimes

(3) Fraud

(4) Arson

5. Detective Supervisors charged with assigning cases shall screen them to determine the extent of the follow-up investigation, based upon:

a. The seriousness of the offense

b. Solvability factors present, i.e., suspect leads, witnesses, identifiable vehicle, distinctive method of operation, available physical evidence, traceable property involved and the investigative workload

c. Investigations most likely to reach a successful outcome

6. **POST-ARREST INVESTIGATIONS**

a. The Supervisor charged with screening cases shall determine the extent of post-arrest activity required for successful prosecution and or determining companion cases. The case shall be assigned as circumstances dictate.

b. In cases such as theft, burglary, or robbery, the apprehended individual may have been involved in other "like" crimes and may admit to additional crimes during interrogation.

c. State law allows law enforcement agencies to recover the costs of prosecution, including investigative costs, of criminal cases if documented by the agency.

d. Detectives shall complete an Investigative Cost Affidavit upon the completion of a criminal case that leads to prosecution to the Unit Supervisor for review and approval. The Investigative Cost Affidavit will be forwarded to the Assistant State Attorney assigned to prosecute the case.

e. Detectives will document in supplement report any post- arrest activity, i.e. court case disposition, plea agreements, sentencing, and submission of investigative cost Affidavit.

7. **FOLLOW-UP CRITERIA**

a. Based upon past experience, and research conducted within other law enforcement agencies, (the Rand analysis), all criminal cases shall be followed up at least one time in order to ensure that the facts are properly recorded, that there is no additional information and to build public confidence. The case assignment for follow-up shall be based on the factors identified in this general order.

b. The following cases shall always be assigned for investigation:

(1) Homicide

(2) Sexual battery

(3) Armed robbery

(4) Sex offenses on children

(5) Hate crimes

(6) Extensive burglary and theft cases

(7) Other cases in which the circumstances lead the Supervisor to believe a follow-up is warranted

L. CASE MANAGEMENT

1. Each District and Investigative Unit will maintain case management via the RMS Case Management System (see RMS Manual).

M. REPORT SUBMISSIONS

1. **ORIGINAL REPORT**

   a. Original reports will be due at the end of the workday on which the preliminary investigation is conducted. Exception to this may be approved by the appropriate Shift Supervisor.

   b. Deputies involved in incidents while off-duty or working light-duty, outside details, etc. that require a report shall complete the report and see that it is forwarded to the District where the incident occurred. Reports shall be forwarded by the end of the patrol shift during which the incident occurred, unless otherwise approved by the supervisor.

2. **SUPPLEMENTARY REPORT**

   a. A follow-up investigation and supplementary report will be due within thirty (30) calendar days from the date a case is assigned to a Deputy or Detective for follow-up investigation. Extensions must be approved by the assigning supervisor.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT STANDARDS

- 42.1.2
- 42.1.3
- 42.1.4
- 44.1.1
- 82.1.5
- 82.2.1
- 82.2.4
- 82.3.5

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-02**	**Distribution** All Personnel	**Reissue/Effective Date** 03/05/2026
		Original Issue Date 01/05/2021	**Previous Revision Date** 03/12/2021
Title **CRIMINAL INVESTIGATION OPERATIONS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide policy and general procedures for the conduct of the investigative function.

II. POLICY

It shall be Volusia Sheriff's Office (VSO) policy to apply proactive investigative methods and to fully investigate (if possible) all reported crimes to the extent necessary to support prosecution, or satisfy the victim's desires.

III. PROCEDURE

A. GENERAL

1. The following procedures are guidelines to be followed by Deputies and Detectives conducting criminal investigations. These procedures should not be considered restrictive or all-inclusive in nature.
2. All requests for notification of Detectives, Crime Scene Detectives, Medical Examiners, State Attorney's Victim Assistance Program, or other personnel who may be called to a crime scene or area of an investigation shall be logged into CAD through Central Communications.
3. Upon assignment of a case the Detective will first analyze and review all reports as submitted.

B. REQUESTS FOR LEGAL ADVICE

1. Due to liability considerations, all requests for legal advice should be made to the VSO General Counsel. If a referral to the State Attorney's Office is necessary, the General Counsel will make said referral. Deputies may work directly with an Assistant State Attorney, Statewide Prosecutor, or Assistant United States Attorney on a specific case, for example, obtaining warrants. However, the General Counsel should be kept informed of the progress of the case. All requests to the VSO General Counsel will be requested through the Deputies chain-of-command. Detectives assigned to ISS and SIS may contact VSO General Counsel directly after consultation with their Supervisor.

C. INFORMATION DEVELOPMENT

1. After review and analysis, it may be necessary to re-interview the witness, complainant, suspect or person arrested. This process may develop additional valuable information.
2. The Detective should attempt to gather additional information pertaining to the case by contacting pawn shops, utilizing RMS, checking with the Intelligence and the Volusia County Crime Center, checking with Zone Deputies, utilizing criminal history information and driver's license checks.

3. Detectives, after a supervisor's approval, may utilize the Public Information Officer to develop information for the public.

D. WITNESSES [CALEA LE 1.2.3 (a)]

1. Whenever possible, witness statements should be obtained in writing or recorded.
2. Witnesses should be sworn in, prior to providing their statement.
3. There is no requirement that witnesses be advised of their rights prior to questioning.
4. Witness statements should be electronically recorded or on a statement form.
5. Witnesses need not be advised that the interview is being recorded when the information obtained may be used as evidence in a criminal case.
6. When necessary, witnesses may be subpoenaed to provide information. Arrangements shall be made through the State Attorney's Office.

E. INFORMANTS

1. The term "informant" is widely misused. Informants mean any source of information, including criminals, concerned citizens or other persons passing on information. Detectives and Deputies should not overlook the function of informants in the investigative procedure.

F. OTHER SOURCES

1. During the investigation, the assigned investigating Deputy should determine what information will be helpful and be mindful of the potential sources available. These include but are not limited to:
    a. Other law enforcement agencies;
    b. Local, state and federal agencies;
    c. Past and present employers;
    d. Public records;
    e. Volusia County Crime Center.

G. INTERVIEWS AND INTERROGATIONS [CALEA LE 1.2.3 (a, b)]

1. Suspect interrogations shall be conducted in accordance with established state and federal law to ensure the suspects civil rights are not violated in any way. No attempt will be made to obtain confessions or statements by force, coercion, threat or promise.
2. Generally, there should be no more than two law enforcement officers present during the interrogation of a suspect who is accused of a violation of the law. If circumstances warrant, a supervisor may authorize additional officers to sit in on an interrogation, but the number of interrogators should be limited to two Detectives.
3. Investigating Deputies shall:
    a. Ensure the suspect is not subjected to unusually long periods of incommunicado interrogations.
    b. Not deny the suspect necessities such as water, food or use of toilet facilities.
    c. Not subject the suspect to an overly intimidating atmosphere.
    d. Not subject the suspect to physical or mental abuse or the threat thereof.
    e. Remain cognizant and exercise due caution in regards to weapons when entering the interview room with a suspect.
    f. All digital/audio recording equipment will be kept in a location near but not within view of the interview room. Interview rooms are to be kept clear with the exception of chairs or desk.

H. ADVISEMENT OF RIGHTS [CALEA LE 1.2.3 (c)]

1. All persons undergoing a custodial interrogation will be advised of their Miranda Warnings. Arrested juveniles shall be immediately advised of their rights (even if there is no intent to interrogate) and a signed Waiver of Rights form shall be obtained if an interrogation is to take place. Whenever possible, the reading of the rights and interrogation will be recorded.

2. Miranda Warnings should be fully read from VSO issued cards.
3. The suspect should be advised of the name(s) and authority of the interrogating Deputy and the nature of the matter in question.
4. Once the suspect indicates an intention to invoke the right to counsel or silence, interrogation into the particular offense will cease.

I. WAIVER OF RIGHTS

1. The burden of proof is on the state to establish the suspect has waived their rights. Whenever possible the waiver should be recorded or obtained in writing. This is especially important in the interrogation of a juvenile.
2. Once recorded or the waiver form is executed, it becomes evidence and shall be treated as such.
3. The suspect need not be informed that the interrogation is being recorded.

J. COMPLAINANT SIGNATURES ON ARREST AFFIDAVITS

1. Complainant should print their names below their signatures on the arrest affidavit. Additionally, the Deputy shall print their name below their signature along with their VSO ID number.

K. STATEMENT FORMAT

1. Every statement should contain the following information:
    a. The case number;
    b. The name, date of birth and address of the person giving the statement;
    c. Name of the person taking the statement;
    d. The date, time and location where the statement was taken.

L. SUSPECT STATEMENTS

1. Suspect and defendant statements obtained during custodial interrogations must include the Miranda Warnings prior to questioning. [CALEA LE 1.2.3 (c)]
2. If the statement is recorded, the media shall be evidence and submitted in accordance with general order *GO-083-01 Collection of Evidence*.
3. A copy of the media may be made and maintained by the investigating Deputy as part of the case file.
4. If the statement is handwritten by the suspect or defendant, the document is evidence and shall be submitted as such, however this is the least preferred method.
5. Copies shall be made and included in the case files.
6. Each page of the statement should be read and initialed by the interviewee and interviewer.
7. The time the statement was completed should be noted therein.
8. The statement shall be signed and witnessed.
9. Juvenile interrogations shall be conducted in accordance with general order *GO-044-02 Juvenile Arrest and Investigation Procedures*. [CALEA LE 1.2.3 (b)]

M. COLLECTION, PRESERVATION AND USE OF PHYSICAL EVIDENCE

1. The collection, preservation, and use of physical evidence shall be conducted in accordance with general order *GO-083-01 Collection of Evidence*.

N. SURVEILLANCE

1. Surveillance activity may lead to information, obtaining a search warrant or other valuable information, i.e., other suspects or the recovery of stolen property.
2. When surveillance operations require additional support, the appropriate District Commander/Watch Commander or outside agencies where the operation will be conducted will be notified, if feasible without compromising the investigation.

3. The supervisor of the surveillance team shall be responsible for determining if such notifications are to be made and making same.

4. **VISUAL**

   a. Actual visual observation of persons, objects, or actions.

5. **ELECTRONIC**

   a. Surveillance is conducted through the use of electronic means to monitor or record a target's activities.

   b. Surveillance equipment shall be available for surveillance operations by Special Investigations personnel in accordance with general order *GO-043-08 Intelligence Equipment*.

6. **LEGAL ISSUES**

   a. All surveillance activities shall be conducted with strict adherence to current legal guidelines.

O. PRELIMINARY INVESTIGATIONS

1. Preliminary investigations will generally be conducted by the responding Deputy. The preliminary investigation should be as complete as possible, including the arrest of the offender if probable cause exists. The investigation should continue until all relevant investigative actions have been taken and no further progress can be made at this time.

2. The VSO recognizes that each investigation is unique, the following investigative steps are recommended courses of actions and should be taken where appropriate: [CALEA LE 42.2.1 (a, b, c, d)]

   a. Upon arrival at scene, observe conditions, events and any remarks made by witnesses.

   b. Take control of the crime scene to protect potential evidence. [CALEA LE 42.2.1 (c)]

   c. Identify any witnesses and assure their availability. [CALEA LE 42.2.1 (b)]

   d. Separately, if possible, interview victims and witnesses and take written statements when appropriate. [CALEA LE 42.2.1 (d)]

   e. When appropriate, interrogate suspects to identify the perpetrator. [CALEA LE 42.2.1 (d)]

   f. When probable cause exists and Florida Statutes permits, arrest the perpetrator. If circumstances prevent an immediate arrest, secure a warrant for the perpetrator's arrest. Arrests shall be made in accordance with general order *GO-001-05 Limits of Authority*, Florida State Statutes and Legal Guidelines in the issued Florida Criminal Law and Motor Vehicle Handbook.

   g. Process the crime scene for evidence to include searching for and processing latent fingerprints. [CALEA LE 42.2.1 (c)]

   h. Search for tools or other items left at the crime scene by the perpetrator.

   i. Search for and recover property moved or taken by the perpetrator.

   j. Recover and submit physical evidence to the Evidence/Property Section or Crime Lab.

   k. Report the incident accurately and fully.

P. PART ONE CRIMES

1. **HOMICIDE**

   a. Homicides require extensive investigation and verification of the facts. A Major Case Detective will be called to all homicide investigations. Prior to arrival of a Major Case Detective, the Deputy should:

      (1) Immediately ensure that no present danger exists to them or others present at the scene.

      (2) Determine the nature and extent of any injuries and provide life-saving medical care if needed. Pertinent information will be radioed to the dispatcher so that responding medical units may be advised.

(3) If death is obvious, protect the body from disturbance or tampering.

(4) If the suspect is still on the scene, the suspect will be detained and secured. Refrain from Miranda Warnings/questioning and follow the direction of the Major Case Detective.

(5) Protect, secure the integrity and mark the crime scene, and initiate a crime scene log.

(6) No one should be allowed to remove anything, or otherwise disturb the scene. No persons will be allowed to enter the crime scene for any reason except emergency medical personnel for the purpose of providing medical care to injured parties.

(7) Any weapons at the scene will be left where found and undisturbed pending the arrival of the Major Case Detective. If circumstances are such that there is a danger the weapon may be removed or otherwise tampered with, the initially responding Deputy will safely secure the weapon to prevent its loss.

(8) Detain and isolate witnesses until they can be interviewed in detail.

(9) Obtain a verbal statement of the facts from witnesses, the suspect's description and identity if known, if the suspect is not at the scene.

(10) If the suspect has recently fled, provide the dispatcher with descriptive information and mode and direction of flight so that other units may conduct an area search for the offender.

(11) Obtain complete identifying information for all witnesses, their relationship to the case and the nature of the information they can provide.

(12) The crime scene will be turned over to the Major Case Detective. The Deputy will brief the Detective as to the facts currently known.

(13) Assist the Detective in the investigation; coordinate with the Detective to ensure compatibility of effort. The Detective will control the conduct of the investigation.

(14) Turn over all evidence collected to the Detective or Crime Scene Unit with established chain of custody.

(15) The Detective will be responsible for overseeing the processing, documentation and submission of evidence.

(16) The on scene Deputy will write an original report detailing their observations and actions up to the arrival of the Detective.

2. **INCIDENTS OF SEXUAL VIOLENCE**

a. Deputies shall initially respond to incidents of sexual violence in accordance with general order *GO-041-03 Patrol Operations*.

b. Incidents of Sexual violence are divided into two categories: Adult Victim's 18 years of age and older and Juvenile Victim's 17 years of age and younger. In both cases the investigation must be conducted with the utmost care, compassion and in compliance with Fla. Stat. § 794.052.

3. **ADULT VICTIM**

a. The following procedures shall apply to the investigations of adult victim sex offenses:

b. **FIRST RESPONDING DEPUTY RESPONSIBILITIES**

(1) Upon initial contact, determine if the victim is injured and request emergency medical personnel if needed. Any adult victim requiring emergency medical treatment will be transported to the nearest emergency medical treatment facility.

(2) In order to minimize the trauma to the victim, repeated detailed interviews will be avoided. The Deputy will obtain the basic facts of the incident.

(3) Determine if an offense has occurred and if so, the nature of the offense. Determine the location of the incident and the basic facts as to how the incident occurred. Determine the identity of the suspect(s) and provide descriptions, method and direction of flight, and other relevant information to other field units concerning wanted persons or vehicles.

(4) Identify, collect and preserve physical evidence in accordance with general order *GO-083-01 Collection of Evidence*.

(5) If the incident just occurred or there is evidence to be collected from the victim's person, request the On-Call Detective through Central Communications. DNA evidence can be collected from the victim up to one hundred and twenty (120) hours after the time of the incident.

(6) If the offense occurred outside the one hundred and twenty (120) hour DNA window, the Deputy will provide an approved report to the detective unit responsible for the geographical area where the offense occurred for follow up.

c. **IF THE VICTIM CHOOSES TO NOT REPORT THE INCIDENT**

(1) The Deputy will provide the victim with the Sexual Battery Victim's Rights and Services Brochure by presenting the business card with the QR codes and explaining which QR code to use and how to access the forms. If the brochure(s) or form(s) are requested in printed form, the Deputy will provide them in printed form.

(2) Inform the victim of the "non-report" option of completing the sexual assault examination and requesting the evidence be kept confidential and stored for an indefinite period. This allows the safeguarding of the forensic evidence in the event the victim changes their decision to report the assault and pursue criminal prosecution. If the victim wishes to pursue the "non-report" sexual assault examination, the Deputy will notify the charge nurse of the nearest hospital. Who in turn will dispatch a SANE nurse.

(3) The Deputy will complete a report appropriately documenting the incident.

(4) **NON-REPORT SEXUAL ASSAULT EXAMINTION PROCESS**

(a) The SANE nurse will complete the Sexual Assault Examination and contact the on-call VSO Evidence Specialist for incidents within VSO jurisdiction.

(b) The on-call Evidence Specialist will respond to the hospital and take custody of the kit and any associated evidence. The Evidence Specialist will complete a supplement to the annual non-report case that is generated for this purpose and barcode and intake the item(s). The kit(s) will be delivered to the FDLE Crime Lab on the next scheduled run. Any associated items will be kept in evidence under the annual case number for a period of fifty (50) years, or it is transferred to an active case should the victim decide they wish to pursue prosecution at a later time.

(c) Deputies should not be dispatched to take possession of a sexual assault forensic kit from a non-report incident. If a Deputy is mistakenly dispatched, they should contact the on-call Evidence Specialist to respond. **The Deputy will not initiate an incident report for the call.**

d. **DETECTIVE'S RESPONSIBILITIES**:

(1) The Detective will request Central Communications contact the appropriate Victim Advocate Program be notified.

(2) Upon arrival of the Victim Advocate, advise the advocate of the facts currently known.

(3) If feasible, the Detective and Victim Advocate will conduct a joint detailed interview of the victim. If the victim desires only the Victim Advocate to be present, the victim's wishes will be complied with. The Detective will later obtain the detailed facts from the Victim Advocate.

(4) If there is evidence to be collected from the victim, the Detective will request the Sexual Assault Nurse Examiner through the charge nurse. (Refer to the appendix: *GO-042-02-B Volusia County Sexual Assault Protocol*)

(5) The Detective will provide or arrange for transportation for the victim to the appropriate exam location. (Refer to the appendix: *GO-042-02-B Volusia County Sexual Assault Protocol*)

(6) The Detective will request the Sexual Assault Nurse Examiner to perform a forensic sexual assault examination on the victim. The Sexual Assault Forensic Kit (FDLE Kit) shall be used to collect evidence specific to the sex offense and submitted by the

Deputy/Detective into the Evidence Section using the secure refrigerated storage area in order to preserve the evidence.

(7) The Sexual Assault Kit shall be submitted to either the FDLE laboratory or an approved private laboratory within seven (7) days of its origination.

(8) If applicable, the Detective will contact the On-Call Assistant State Attorney through Central Communications for assistance with arrest or search warrant review, extensive crime scenes, multiple victims, multiple suspects or legal consultation.

(9) Prior to submitting a final report, the Detective will permit the victim to review the final report and provide a statement as to the accuracy of the final report.

4. **JUVENILE VICTIM**

a. The investigations of juvenile sex offenses are inherently complex, requiring coordination between multiple resources and compliance with the Seventh Judicial Circuit Court Administrative Order G-94-180. **WHEREAS**, § 914.16, Florida State Statute requires the chief judge of each circuit, after consultation with appropriate officials, to provide for limits on the number of interviews that victims of certain crimes who are under the age of sixteen, or who are a person with mental retardation as defined in Florida State Statute 393.063, must submit to for law enforcement or discovery purposes. (Refer to appendix: *GO-042-02-A 7th Judicial Circuit Limits on Interviews*)

b. The following procedures shall apply to the investigations of juvenile victim sex offenses:

c. **FIRST RESPONDING DEPUTY RESPONSIBILITIES**:

(1) Upon initial contact, determine if the victim is injured and request emergency medical personnel if needed. Any juvenile victim requiring emergency medical treatment will be transported to the nearest emergency medical treatment facility.

(2) Determine if the offender is a family member or otherwise known to the family/victim. The initial investigation shall be conducted out of the presence of any suspect who is a family member.

(3) The first responding deputy shall make every attempt possible to determine if a sex offense has occurred without directly interviewing the juvenile victim. The first responding deputy will attempt to obtain the details of the reported sex offense from the reporting party and/or whomever the juvenile victim disclosed the incident to.

(4) If the juvenile victim must be directly questioned by the first responding deputy to determine if a sex offense occurred, the deputy shall first contact their immediate supervisor for approval. The deputy will:

(a) Obtain only the basic facts to determine if a sex offense occurred. The questioning will be limited to:

- What occurred;
- When the incident occurred;
- Where the incident occurred; and
- Who is the offender.

(b) Include in the incident report that a direct conversation with the juvenile victim was completed and recorded. It shall also be noted who witnessed the questioning, i.e. (Parent-Guardian-Custodian, etc.)

(c) The deputy shall record said conversation on their BWC.

(5) Provide descriptions, method and direction of flight, and other relevant information to other field units concerning wanted persons or vehicles, if applicable.

(6) Identify, collect and preserve physical evidence in accordance with general order *GO-083-01 Collection of Evidence*.

(7) Report the incident by phone (800-962-2873), fax or through the internet, to the Department of Children and Families.

(8) If the incident just occurred or there is evidence to be collected from the victim's person, request the On-Call Detective through Central Communications. DNA evidence can be

collected from the victim up to one hundred and twenty (120) hours after the time of incident.

(9) If the offense occurred outside the one hundred and twenty (120) hour DNA window, the Deputy will provide an approved report to the Child Exploitation Unit.

d. **DETECTIVE'S RESPONSIBILITIES**:

(1) The Detective will request the VSO Victim Advocate be notified through Central Communications.

(2) Upon arrival of the Victim Advocate, advise the advocate of the facts currently known.

(3) Detectives will utilize the services of trained personnel to conduct forensic interviews of juvenile victims who are under the age of seventeen (17) or who are a person with mental retardation as defined in Florida State Statute 393.063. Detectives will be compliant with the Seventh Judicial Circuit Court Administrative Order G-94-180 governing interviews with victims of certain crimes who are under the age of sixteen, or who are a person with mental retardation as defined in Florida State Statute 393.063. (Refer to appendix: *GO-042-02-A 7th Judicial Circuit Limits on Interviews*) Detectives shall conduct investigations in cooperation with the Department of Children and Families when applicable.

(4) The Detective will request the Child Protection Team (CPT) through Central Communications (Refer to Volusia County Sexual Assault Protocol).

(5) The Detective will provide or arrange for transportation to the appropriate Sexual Assault exam location. (Refer to the appendix: *GO-042-02-B Volusia County Sexual Assault Protocol*).

(6) The Detective will request the Juvenile Sexual Assault Examiner to perform a forensic sexual assault examination on the victim. The Sexual Assault Forensic Kit (FDLE Kit) shall be used to collect evidence specific to the sex offense and submitted by the Deputy/Detective into the Evidence Section using the secure refrigerated storage area in order to preserve the evidence.

(7) The Sexual Assault Kit shall be submitted to either the FDLE laboratory or an approved private laboratory within seven (7) days of its origination.

(8) If applicable, the Detective will contact the On-Call Assistant State Attorney through Central Communications for assistance with arrest and or search warrant review, extensive crime scenes, multiple victims, multiple suspects and or legal consultation when applicable.

e. Prior to submitting a final report, the Detective will permit the victim's Parent/Legal Guardian to review the final report and provide a statement as to the accuracy of the final report.

5. **ROBBERY**

a. The following procedures shall apply to robbery investigations:

(1) In most cases, robbery investigations will begin immediately after the incident has occurred. An immediate response, coupled with an aggressive investigation, may result in the arrest of the offender during the initial investigation. In most cases the dispatcher will be able to advise the responding Deputy if the offender is still present or has left the scene. In all cases, the initial approach will be cautious to ensure no present danger exists.

(2) Upon arrival the responding Deputy should check to determine whether the offender is still present or has left the scene.

(3) If the robbery is "in-progress", the Deputy should keep their distance, remaining out of sight, to avoid a hostage situation. Maintain surveillance; keep the dispatcher and other responding units advised of the current situation.

(4) The Deputy should not attempt to apprehend the suspect while the robbery is occurring unless there is an imminent threat to the life of any victim.

(5) Attempts to apprehend the offender should be made while they are leaving the scene and when the offender is in a position that would not constitute an immediate threat to innocent parties.

(6) If the perpetrator has left the scene, the Deputy should contact the victim.

(7) Check for any injured persons and request/provide medical assistance as necessary.

(8) Determine what type of weapon was used or implied, if any.

(9) Determine what property was taken.

(10) Obtain descriptions of the suspect(s), mode and direction of flight. Detailed BOLO information should be provided immediately.

(11) Secure the scene to protect evidence. If a business, have an employee lock the door.

(12) Locate and identify any witnesses to the incident.

(13) Notify the appropriate detective unit.

(14) If a Detective responds, they will assume responsibility for the investigation, including the collection of physical evidence or the notification of the Crime Scene Unit. The Deputy will assist as requested by the Detective.

(15) If no Detective responds, the Crime Scene Unit will process the scene when requested.

(16) A detailed report of the incident will be written and routed to the appropriate detective unit for follow-up.

6. **AGGRAVATED BATTERY AND AGGRAVATED ASSAULT**

a. The following procedures shall apply to aggravated battery and aggravated assault investigations:

(1) Caution must be taken if the offender is still present at the scene.

(2) Upon arrival, the Deputy should determine if the perpetrator is still present and check for armed persons. Weapons should be retrieved and secured with consideration of forensic evidence, if possible.

(3) Provisions should be made for the injured.

(4) Detain and secure the offender pending the outcome of the on scene investigation.

(5) If the offender has fled the scene, obtain description, and mode and direction of flight.

(6) Locate, identify and interview any witnesses. Obtain written statements from any who can identify the suspect.

(7) If possible, interview the victim and obtain a written statement.

(8) Process the scene for physical evidence.

(9) Write a detailed report, including complaint affidavits and arrest reports if the identity of the suspect is known.

7. **BURGLARY**

a. Burglary investigations should include:

(1) An exterior crime scene search for physical evidence to include method, route of approach and departure.

(2) A determination of the location, method of entry/exit and tools used should be made.

(3) The Deputy should interview persons/neighbors.

(4) The interior should be examined to determine mode of operation during the crime.

(5) A list of stolen property, its description and estimated value will be obtained.

(6) When appropriate, the stolen property description should be entered into the Teletype by phone.

(7) The scene should be processed for latent prints and DNA, if feasible.

(8) An area canvass shall be conducted in an attempt to locate potential witnesses or video surveillance.

(9) If known, the descriptions of suspects, method and direction of escape should be noted.

(10) If possible, the Deputy should identify suspects and attempt to effect arrest.

(11) The Deputy should obtain statements from witnesses.

(12) Written or recorded statements should be obtained from witnesses.

(13) A complete and detailed report of the investigation will be made.

8. **LARCENY/THEFT**

a. Theft is one of the most common crimes encountered. For investigative purpose investigations will be divided into two basic categories: Grand/Petit Theft and Retail Theft.

9. **GRAND/PETIT THEFT**

a. The Deputy should:

(1) Upon initial contact with the victim, determine what property was stolen and the circumstances surrounding the theft.

(2) If available, obtain suspect information.

(3) Locate and identify any witnesses and obtain statements.

(4) In Grand theft cases, if probable cause is established, the identity and location of the suspect are known, an arrest should be made.

(5) If the property stolen is of a serialized nature and the information is available, the property will be entered into Teletype via telephone.

(6) If possible, obtain a photograph of the stolen item should it not be serialized.

(7) Complete a written report providing a detailed description of the property stolen.

10. **RETAIL THEFT**

a. Retail theft is one of the exceptions to the misdemeanor arrest rule. Retail theft incidents are usually in-progress or have just occurred. Immediate response is usually necessary if there is to be a likelihood of apprehending the offender.

b. In cases where the incident is still in progress or the offender is being detained at the business, the Deputy will respond, make contact with the business and suspect as soon as possible.

c. Retail theft investigations should include:

(1) In cases where the dispatcher advises that the suspect has fled, the Deputy will first make an effort to locate the suspect based on information supplied by the dispatcher.

(2) Upon arrival at the business, contact will be made with the reporting party (the suspect if still present) and the circumstances of the incident obtained.

(3) If probable cause to arrest is established and the business desires prosecution, the offender should be arrested. If the suspect has escaped and their identity is known, a complaint affidavit will be completed and submitted with a written report.

(4) If the suspect has been arrested, the Deputy will consider releasing the defendant with a Notice To Appear if eligibility guidelines are met and the Defendant agrees to sign the Notice To Appear. (NOTE: Juveniles may not be issued a Notice To Appear)

(5) If an arrest is made (including Notice To Appear), or Complaint Affidavit submitted, the stolen property will be photographed and a Photographed Evidence Release Form completed. The property will then be returned to the business.

(6) Deputies should attempt to interview the arrestee in an effort to determine if they are involved in organized retail theft, if so notify the appropriate Detective.

11. **AUTO THEFT/OTHER TITLED VEHICLES**

a. Auto Theft investigations may be original reports or recovery reports. The following steps also apply to other titled vehicles such as boats, trailers and heavy equipment.

12. **ORIGINAL REPORT**

a. Auto theft investigations should include:

(1) Obtain the circumstances and location from which the vehicle was stolen.

(2) Verify ownership of the vehicle and location of the vehicle keys.

(3) Determine if the vehicle is financed and if the owner is delinquent in making payments. The purpose is to determine if the vehicle was repossessed.

(4) Determine if the vehicle was loaned by the owner and not returned, the time frame involved.

(5) Obtain detailed description of the vehicle to include license plate numbers and Vehicle/Hull Identification Number.

(6) Identify and interview any witnesses.

(7) If possible, obtain detailed description of any suspects, including name and address if suspect is known.

(8) Determine direction of travel and possible destination if known.

(9) Make Teletype entry by phone if the required information is known.

(10) Write detailed report of the incident.

13. **RECOVERY REPORT**

a. Recovery report shall further include:

(1) Verify stolen status by checking Vehicle/Hull Identification Number through Teletype.

(2) Determine circumstances and location of recovery.

(3) Make exterior investigation to locate any physical evidence to include a check for fingerprints.

(4) If available, identify and interview any witnesses.

(5) Check the vehicle interior for physical evidence and fingerprints.

(6) Determine method of vehicle operation, i.e., key, hot-wired.

(7) Assess any damage to the vehicle and determine if it can be driven.

(8) If suspects are apprehended in possession of the vehicle, detain and interview, giving Miranda Warning when appropriate. Make arrest if probable cause is established.

(9) When applicable, the suspects should be placed in a patrol vehicle and the conversation recorded.

(10) An attempt to contact the owner to arrange for its removal should be made.

(11) If no owner is available to respond, the Deputy must tow and impound the vehicle for later release to the owner.

(12) The vehicle will be removed from the Teletype system.

(13) A detailed report describing the recovery of the vehicle shall be written.

14. **ARSON**

a. Arson investigations will include:

(1) Response from Fire Services. As necessary, the initially responding Deputy will assist the fire units with traffic and crowd control, until relieved. If arson is suspected, the investigation should begin as soon as possible.

(2) Request the dispatcher notifies County Fire Marshal and District Investigations Unit.

(3) Determine who the property owner is and make contact if possible.

(4) Locate and identify witnesses and obtain statements.

(5) With the assistance of Fire Services, check the scene for any physical evidence.

(6) Upon arrival of the Fire Marshal/Detective, advise of the facts as currently known.

(7) Write detailed report describing the incident.

Q. PART TWO CRIMES

1. KIDNAPPING/ABDUCTION

a. Investigations of kidnapping/abduction shall include:

(1) Upon initial contact with the reporting party, determine the time and location the incident occurred. If possible, determine if the victim and suspect are related.

(2) If the incident has just occurred, obtain descriptive information for the victim, suspect, including any vehicle description and direction of travel.

(3) Advise the dispatcher of any descriptive information, request it be broadcast to pertinent units and agencies.

(4) If the victim is a juvenile, determine if the abductor may be a parent involved in a child custody dispute. If so, determine if any court order exists assigning custody, and the status of any court proceedings.

(5) Any questions concerning legal custody shall be directed to a supervisor.

(6) The VSO General Counsel may be contacted if legal questions arise.

(7) Immediately notify the Detective Sergeant responsible for the geographic area where the offense occurred or the on-call Detective Sergeant, if after hours.

(8) Locate and identify witnesses, and obtain statements as necessary.

(9) Obtain all necessary information to complete the incident report, including the Missing Person Checklist.

(10) Immediately enter the victim's information into Teletype via telephone.

(11) If the facts and circumstances of the incident warrant a “CART” response, the on-scene supervisor will contact the VSO CART Coordinator for direction. The VSO CART Coordinator contact information is located by clicking on the VSO CART Organization Chart hyperlink found on the intranet’s homepage.

2. BATTERY AND ASSAULT

a. Investigations of battery and assault shall include:

(1) Upon arrival, contact the victim and determine circumstances of incident.

(2) Locate and identify any witnesses to the incident.

(3) If the suspect is known, but not present, obtain all identifying information available.

(4) If the suspect is present, obtain complete identifying information from them.

(5) If the victim desires to prosecute, complete an SA-707 and have the victim sign it.

(6) If the suspect is present and there is the probability of continued violence, the Deputy should arrest the suspect.

(7) If there is no probability of continued violence, the SA-707 should be submitted as a Complaint Affidavit along with an incident report detailing the circumstances.

3. DOMESTIC VIOLENCE

a. Deputies shall respond to domestic violence calls in accordance with general order *GO-041-03 Patrol Operations* and general order *GO-041-19 Domestic Violence*.

4. NARCOTICS

a. Narcotics investigations shall include:

(1) Upon discovering narcotics in the actual or constructive possession of a person, the Deputy will investigate.

(2) The person will be detained and read their Miranda Rights.

(3) The suspected substance will be seized and be subjected to a presumptive field chemical test for illegal substances.

(4) If the test is presumptive positive and probable cause for arrest exists, the Deputy may arrest on the appropriate misdemeanor and shall arrest on a felony charge.

(5) If the Deputy elects not to affect an arrest on a misdemeanor charge, the suspected narcotics will be properly packaged and submitted to the Evidence Section for destruction.

(6) Felony charges require the physical arrest and booking of the defendant.

(7) Seized substances will be submitted to the Evidence Section along with a request that a sample be sent to the FDLE Crime Lab for positive identification.

(8) If no charges are filed, the substance will be submitted to the Evidence Section with a request that it be destroyed.

(9) A written incident report will be completed.

5. **EMBEZZLEMENT**

a. Embezzlement cases come under the Florida Theft Statute. Since they are inherently complex crimes, any reported embezzlement shall be investigated by the respective detective unit where the incident occurred.

6. **FRAUD/WORTHLESS CHECKS**

a. Worthless check offenses shall be referred to the Worthless Check Division of the State Attorney's Office.

7. **INSURANCE FRAUD**

a. Any Deputy believing an incident may give rise to a fraudulent insurance claim will write an incident report detailing the circumstances and forward such report to the appropriate detective unit.

R. MISSING PERSON INVESTIGATIONS

1. **MISSING PERSONS**

a. Deputies shall respond to all missing persons/missing endangered persons calls in accordance with general order *GO-044-03 Missing Persons*.

S. FOLLOW-UP INVESTIGATIONS [CALEA LE 42.2.2]

1. Follow-up investigations will be assigned by the area-of-responsibility's Detective Sergeant.
2. The procedures for conducting follow-up investigations are similar to those used during the preliminary investigation. Procedures that could not be conducted during the initial phase of the investigation may be completed at a later time. A second interview with victims and witnesses will frequently result in additional leads.
3. The steps listed below may also be part of a follow-up investigation: [CALEA LE 42.2.2 (a, b, c, d, e, f, g, h)]

a. Review and analyze all previous reports prepared during the preliminary investigation.

b. Conduct additional interviews and interrogations as required.

c. Review all VSO records that may pertain to the case.

d. Seek additional information from patrol Deputies who work or have worked the area of the offense, informants, neighbors or any other persons known to frequent the area.

e. Review the results of any laboratory exams that may have been conducted.

f. Arrange for the dissemination of information which may assist in the case.

g. Conduct surveillance.

h. Obtain search/arrest Warrants.

i. Plan, organize, and conduct searches.

j. Prepare cases for court presentation.

k. Assist in prosecution.

l. Identify and apprehend suspects.

m. Check for and collect any physical evidence that may have been overlooked during the preliminary investigation.

n. Determine the suspects' involvement in other crimes.

o. Check the suspects' criminal histories.

p. Make a second contact with the complainant, victim and all witnesses to ascertain any additional information which may have been left out or overlooked.

q. Make the second contact by telephone or in person; contact will be recorded in the case file.

r. Notify Victim/Witness.

4. **ROBBERY**

a. Robberies not resolved within twenty-four (24) hours will be forwarded to the appropriate Detective Unit. Patrol Deputies are relieved of follow-up responsibility.

5. **ARSON**

a. Arson investigations involving a conveyance will be assigned to Detectives and jointly investigated with the State Fire Marshall.

b. Arson investigations involving deaths will be assigned to Major Case and jointly investigated with the State Fire Marshall or ATF, if applicable.

T. CASE AGENT

1. The detective originally assigned the case shall be the Case Agent, whether or not additional detectives are assigned to assist.

2. The Case Agent shall be accountable and responsible for the case until its conclusion.

3. Deputy/Detective case assignments shall be recorded via the Case Management System within ERMS.

U. ON-CALL/NIGHT DETECTIVES [CALEA LE 42.1.1]

1. Law Enforcement Operations Division will maintain a county-wide Detective On-Call/Night Shift roster to cover after normal business hours, weekends and holidays.

2. **ON-CALL/NIGHT SHIFT DETECTIVES**

a. The Investigative Service Section Commander or designee is responsible for maintaining the list of on-call/night shift Investigative Resources.

b. If an on-call Detective is requested to respond to a scene by a Supervisor, the Detective shall respond.

c. When a Detective is on County-wide call out and a situation presents itself that requires supervisory guidance, the Detective will call the on-call Investigative Sergeant for that guidance. In their absence, the Detective will call the Assistant Commander of Investigative Services, and in their absence the Commander of Investigative Services.

V. INTRA-AGENCY AND INTERAGENCY COMMUNICATIONS [CALEA LE 42.2.3]

1. The VSO leverages modern technologies to facilitate the exchange of information between the varied units, sections, and divisions within the agency. Examples are:

- Volusia County Crime Center (VC3) – VC3 gives all law enforcement officers in Volusia County access to real-time intelligence and support from a team of analysts, detectives and support staff. The center is tied into traffic cameras, security cameras, license-plate readers, live Air One video, social media feeds and other instant sources of information throughout the

county. In addition to providing real-time support to law enforcement during in-progress calls, VC3 analysts continually assist in active criminal cases with investigative leads that may help identify or locate a suspect or support probable cause for an arrest.

- LeadsOnline-Intel Exchange – An investigative technology platform that facilitates information sharing that is used by VSO and other agencies within Volusia County. Users have the ability to create blog entries and bulletins that are then accessible to the other users of the system.
- Consolidated Crime Report – Web based software system where significant events may be input, as well as shift rosters. The data is viewable by all users, including patrol, investigations, and command staff.

W. CONSTITUTIONAL WARNINGS [CALEA LE 1.2.3 (c)]

1. An important aspect of criminal investigations is ensuring compliance with constitutional requirements when interviewing suspects. The admissibility of statements made by a defendant to a police officer often will determine the outcome of a criminal prosecution. It is also important to note that constitutional warnings given at an inappropriate time may hinder the investigative effort. The state of mind of the officer is often the determining factor in deciding when Miranda Rights should be given. The courts have generally held that "custodial" detention, or, when the investigation focuses on the individual to be interviewed, is the point at which offenders must be advised of their Miranda Rights prior to any further questioning about the offense.
2. In cases where the offender has been arrested and the Deputy intends to ask questions concerning any criminal offense in which the arrestee is suspect, they will be read their Miranda Rights and a response indicating they understood them elicited prior to any further questioning.
3. Juvenile defendants shall immediately be advised of their rights upon arrest.
4. During the course of a criminal investigation it may be necessary to interview a suspect in order to develop evidence, or determine if probable cause to arrest exists. If the Deputy has no probable cause to arrest and the suspect is "free to leave" at any time, it is usually not necessary to advise of Miranda Rights. When, "in the officer's mind", the suspect is not free to leave, Miranda Rights should be given. That point is reached when the Deputy has decided to arrest the suspect but may not have yet advised the suspect they were under arrest; or undecided about arrest, the Deputy intends to detain the suspect against their will for further investigation.
5. At no time will a Detective or Deputy use coercion or attempt a confession or admission by means that would cause a suspect to confess or admit guilt involuntarily.
6. At no time will a Detective or Deputy deprive a defendant or suspect of counsel or First Appearance.

X. FIELD INTERVIEWS AND INTERROGATIONS [CALEA LE 1.2.3 (a, b)]

1. When a Deputy or Detective is involved in a "police/citizen encounter", they may request information from any person. If a Deputy observes circumstances that arouse suspicion or cause alarm, they shall investigate. Deputies shall stop and detain individuals in accordance with Fla. Stat. § 901.151, Stop and Frisk Law.
2. Field Interview Cards are to be used for legitimate purposes. The following factors should be taken into account:
   a. The date, time and location of person or activity;
   b. Whether known or suspected criminal activity is in the area;
   c. Suspicious activities or circumstances;
   d. If persons need to be identified as possible witnesses, suspects, wanted persons, etc.
3. When Deputies complete a Field Interview Card, they shall include a brief explanation as to the reasons for the interview.
4. Deputies should note suspected activity on the card, i.e., prostitution, gambling, narcotics.
5. Deputies may photograph individuals who do not object in a "police/citizen encounter" and those persons detained under Fla. Stat. § 901.151 may be required to submit to a photograph at the discretion of the Deputy.
6. When a photograph is taken, it shall be noted on the Field Interview Card.

7. The photograph should be attached to the Field Interview Card.
8. The name, date of birth and case number should be written on the back of the photo.
9. The Field Interview Card will be completed on Copperfire.
10. The Field Interview Card will be submitted at the end of the shift. The Deputy or Detective may keep a copy for their files.
11. This information is available at terminals throughout the VSO.

Y. PROTOCOL FOR INTERVIEWING NON-ENGLISH SPEAKING DEFENDANTS [CALEA LE 1.2.3 (a, b)]

1. The number of non-English-speaking citizens throughout the 7th Judicial Circuit has increased significantly over the past several years. It is not unusual for the investigating Deputies to interview witnesses or defendants who can neither understand nor speak English or have limited English language skills.
2. Usually the interpreter does not write down what is being said and when called to testify at trial may not recall much, if anything, that the witness or defendant said even though they served as the interpreter at the time.
3. In these circumstances a potential for unnecessary confusion and credibility questions is great. To avoid these problems the following protocol is to be followed whenever non-English-speaking witnesses or suspects are interviewed through the interpreter:
    a. Record the witness' statement and interpretation as it occurs by audio or video. The audio or video recording will be saved as evidence.
    b. Immediately after the investigating Deputy writes down the English version of the interpreted statement, have the interpreter read the statement and sign a certificate attesting to the accuracy of the written version of the statement.
4. If these procedures are followed the suspect/defendant's rights will be fully protected and an authenticated version of the interpreted statement will be available for use at trial.

Z. INTERVIEWING INDIVIDUALS WITH AUTISM/AUTISM SPECTRUM DISORDER (ASD) [CALEA LE 1.2.3 (a, b)]

1. Deputies and Detectives will be mindful of the special needs of individuals with developmental disabilities and ensure their rights guaranteed by Florida Statutes and the Unites States Constitution are protected.
2. In accordance with Fla. Stat. § 943.0439, upon the request of an individual diagnosed with autism or an autism spectrum disorder (ASD) or their parent or guardian, the Deputy/Detective, prior to interviewing, will make a good faith effort to ensure a professional with experience treating, teaching, or assisting individuals with autism or ASD is present at all interviews of the subject.
3. Procedures for requesting an ASD Professional are as follows:
    a. The interviewing Deputy/Detective, or designee, shall advise the individual making the request that all expenses related to the attendance of the professional shall be borne by the requesting individual.
    b. The Deputy/Detective shall ask the individual making the request if they have a particular professional they would like to request or if they know of one who may be requested. If so, obtain the contact information and make contact with the professional. The requesting individual may make the contact directly, if preferred.
    c. If the individual making the request does not have or know of a particular professional to contact, the interviewing Deputy/Detective or designee will contact the Communications Center for available local agencies/organizations to assist in guidance in obtaining a professional. These may include but are not limited to:
        - Easterseals Northeast Central FL:

            Daytona Beach: 386-873-0365

            DeLand: 386-873-3658
        - SAAFE Behavioral Services (DeLand) 386-873-2963

- Florida Autism Center of Excellence, (DeLand) 888-288-4762
- UCF Center for Autism & Related Disabilities (C.A.R.D.- Orlando), 1-888-558-1908; 407-823-6011 (Referral based only)

d. The interviewing Deputy/Detective or designee shall document all attempts to obtain a professional for the interview.

e. If after all known sources for a professional have been exhausted and a good faith effort has been made to locate a professional and all attempts were unsuccessful, the interviewing Deputy/Detective may begin the interview without a professional present.

f. Deputies/Detectives should be aware that a professional may not be available on weekends or after normal business hours and in order to have a professional present during all interviews advance arrangements may need to be made. The determination to delay an interview should be on a case by case basis and at the Deputy/Detective's or respective supervisor's discretion.

4. **TRAINING**

a. In addition to CIT training, all sworn members shall receive documented training on Autism Awareness, to include a combination of Fla. Stat. § 943.0439, this general order in regards to interviewing individuals with autism or ASD, and additional resources as made available.

AA. PURGING RECORDS

1. The Records Manager has the responsibility of determining when information will be purged from the system, based on the capacity of the system and the amount of input.
2. Normally, field contact information will be maintained for a two-year period.
3. Photographs shall be maintained at least two years, or until the photo is updated or no longer useful, i.e., death of person photographed.
4. Retention of reports records is controlled by the Department of State, Division of Archives and Records Management, Schedule BC-2.
5. Criminal intelligence information shall be considered active and retained as long as it relates to intelligence gathering conducted with a reasonable, good faith belief that it will lead to detection of ongoing or reasonably anticipated criminal activity.

BB. BACKGROUND INVESTIGATIONS

1. Frequently in the course of an investigation the investigating Deputy will need to conduct a background investigation of persons involved, in addition to the criminal activity already being investigated. Background investigations are particularly useful in white collar, organized crime and vice activities.
2. Investigating Deputies will conduct background investigations only in correlation of ongoing criminal investigations (this does not preclude pre-employment background "checks"). Information obtained from background investigations may reveal physical or circumstantial evidence which may be used as evidence, reveal witnesses, other individuals connected with the crime or provide information which is essential in obtaining a search warrant.
3. Sources of information may be, but are not limited to financial institutions, pawn shops, business associates, past employment records, present employment records, other law enforcement agencies, criminal histories, utility companies, public records or licensing records.
4. **DISTRIBUTION**

a. All information obtained as the result of a background investigation will be incorporated into a report, which shall become part of the case file. This file shall be subject to the provisions of the Public Records Laws and VSO policy. The information will be available on a need to know basis.

b. As applicable, requests for review of case files shall be made through the Records Section or Intelligence Unit Supervisor.

IV. APPENDICES

- GO-042-02-A 7th Circuit Court Limits On Interviews

- GO-042-02-B Sexual Assault Response Protocol

V. FORMS (Click here to access forms)

- Photographed Evidence Release Form, VSO Form # 031396.004
- Cover Page, VSO Form # 050515.001
- Initial Response, VSO Form # 050515.002
- Homicide Investigation Checklist, , VSO Form # 050515.003
- Reporting Party/NOK List, VSO Form # 050515.004
- Victim Data Sheet, VSO Form # 050515.005
- Witness List, VSO Form # 050515.006
- Suspect/Person(s) of Interest, VSO Form # 050515.007
- Suspect/Person(s) of Interest Information, VSO Form # 050515.008
- Search Warrant Residence/Structure, VSO Form # 050515.009
- Search Warrant Records, VSO Form # 050515.010
- Search Warrant Electronics, VSO Form # 050515.011
- Search Warrant Vehicle, VSO Form # 050515.012
- Search Warrant Person, VSO Form # 050515.013
- Court Order/Subpoena Information, VSO Form # 050515.014

IN THE CIRCUIT COURT, SEVENTH JUDICIAL CIRCUIT, IN AND FOR FLAGLER, PUTNAM, ST. JOHNS AND VOLUSIA COUNTIES

RE: LIMITS ON INTERVIEWS OF VICTIMS OF CHILD ABUSE AND SEXUAL ABUSE UNDER THE AGE OF SIXTEEN, OR WITH MENTAL RETARDATION

REF: G-94-180 (Rescinds S-93-59)

WHEREAS, F.S. 914.16 requires the Chief Judge of each Circuit, after consultation with the State Attorney and the Public Defender for the Circuit and the appropriate Chief law enforcement officials, and others, to provide for a limit on the number of interviews that a victim of a violation of s.794, s.800, or s.827, who is under the age of sixteen, or mentally retarded, must submit to for law enforcement or discovery purposes;

NOW THEREFORE, I, Gayle S. Graziano, Chief Judge of the Seventh Judicial Circuit, hereby order and direct as follows:

1. Administrative Order S-93-59 is hereby rescinded;

2. All law enforcement agencies of the Seventh Judicial Circuit shall, whenever possible, coordinate and consolidate the initial interview of alleged victims (under the age of sixteen or with mental retardation) of child abuse and sexual abuse covered by s.794, s.800, and s.827 and, whenever possible, shall videotape and/or audiotape said interviews;

3. All subsequent interviews shall be limited to a maximum of two, unless permission is granted by the presiding judge for good cause shown, and all subsequent interviews shall be preserved by either audio or video taping, whenever possible;

4. The Department of Health and Rehabilitative Services, other child protective agencies and their respective employees, agents, or contractees, shall limit their interviews of said victims to a maximum of three, without further court order, and shall preserve said interviews by audio or video taping, whenever possible;

5. Discovery depositions shall be coordinated by all interested parties, where there are pending juvenile, civil, or criminal cases involving the same victim, in order to prevent repetition through multiple depositions;

6. Nothing in this order limits a judge in a specific case from considering further limitations upon application of any interested party and pursuant to the guidelines of F.S. 92.53, 92.54,and 92.55;

RE: LIMITS ON INTERVIEWS OF VICTIMS OF CHILD ABUSE AND SEXUAL ABUSE UNDER THE AGE OF SIXTEEN, OR with MENTAL RETARDATION

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7. This order shall become effective immediately.

TO BE RECORDED in Flagler, Putnam, St. Johns and Volusia Counties.

DONE AND ORDERED this 5th day of October, 1994 in Daytona Beach, Volusia County, Florida.

GAYLE S. GRAZIANO, CHIEF JUDGE

Copies:
All County and Circuit Judges
All law enforcement agencies of the Circuit
State Attorney
Public Defender
Department of Health and Rehabilitative Services
Guardian Ad Litem Program
Child Protection Team
All Bar Associations, 7th Circuit
Volusia County Criminal Defense Attorneys Association

VOLUSIA COUNTY SEXUAL ASSAULT PROTOCOL

I. Sexual assault victims*18 years of age and older:

The on scene supervisor or detective in charge will determine if the victim is requesting or in need of medical care and or a forensics examination. Transportation will then be arranged by the on scene supervisor or detective to the closest hospital or any other SART approved facility.

Victim Advocate response for Sexual assault victims*18 years of age and older. The scene supervisor or detective in charge will request a victim advocate through the Family Life Center hotline. Upon contact provide a brief description of the incident and the location you are responding to.

Sexual assault victims*18 years of age and older will be brought to the following locations for care and forensic examination:

West Volusia:

1. Halifax Health – Emergency Department of Deltona
   3300 Halifax Crossing Blvd
   Deltona, FL 32725
   (386) 425-6106
2. Advent Health Deland
   701 W Plymouth Ave
   Deland, FL 32720
   (386) 943-3040
3. Advent Health Fish Memorial
   1055 Saxon Blvd
   Orange City, FL 32763
   (386) 917-5474
4. Advent Health Deltona
   3108 Howland Blvd
   Deltona, FL 32725
   (386) 917-5000
5. Advent Health Orange City
   1055 Saxon Blvd
   Orange City, FL 32763
   (386) 917-5000

East Volusia:

1. Halifax Health
   303 N Clyde Morris Blvd
   Daytona Beach, FL 32114
   (386) 425-1911 – Back up phone number (386) 290-4084

2. Halifax Health Medical Center of Port Orange
   1041 Dunlawton Ave
   Port Orange, FL 32127
   (386) 425-4762
3. Advent Health Daytona Beach,
   301 Memorial Medical Parkway
   Daytona Beach, FL 32174
   (386) 231-3971
4. Advent Health New Smyrna
   401 Palmetto St
   New Smyrna Beach, Fl 32168
   (386) 424-5153
5. Halifax Health Port Orange South Freestanding ED
   6225 S Williamson Blvd
   Port Orange, FL 32128 –
   (386) 425-7400
6. Halifax Health Daytona North Freestanding ED
   577 Wiliamson Blvd
   Daytona Beach, FL 32117
   (386) 425-7410
7. Advent Health Port Orange
   5811 S Williamson Blvd
   Port Orange, FL 32128
   (386) 231-6350

Detectives will attempt to contact the charge nurse prior to arrival at the phone numbers provided above; however, if unable to make contact can still arrive at the medical facility prior to contact being made. The charge nurse will arrange the response of a SANE nurse once the victim has arrived at the facility and a room will be made available for the victim. Detectives/victims are to use designated private entrances and/or ambulance ramp into the medical facility.

II. Sexual assault victims*17 years of age and younger:

The on-scene supervisor or detective in charge will contact the Volusia Sheriff's Office Communications Center for the University of Florida, First Coast Child Protection Team (CPT).

Sexual assault victims*17 years of age and younger will be referred to the University of Florida, First Coast Child Protection Team (CPT). CPT will be utilized for both medical forensic examinations as well as forensic interviews.

Family Life Center
Crisis Hotline, Advocacy, Crisis Intervention, and Counseling
4721 E Moody Blvd, Bunnell, FL 32110

(800)-503-7621 (Hotline)

Victims requiring emergency medical treatment will be transported to the closest facility

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-03**	**Distribution** All Personnel	**Reissue/Effective Date** 11/01/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **HABITUAL/SERIOUS OFFENDERS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to maintain a Career Criminal Unit to track and identify habitual/serious offenders residing in Volusia County.

II. DISCUSSION

Habitual offenders are responsible for a disproportionate measure of criminal activity in society. The Volusia Sheriff's Office (VSO) has an obligation to identify habitual/serious offenders and ensure that a coordinated responsive effort towards successful prosecution is realized.

III. POLICY

It shall be the policy of the VSO to identify and track habitual/serious offenders residing within Volusia County and assist and support the State Attorney's Office with the collection of evidence and preparation of cases.

IV. DEFINITIONS

Habitual offenders – are designated by the court system and labeled as Habitual Felony Offenders, Habitual Violent Felony Offenders, Violent Career Criminals, or Three Time Violent Felony Offenders (Fla. Stat. § 775.084) or Prison Releasee Reoffender (Fla. Stat. § 775.082(9)).

Career Criminals – are labeled by the Career Criminal Unit.

V. PROCEDURE

A. CAREER CRIMINAL UNIT

1. The responsibility for tracking habitual/serious offenders is assigned to the Career Criminal Unit of the Investigative Services Section of the Law Enforcement Operations Division. The unit is supervised by a Sergeant and is staffed with Detectives and Office Assistants.
2. The Career Criminal Unit shall establish and identify through the CJIS System a signal system to alert law enforcement officers when they are in contact with a habitual/serious offender.
3. The Career Criminal Unit shall track sexual offenders/predators as defined in general order *GO-042-07 Sexual Predators/Offenders*.

B. RECORDS

1. All offenders convicted of a felony and residing in Volusia County are required to register with the VSO, Operations Building, upon release from custody. The felon uses the VSO Felon Registration Form to conduct this registration. The Latent Print Unit will complete photographs and ten-print cards for new felons.

2. The Career Criminal Unit registers Florida Career Offenders using the FDLE Career Offender Registration Form. This form is to be completed by an employee of the VSO only.

3. The Career Criminal Unit shall maintain felony registration records for a period of one (1) year. The Career Criminal Unit shall act as the Records Custodian for Court Matters pertaining to the compliance or non-compliance of offenders.

4. The Career Criminal Unit shall utilize databases to store information of offenders released from any correctional facility/agency and residing within Volusia County. The Unit shall share this information with any requesting law enforcement agency.

5. The Career Criminal Unit will flag the habitual/serious offender with one of the following flag codes:

   a. Signal 200 – Career Criminal

   b. Signal 300 – Habitual Felony Offender

   c. Signal 600 – Sexual Predator

   d. Signal 700 – Sexual Offender

   e. Signal 800 – Florida Career Offender

C. CAREER CRIMINALS (SIGNAL 200)

1. A Career Criminal is a felony offender defined by the Career Criminal Unit as a defendant found guilty of felony convictions, regardless of whether adjudication is withheld, with no specific time period. This decision is based on conducting a criminal history search utilizing the FCIC/NCIC system as well as the Florida Department of Corrections Offender Information Network. A “Score Sheet” is used and any offender who scores “5” 3 or more points is flagged as a Career Criminal. (see attachment for Score Sheet)

D. HABITUAL FELONY OFFENDERS (SIGNAL 300)

1. A Habitual Felony Offender is defined as a defendant for whom the court may impose an extended term of imprisonment if it finds that:

   a. The defendant has previously been convicted of any combination of two or more felonies in this state or other qualified offenses.

   b. The felony for which the defendant is to be sentenced was committed within 5 years of the date of the conviction of the last prior felony or other qualified offense of which they were convicted, or within 5 years of the defendant's release, on parole or otherwise, from a prison sentence or other commitment imposed as a result of a prior conviction for a felony or other qualified offense, whichever is later.

E. FLORIDA CAREER OFFENDER (SIGNAL 800)

1. Under Florida Statute 775.261 (The Florida Career Offender Registration Act) “Career Offender” means any person who is designated as a habitual violent felony offender, a violent career criminal, or a three-time violent felony offender under Fla. Stat. § 775.084 or as a prison releasee reoffender under Fla. Stat. § 775.082(9) and who are serving or have been released from sanction in the State of Florida on or after July 1, 2002. This classification is found through a search of the FCIC/NCIC system during the felon’s initial registration with the VSO.

F. FLORIDA CAREER OFFENDER ADDRESS VERIFICATIONS

1. The *Career Criminal Worksheet* serves as a checklist for action and also a sworn affidavit. The *Career Criminal Worksheet* is required only when the Florida Career Offender cannot be **personally** located at the residence by the deputy. The originals of this form shall be sent to the Career Criminal Unit.

G. CAREER CRIMINAL UNIT RESPONSIBILITIES

1. The Career Criminal Unit is the Sheriff’s designee for coordination of all Florida Career Offenders compliance and enforcement operations. The Unit shall be the primary point-of-contact for Florida Career Offender matters and the liaison to the FDLE Career Offender Application for Statewide Tracking (COAST).

2. The Career Criminal Unit shall handle the criminal registration as well as notification to Districts or police departments of statutorily required address verifications.

3. The Career Criminal Unit shall have the authority to delegate field investigations involving matters of Florida Career Offender non-compliance, address verification, and similar matters, to the District Commander or their designee. By mutual agreement between the Sheriff and local Police Chiefs, the Career Criminal Unit may have the authority to delegate similar field investigations to police chiefs or their designee.

H. INVESTIGATING DEPUTY RESPONSIBILITIES

1. The investigating deputy or officer shall document all Address Verifications in the OffenderWatch® program after each visit and also in CAD. The Florida Career Offender will be verified annually.
2. The *Career Criminal Worksheet* serves as a checklist for action and also a sworn affidavit. The *Career Criminal Worksheet* is required only when the Florida Career Offender cannot be **physically** located at the residence by the deputy or officer. The originals of this form shall be forwarded to the Career Criminal Unit.
3. Address Verifications by the District or agencies should meet the following minimum standards. These standards satisfy the State Attorney's Office requirements for prosecution of Florida Career Offenders. After completing any of the following actions, the information will be entered into OffenderWatch®:
    a. A warrant check should be done on the Florida Career Offender just before or during contact. If an arrest warrant is served then further Address Verification is unnecessary.
    b. All address verifications will be completed by the Deputy, Detective or Officer in person only; telephonic or electronic (e-mail, text) verifications are NOT permitted.
    c. If the Florida Career Offender is located at the residence shown on their Florida driver's license or identification card, there is no violation.
    d. If, after a first attempt, the deputy cannot confirm the subject lives at the residence, they should return after 24-48 hours from initial contact and make one final attempt to contact the subject. The deputy shall document the dates and times of their efforts and observations in OffenderWatch® and CAD.
    e. If the Florida Career Offender is NOT living at the residence shown on their Florida driver's license or identification card, and the subject has lived at a new unreported residence for at least 14 consecutive days or 14 days in the aggregate calendar year, the Florida Career Offender should be arrested for failing to update their Florida driver's license or identification card. Documentation of the incident should be forwarded to the Career Criminal Unit.
    f. If the subject is NOT residing at the residence any longer, have the current resident, relative, neighbor, or landlord complete an *Address Verification Statement (Page 2 of the Career Criminal Worksheet)*. If there is no one at the residence, make a follow-up attempt to contact someone there after 24-48 hours. Complete a canvass of the neighborhood to find a witness that can complete an Address Verification Statement. Return the *Career Criminal Worksheet* to the Career Criminal Unit.

I. AFFIDAVIT "FLAGGING"

1. The Career Criminal Unit shall identify felony offenders according to the criteria previously established. The Career Criminal Unit shall flag the felony offenders in the VSO RMS System utilizing the appropriate "signal" as the designator. VSO Central Dispatch will advise the Deputy or Officer who is in contact with the felon with the designated "signal". Deputy will complete an FI card on all "signal" contacts and forward to the Career Criminal Unit.
2. When a Deputy or Officer arrests an individual who is flagged in the computer VSO Central Dispatch will notify the Deputy of the assigned "signal".
3. If a Florida Career Offender is arrested, first line of the Charging Affidavit will read: **++++Florida Career Offender ++++**. This alerts proper authorities that the subject appears to meet the requirements for habitualization, and that there should be enhanced sentencing for this case.

J. BOND ENHANCEMENTS

1. Under current Florida law, officers can currently set a bond that departs from the statutory bond schedule.

2. Deputies and Officers MUST use caution when adjusting bonds. The 6th Amendment to the Constitution guarantees all persons a reasonable bond. Problems arise from overuse and abuse (unsubstantiated bond increases, unreasonable bonds).
3. When considering bond enhancements outside the parameters of the normal bond schedule consider the following:
    - What is the threat to the public that causes the bond increase?
    - Is the increase in bond justified?
    - Is the additional increase in bond a reasonable bond under the US Constitution's 6th Amendment?
    - Is the defendant a transient or do they have local ties to the community?

K. PROBATION AND PAROLE

1. If a habitual/serious offender is determined to be on probation or parole at the time of arrest, then Department of Corrections Probation and Parole Office shall be notified. The Probation and Parole Duty Officer can determine the status of the individual and what action should be taken at the time of arrest. If the defendant is on federal probation, DO NOT charge the defendant with a violation of probation. The arresting officer or supervisor must send a copy of the charging affidavit to the Career Criminal Unit who will in turn notify the Federal Probation Officer of the new law violation.
2. Deputies, Officers and Detectives who discover a person who meets the criteria but has not yet been identified by the Career Criminal Unit shall complete a Police Information report and forwarded to the Career Criminal Unit.

VI. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 1.2.5
- 42.1.5
- 82.3.5

VII. FORMS (Click here to access forms)

- Sexual Offender/Sexual Predator/Florida Career Offender Work Sheet, VSO Form # 121101.001
- Career Criminal Unit Score Sheet, VSO Form # 051809.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-04**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **TRUTH VERIFICATION EXAMINATIONS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the use of equipment designed by the National Institute for Truth Verification for the verification of the truth.

II. DISCUSSION

The use of the Computerized Voice Stress Analyzer (CVSA) is an investigative tool that can be utilized by certified CVSA examiners to aid in investigations. A certified CVSA examiner must maintain a certification through the National Institute for Truth Verification (NITV) Federal Services and should be highly trained in the art of interviewing techniques. The interpretation of results (obtained by running "charts" on the subject being questioned) during an examination shall only be conducted by certified CVSA examiners.

III. POLICY

It shall be the policy of Volusia Sheriff's Office (VSO) to utilize the CVSA only as an investigative aid. It shall be VSO policy that all CVSA examinations be administered only by certified examiners who have graduated from the NITV Federal Services training class. Examiners shall be recertified in accordance with the guidelines established by NITV. Certified examiners who have not administered at least six (6) CVSA exams within a three (3) year time frame shall not be approved for recertification.

IV. PROCEDURE

A. GENERAL

1. The CVSA may be used to determine the truthfulness for individuals related to criminal investigations. The roles that those individuals might have in an investigation are:
    a. DEFENDANTS
    b. SUSPECTS
    c. WITNESSES
    d. INFORMANTS
2. The CVSA will not be offered to any victim(s) of a sexual offense(s) unless the victim is insistent that it be administered to aid in the investigation.
3. The CVSA may be used as a pre-employment tool as it pertains to the hiring of VSO non-sworn personnel.
4. It shall be the responsibility of each examiner to keep a log of their administered CVSA's. The log will include:
    - Case Number (or requested by)

- Name of the subject
- Exam date
- Type of exam
- Results (cold call) confirmation

B. REQUESTS FOR EXAMINATIONS

1. A CVSA examination will not be utilized as the first step in an investigation to determine the truthfulness of a crime victim. A person will not be asked to submit to a CVSA unless a follow through investigation by the Case Agent is intended.
2. If a CVSA examination is desired, the Case Agent shall contact an examiner and provide an overview of the case and background on the subject's involvement in the case.
3. Scheduling for the exam will be between the Case Agent, the person to be examined, and a CVSA examiner.
4. The Case Agent shall be readily accessible during the pre-examination interview conducted by the CVSA examiner in the event a confession is obtained.

C. TESTING

1. CVSA testing procedures, as taught by NITV will be used by the examiner. At a minimum, all examinations shall be audio recorded (preferably video recorded as well) when conducting a criminal investigation.
   a. All recordings shall be turned over to the Case Agent and submitted to evidence.
2. **PRE-TEST INTERVIEW**
   a. During the pre-test interview, a number of forms need to be completed by the CVSA examiner. The forms (which are on the I Drive in the CVSA file folder) include:
      - Consent form
      - Miranda (when applicable)
      - Formulation of questions
3. **POST-TEST INTERVIEW**
   a. If deception is indicated on the exam, the standard testing protocol can be followed or a more in depth interview may be initiated depending on the CVSA examiners assessment of the subject.
   b. If the subject begins to confess to the offense (either during the pre-CVSA interview or after being advised that deception is indicated), the Case Agent will be called on to obtain the confession as required and where applicable.
   c. A written letter will be prepared by the CVSA examiner and a copy will be provided to the Case Agent with results of the examination shown and questions asked. This will be completed as soon as possible after completion of the test. (An example letter is on the I Drive in the CVSA file folder)
   d. The examiner will retain copies of the entire "package" of the examination (i.e., the examination consent form, charts, questions asked during the exam, and the examiner's written report.) If a Miranda form is completed, copies will go to the examiner and the Case Agent.
   e. All original reports, forms, charts, questions, and results shall be maintained by Records.
   f. The results of the examination are confidential. Any release to unauthorized persons is prohibited.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 42.2.5

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-05**	**Distribution** All Personnel	**Reissue/Effective Date** 11/01/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **DEATH INVESTIGATIONS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish procedural guidelines for the handling of death investigations by members of the Volusia Sheriff's Office (VSO).

II. DISCUSSION

A death investigation is one of the most important examinations that a deputy will conduct. This type of investigation must be conducted completely and professionally. Any oversight by a responding deputy could result in a failure to detect a homicide and its perpetrator. These investigations also protect the victim's property until the estate is probated.

III. POLICY

It will be the policy of the VSO to investigate all deaths fully and professionally.

IV. PROCEDURE

A. BIOLOGICAL HAZARDS

1. Officer safety shall be emphasized during any death investigation. At a minimum, Deputies/detectives will always wear rubber gloves when handling anything within the crime scene. While it is not required, wearing a cotton mask while in the crime scene is highly recommended. All body fluids are to be considered as hazardous substances and shall be treated as such. Deputies/detectives shall be careful not to expose any of their own open wounds to any of the deceased's bodily fluids.

B. ARRIVAL ON SCENE [CALEA LE 41.2.4]

1. Upon arrival, deputies responding to death scenes shall exercise extreme caution. The assumption must be made that a perpetrator is still at or near the scene, until proven otherwise. The deputies first act shall be to check the scene for officer safety before beginning the investigation.
2. If the deputy is unable to determine if the victim is deceased, then request that an emergency medical unit respond. Upon the emergency medical unit's arrival, if possible, the deputy should only allow one person to enter the scene and make the determination if the victim is deceased. If the victim is clearly deceased (i.e. showing no signs of life or in an advanced state of decomposition) then the responding deputy shall advise central dispatch of the time of death.
3. Upon arrival at any death scene, the deputy shall note the following:
   a. Name of the supervisor and other deputies present
   b. Names of emergency medical, rescue, and other personnel present

c. Location and position of the victim

d. Name and demographic information of the reporting party

e. Name(s) and demographic information of any witnesses present when the victim died or on scene when the deputy arrived

C. PROTECT THE SCENE [CALEA LE 41.2.4]

1. If there is suspicion of foul play pertaining to the death, deputies must maintain control of the scene and protect it to preserve the integrity of the evidence. This shall be accomplished in part by:

   a. Remove all nonessential persons from the crime scene area.

   b. Establish the boundaries of the crime scene by using crime scene tape. Deputies should capture an area larger than just the immediate crime scene itself. If the crime scene is a residence, capture the entire property (to include all of the curtilage, and, if possible, a significant portion of the roadway in front of the home. If the crime scene is a business, in addition to securing the structure, capture the entire parking lot.

   c. Establish a crime scene log with the names of persons entering the scene and their duties.

   d. Allowing only those persons on the scene who are needed, i.e., crime scene technicians, detectives, etc.

   e. Identifying those who were present at time of incident, i.e., family members, friends, medical personnel.

   f. Minimize disturbance of the scene, meaning that no one should enter unless they are mission critical. Once it is determined that the death is of suspicious means, unnecessary personnel are not permitted to enter the crime scene without approval from the Investigative Services Section (ISS) commander or designee.

   g. Do not touch anything in the scene unless it is absolutely necessary. If a weapon is part of the scene, and it MUST be moved because of officer safety, it can be moved to another part of the room in which it was found. If it is an outside crime scene, the weapon can be moved a SAFE distance away from the threat. Keep any movement of evidence to a MINIMUM and ALWAYS wear protective gloves when handling anything that might be evidence. DO NOT UNLOAD OR DISASSEMBLE any firearms found on scene.

   h. Deputies shall request that any witnesses remain at the scene until a detective arrives and releases them.

   i. A uniformed deputy will maintain security of the scene at all times.

2. If a VSO victim advocate or chaplain is needed, the deputy shall instruct Central Communications to call them at this time.

3. If not present, the supervisor will be advised of the situation.

D. PRELIMINARY EXAMINATION

1. The preliminary examination of any scene involving death shall include the following steps, at a minimum:

   a. Obtain AT LEAST four (4) photographs of the room (or area) in which the victim is found. These photographs should encompass perspectives from the “four corners” of the room or area. Additional photographs of the scene (to include, but not limited to, photos of victims medications, valuables, etc.) should also be obtained. Photographs should be done outside the presence of family members or friends of the victim to minimize trauma that might be felt if they are present.

   b. Obtain AT LEAST three (3) photographs of the victim. These photographs should consist of an entire body shot of the victim, a shot of the victim from the waist up, and a clear shot that is only of the victim’s face. Deputies are not limited to the three (3) photographs of the victim; however, deputies should only photograph areas of the victim’s body that might prove (or disprove) any future criminal allegations that might be made by the victim’s family or friends.

   c. Document the exact location and position of the deceased’s body.

   d. Be able to describe what the victim is wearing.

e. Record the condition of the room; orderly, messy, lights on or off, doors to the room or residence locked or unlocked, etc.

f. Note lighting and temperature conditions of room.

g. If investigation thus far indicates no foul play, examine the deceased thoroughly and methodically, front to back, side to side. Look for signs of injury, i.e., visible body/head trauma, presence of blood, (not necessarily an indication of foul play), and any other signs of foul play.

h. Check for rigor mortis (may not be present).

i. Look for postmortem lividity. If the settling of blood is found in an unnatural position, this may indicate the body has been moved. Determine why.

j. Obtain any available medical history and other information from family members, friends, witnesses, or personnel.

k. Keep family members informed, if present, about what will be done. Ask about existence of a will and where it may be found.

2. If a detective will NOT be responding, the deputy shall process the scene. The supervisor will assist, if available.

E. PROPERTY

1. If it is determined that the death is not the result of criminal activity, and the residence, with property therein, cannot be readily turned over to a legal next-of-kin, then the deputy or detective will package the residence keys and any “will” separate from other evidence or valuables and list them on a separate Property Report form.

2. Look for any jewelry on the victim and describe type and location and whether it has been removed from the victim. If removed, note who removed it and its current location. A property report form shall be used.

3. Inventory and seize all of the decedent's prescribed medications. Pills, capsules, and liquid levels shall be compared to the date of issue. Any extensive over usage needs to be investigated as death may be attributable to an overdose. If a deputy is not readily able to turn over the residence (and property therein) to the proper next-of-kin, then they shall document and seize any firearms or easily negotiated valuables such as currency, jewelry, stocks and bonds, or credit cards that are in plain view.

4. Secure all seized valuables in District evidence lockers prior to the end of the shift. Property shall NOT be kept in a VSO vehicle overnight.

5. The residence will not be released to relatives or unsealed without an appropriate order from the Probate Court with the following exceptions:

   a. If a family member or other designated person is not authorized to take control of the premises, family members or other authorized persons may be allowed access to the house solely for purposes of obtaining burial instructions and clothing for the deceased or to look for a “will.” A deputy or detective who will take custody of any will that is found within the home shall accompany the person entering the home for such purposes. The deputy or detective shall comply with Fla. Stat. § 732.901(1) and deliver the will to the Clerk of the Court, Probate Division. The home shall thereafter remain sealed until an appropriate order has been obtained from the Probate Court.

   b. A responsible person named in the decedents will, may complete section (1) or (3) of the ***Release of Premise/Property Pending Probate-Sworn Affidavit*** form, at which time the decedents estate or property may be released or unsealed. It shall be the responsibility of the District detective to obtain the sworn affidavit from such person.

   c. The next-of-kin of the decedent may complete section (2) or (3) of the ***Release of Premise/Property Pending Probate-Sworn Affidavit*** form, at which time the decedents estate or property may be released or unsealed. Next of kin will be recognized in order of priority as follows:

      - Spouse
      - Son or daughter

- Father or mother
- Legal guardian
- Grandson or granddaughter (in the absence of all the above)
- Brother or sister
- Aunt or uncle

d. If a legal heir or next of kin higher on the priority list objects to the release or unsealing of property to the next of kin lower in priority, an order of the Probate Court shall be required.

e. A person designated in writing by a named heir, legal heir or next of kin may complete the sworn affidavit of designated custodian of property and premises, section 3 of the *Premise/Property Pending Probate-Sworn Affidavit* form. At which time the decedent's estate or property may be released or unsealed.

f. Release to owner of premises/landlord applies to rented residences or mobile home/rented lot.

F. ATTENDING PHYSICIAN [CALEA LE 41.2.4]

1. If death was natural and no foul play is suspected and the attending physician is known, it is the duty of the deputy or detective to contact the attending physician, or their representative, to determine medical history and if the attending physician will sign the death certificate.
2. Ask the attending physician, or their representative, if the cause of death was attributed to a previous accident or a previous deliberate act. If so, the case must be forwarded to the Medical Examiner's office.
3. If death was natural, no foul play is suspected, and the attending physician WILL sign the death certificate, note these facts in the report and release the deceased to a funeral home. Complete those arrangements when done with the investigation.
4. If death was natural, no foul play is suspected, and the attending physician WILL NOT sign the death certificate, secure and inventory all of the victim's prescribed medications and controlled substances using the *Medications Supplement* form. The report will include:
   a. The name of the substance
   b. The quantity prescribed
   c. The quantity remaining
   d. The name of the person who prescribed the substance, if known or ascertainable
   e. The date prescribed, and
   f. The name of the pharmacy, if known or ascertainable
5. All prescribed medications and controlled substances inventoried at the location will be submitted to the VSO Evidence Section for disposal.
6. If later found to be an overdose, a copy of the report will be sent to the Medical Examiner for further investigation.
7. If the death was natural and no foul play is suspected, and the attending physician is an OUT OF STATE doctor, that doctor CANNOT sign a death certificate in the state of Florida. The Medical Examiner's Office must be contacted and follow their instructions.

G. MEDICAL EXAMINER [CALEA LE 41.2.4]

1. The Medical Examiner's Office shall be called for any death that is not determined to be by natural cause.
2. If detective will be called to the scene, the detective will contact the Medical Examiner's Office. If no detective will be responding to the scene, then the Medical Examiner will be contacted by the deputy or their supervisor, if necessary.
3. If death was natural and no foul play is suspected but the physician will not sign the death certificate, contact the Medical Examiner's office and follow their instructions.

4. If no physician will sign the death certificate and the Medical Examiner will not accept the case, document their reasons. Have the deceased sent to a funeral home, advise family members or other authorized persons of the problem and that the Medical Examiner's Office is working on resolving the issue.

5. If the Medical Examiner claims jurisdiction over the case:

    a. The deputy will complete the ***Death Investigation Report-M.E.*** (Link in forms section)

    b. The Medical Examiner will arrange transportation to the morgue.

    c. Send a copy of the Death Investigation Report to the Medical Examiner's Office, with the victim.

    d. Coordinate with the Medical Examiner as to the completion of a RIDD (Rapid ID) fingerprint scan of the victim, to be conducted by VSO personnel and the results documented accordingly

6. If the case is referred to the Medical Examiner's Office for investigation, the deputy or detective will attempt to identify any prescribed medications and controlled substances which are found on or near the deceased or among the deceased's possessions and inventory for submission to VSO Evidence with a status of "evidence". The deputy or detective will prepare a report using the VSO ***Medications Supplement*** form (Link in forms section). The report will include the name of the substance, the quantity prescribed, the quantity remaining, the name of the person who prescribed the substance, if known or ascertainable, the date prescribed, and the name of the pharmacy, if known or ascertainable.

    a. Identification of unlabeled medications shall be attempted and included in the inventory.

    b. The deputy or detective will provide a copy of the VSO ***Medications Supplement*** form to the Medical Examiner (or their designee) when the victim's body is removed from the scene.

    c. All prescribed medications and controlled substances inventoried at the location will be submitted to VSO Evidence with a status of "evidence".

H. RTI DONOR SERVICES – LIONS EYE INSTITUTE FOR TRANSPLANT AND RESEARCH

1. RTI Donor Services and Lions Eye Institute provide tissue donation services to the District 7/24 Medical Examiner's Office. Tissue donation includes: bone, skin, eyes, ligaments, tendons, heart valves, veins, bone marrow and the pericardium.

2. RTI Donor Services and the Lions Eye Institute are the contracted organizations for tissue procurement for all cases originating from Halifax Health Medical Center - Daytona Beach; and Halifax Health Medical Center - Port Orange, in addition to referrals for tissue donation screening directly from the Medical Examiner's Office. The role of RTI Donor Services is:

    a. Check the State of Florida donor registry (or other state of legal residence) for donor designation

    b. Speak with next of kin to obtain medical/social history as well as authorization/consent for donation

    c. Determine donor eligibility

    d. Dispatch a tissue recovery team for procurement when and if a case is cleared

3. The VSO will assist in the procurement of tissue donation by acting as a liaison between the family of the deceased and RTI Donor Services/Lions Eye Institute when necessary. It is imperative the next of kin be properly notified by law enforcement before being contacted regarding tissue donation.

4. The VSO will become involved in tissue donation cases only at the request of the Volusia County Medical Examiner's Office, as notified by the Medical Examiner Investigator at the time of the initial investigation.

5. During the initial contact with the Medical Examiner Investigator, the VSO will be notified if the Medical Examiner Investigator intends to refer the case to RTI Donor Services or the Lions Eye Institute for screening. If the Medical Examiner Investigator intends to refer the case for tissue procurement the following will apply:

a. If the next of kin has been notified, contact information for the next of kin will be provided to the Medical Examiner Investigator. No further assistance from the VSO will be needed concerning tissue procurement.

b. If the next of kin has NOT been notified, the deputy or detective will provide their contact information to the Medical Examiner Investigator to be given to RTI Donor Services. The VSO deputy or detective will continue to make diligent efforts to notify the next of kin, as tissue procurement is limited by strict time constraint guidelines.

c. RTI Donor Services will contact the deputy or detective to determine if next of kin is notified within their time constraints.

I. TRANSPORTATION TO FUNERAL HOME

1. If the deceased is to be transported to a funeral home:

   a. Attempt to locate any prearrangement.

   b. Ask family members or authorized persons if they have any funeral home preference.

   c. If a preference is shown by family, authorized persons or written report, honor this request. If no preference, contact the contracted funeral home for that particular month through Central Communications.

   d. In cases where the attending physician refuses to sign the death certificate, and which the Medical Examiner's Office also declines jurisdiction, the deputy will contact the contracted funeral home for that particular month to have the victim removed from the scene.

   e. Ensure a RIDD (Rapid ID) fingerprint scan has been completed upon the deceased prior to releasing the body to a funeral home or their transport service.

J. SECURING THE RESIDENCE

1. When the sole occupant of a home dies at the residence, it is the policy of the VSO to seal the residence after seizing and inventorying any easily negotiable valuables such as currency and jewelry.

2. If death occurred at the victim's residence and the deceased was the sole occupant of the residence:

   a. Conduct cursory examination of the residence for a will.

   b. Gather all house keys.

3. If the deceased was not sole occupant of home:

   a. Determine other occupant's relationship to the deceased, i.e., spouse, friend, or family member.

   b. Determine legal right of other occupant to residence, i.e., the owner, co-owner, visitor, etc.

   c. The house does not have to be sealed if the person(s) responsible, named on the will, is present to sign the affidavit, *Premise/Property Pending Probate-Sworn Affidavit* form (Link in forms section). The affidavit can also be used to unseal the house once the person responsible arrives in town and completes the affidavit.

   d. If other occupant(s) have no legal right to remain on property, advise that they must relocate before the deputy leaves. Obtain all house keys they might have in their possession. If any problems or questions develop, call the VSO General Counsel.

   e. Ensure that no pets are left unattended. If unable to find temporary assistance, (i.e., a neighbor) call Animal Control.

   f. Conduct final check to ensure that everything has been done.

   g. Before leaving, place a VSO business card inside the residence and easily visible. The card shall list the deputy's name and the case number on it. The card shall also list the District's detectives Unit phone number for follow up.

   h. Secure all doors and windows.

   i. Lock residence upon leaving.

j. Post an extra patrol house watch for the home through Communications via telephone and the briefing board at the District.

4. The residence will not be released to relatives or unsealed without an appropriate order from the Probate Court with the following exception:

5. Family members or other authorized persons may be allowed access to the house solely for purposes of obtaining burial instructions and clothing for the deceased or to look for a will. The person entering the home for such purposes shall be accompanied by a deputy who will take custody of any will that is found within the home. The deputy shall comply with Florida Statute 732.901(1) and deliver the will to the Clerk of the Court, Probate Division. The home shall thereafter remain sealed until an appropriate order has been obtained from the Probate Court.

6. Or if the person responsible for the deceased's property, in the absence of a will, completes and signs a *Release of Premise/Property Pending Probate-Sworn Affidavit*.

7. If next-of-kin, as outlined in 42.5.15, IV.E.5.c., has NOT been contacted at this point, the deputy shall:

   a. Attempt to locate any information regarding next-of-kin from residence or neighbors.

   b. Request Central Communications to teletype the law enforcement agency that has jurisdiction over any possible location of next-of-kin, to assist with notification.

   c. If no contact is made, note all attempts in the report.

8. If next-of-kin location HAS been determined within Volusia County, notify the VSO victim advocate and chaplain and advise them of the situation. A victim advocate, chaplain, and a uniformed deputy will then make contact and offer any assistance that the VSO can provide. Document all details of contact.

K. INVESTIGATIVE FOLLOW UP

1. With any of the following listed death incidents, the supervisor shall be present at the scene and may call that District's detective sergeant to brief them on the situation. If the death occurs after normal business hours, the supervisor shall contact the on-call detective sergeant.

2. In all cases where a detective responds to a death investigation, they will ensure a (RIDD) Rapid ID fingerprint scan has been completed upon the victim, coordinating with the Medical Examiner's Office Investigator as to the timing of the scan when applicable.

3. Death incidents that require the supervisor to contact the district detective sergeant (or if after hours, the on-call detective sergeant) include:

   a. Homicide

   b. Suicide

   c. In-custody death, i.e., VSO custody or County Correctional Facility

   d. Sudden unexpected infant deaths

   e. Suspicious/Foul play suspected

   f. Accidental deaths (i.e. drowning, overdoses, death as result of fire, plane or train crashes, etc.)

   g. Other deaths not covered by above that require investigative follow-up

4. The deputy shall release the scene to the detective when they arrive. The deputy will brief the detective as to:

   a. Type of call responded to and time responded;

   b. What action was taken upon arrival;

   c. Which emergency units were at the scene and what they did;

   d. Advise where the victim was found. If transported to a medical facility, identify the same;

   e. Describe anything that may have been moved or disturbed at the scene and why, i.e., victim or weapon moved by medical personnel;

f. Identify any potential witnesses to the incident. They shall remain at the scene until the detective releases them;

g. Provide, written statements, and any other documents to the detective.

h. Complete *Death Investigation Report-M.E.* (link in forms section)

5. If a copy of the will has been secured, transfer custody of the will and the keys to the residence to the case detective. If the detective has not yet been assigned to the case, then submit the property to the VSO Evidence Section.

L. REPORT [CALEA LE 41.2.4]

1. For any death investigation that requires investigative follow-up:

   a. The incident header will be "Death Undetermined."

   b. Status will be "Continued," to be followed up by that district's detective Unit.

2. Reports shall include such details as:

   a. Time and type of call responded to

   b. Case number

   c. Time arrived

   d. Weather conditions

   e. Action taken upon arrival

   f. Which emergency units were at the scene and what action was taken

   g. Where the victim was found. If transported to medical facility, identify the same

   h. Detail anything that may have been moved or disturbed at scene and why, i.e... victim or weapon moved by medical personnel

   i. Names and identification information (to include any telephone numbers or email addresses) of any potential witnesses to the incident

   j. When applicable, the name of the person who prescribed the controlled substance, if known or ascertainable.

M. DEATH-NATURAL

1. In addition to the guidelines given above, the following procedures shall apply when investigating a death by natural causes.

   a. If the attending physician will sign the death certificate, the incident header shall read "Death Natural"; status shall be "Closed."

   b. The patrol deputy will ensure a RIDD (Rapid ID) fingerprint scan has been completed upon the victim, the results to be documented in the original report.

   c. If any investigative follow-up is necessary to file the will at the Clerk's office, the case status will be "Active" with the district detective doing a supplemental report documenting their activity.

   d. If follow-up is required reference next-of-kin notification, case status will be "Active" with case being followed up by district detectives.

2. If death was natural and no foul play is suspected but the physician will not sign the death certificate:

   a. Incident header shall read "Death Undetermined" and the status shall be "Active"

   b. Inventoried medications will be submitted to the Evidence Section with a status of "evidence" until conclusion of the investigation.

   c. The case file shall be given to District detective Unit for follow-up and status closing.

   d. Upon conclusion of the investigation, the assigned investigating deputy will promptly contact the Evidence Section in writing to authorize disposal of any medications. Note: email notification will meet this requirement; Evidence personnel will acknowledge receipt of such

notice with a return email confirming receipt of notice to dispose. This correspondence will become part of the property report.

3. The VSO shall respond to Hospice patient deaths if notified and requested to respond.
4. If a death investigation involves a Hospice patient or other terminal illness care giving organization, a preliminary report shall be completed the same as for any other natural death.

N. DEATH AT NON-RESIDENTIAL LOCATION

1. If the victim is pronounced dead in a medical institution, make sure that the VSO has jurisdiction over the incident. If the onset of the incident DID NOT occur in unincorporated Volusia (or one of the agency's contract cities) then it is the city's case to follow up.
2. Incidents of VSO jurisdiction:
    a. Victim arrives at hospital from an area in unincorporated Volusia (or one of the agencies contract cities) being coded
    b. Victim's death is believed suspicious or foul play is suspected
3. Get information for attending medical personnel. Ask if the attending physician will sign the death certificate.
4. Examine and photograph the victim. If not present, the supervisor will be advised of the situation.
5. Check for visible trauma/injuries.
6. Look for any jewelry on victim and note the same.
7. If applicable, contact Medical Examiner's Office and advise them of the incident.
8. If necessary to return to the residence advise residents at this time, explaining why.
9. If not needed, return personal property of the victim to next-of-kin. Document with VSO ***Property Receipt*** form.
10. Determine what, if any, prescription medication the victim used and seize them.
11. If no family member or next-of-kin was at the medical facility, attempt notification at the victim's residence, if local. Forced entry may be used as a last resort and must be cleared by the supervisor first, unless exigent circumstances exist. Check the following:
    a. Welfare of anyone else in residence
    b. Names of next-of-kin to notify and possible telephone numbers
    c. Pets
    d. Inventory and seize medicines
    e. Funeral arrangements
    f. Cursory examination for will
    g. If necessary, lock the residence to protect the victim's property
12. Try to develop information by interviewing any neighbors or fellow employees.
13. If no next-of-kin notification is made, request that Central Communications teletype the law enforcement agency that has jurisdiction over any locale of next-of-kin so they can assist with notification.
14. If next-of-kin notification is negative, forward case to District detectives Unit for follow-up. Note all attempts and information in the report.
15. Follow the procedures outlined in "Securing the Residence", above.
16. If will has been secured, forward it to District detectives Unit for processing.
17. The following incident headers and case status categories shall apply to deaths in non-residential/institutional locations:
    a. If attending physician WILL sign death certificate and Medical Examiner concurs, the incident header shall indicate "Death -Natural," status "Closed."

b. If the attending physician WILL NOT sign and the Medical Examiner declines jurisdiction the incident header is "Death Undetermined," status “Active” It is the District detectives Unit responsibility to conduct follow-up.

c. If an autopsy is required, the incident header is "Death Undetermined," status “Active” Follow-up is responsibility of District detectives Unit.

d. If the only investigative follow-up necessary is filing of will at Clerk's office, the case status is still “Active” with the District detectives Unit doing a supplemental report documenting their activity.

e. If follow-up is required reference next-of-kin notification, the District detectives Unit will conduct the follow-up. Case status will be “Active”

O. DEATH IN A CONVEYANCE

1. In addition to the guidelines given above, the following procedures shall apply when investigating a death in a conveyance.
2. Death Investigations in a non-residential location where the victim is located in a conveyance requires that the supervisor respond to the scene along with the deputy.
3. The supervisor will NOT call the district detective sergeant (or if after hours, the on-call detective sergeant) if foul play is NOT suspected. If foul play or suspicious circumstances are suspected, then the supervisor can call the district detective sergeant (or if after hours, the on-call detective sergeant) and brief them about the case.
4. Protect and control the scene by taping off the area around conveyance.
5. If the death is of natural causes and a doctor will sign, the Incident Header will be “Death Natural” and status “Closed”
6. If the death appears to be of natural causes and the doctor refuses to sign and the Medical Examiner’s Office declines jurisdiction, the Incident Header will be “Death – Undetermined” and status “Active” to the District detectives Unit for follow up.
7. If the Medical Examiner’s Office accepts jurisdiction (yet the death is NOT suspicious) the Incident Header will be “Death Undetermined” and status “Active”. The case will then be followed up by the District detectives Unit.

P. DEATH AT SANCTIONED MOTOR SPORTS EVENTS

1. In order to minimize the traumatic impact of deaths occurring in public view at sanctioned motor sport events, it is in the public’s best interest to secure and remove the victim from public view in as respectful and expeditious a manner as possible while maintaining the safety of emergency responders.
2. When such a death occurs in a conveyance during such an event, and the body is entrapped within the conveyance, the conveyance will be secured and removed from public view as quickly and safely as possible. The deputy will then contact the Medical Examiner’s Office. The ME investigator will respond and make the necessary arrangements for the victim to be brought from the site to the Medical Examiner’s Office for subsequent follow-up investigation.
3. Should a death occur as a result of a pedestrian/event worker being struck during an event, the body will be recovered and removed from public view to the infield or other appropriate safe area as quickly and safely as possible. The deputy will immediately contact the Medical Examiner’s Office. The ME investigator will then respond and arrange for removal of the body and follow-up investigation.
4. Should death occur within the spectator audience as a result of accidental loss of vehicle/conveyance control, flying debris, etc., the deputy, their, supervisor and the district detective will respond to the scene for investigation. The supervisor will then call the district detective sergeant (or if after hours, the on-call detective sergeant) and brief them about the case.

Q. DEATH-SUICIDE

1. In addition to the guidelines given above, the following procedures shall apply when investigating a death by suicide:

   a. Supervisor will respond to the scene along with the assigned deputy.

b. Verify that the victim is deceased. If possible, control the number of medical personnel on the scene.

c. Do not move the victim. If the victim is found hanging, do not cut down. If there is a possibility that the victim is still living, cut above or below the knot.

d. Examine the victim for obvious injuries or trauma.

e. Conduct preliminary investigation. At this point take care to minimize scene disturbance. Move only what is necessary for officer safety and investigative need. Supervisor shall be present.

f. Interview anyone present at the scene who has information, i.e., next-of-kin, medical personnel.

g. If preliminary investigation indicates the incident is a suicide, the supervisor will contact the district detective sergeant (or if after hours, the on-call detective sergeant) and brief them about the case.

2. The incident header will be "Death Undetermined." Status will be “Active” to be followed up by the District detectives unit.

V. FORMS (Click here to access forms)

- Death Investigation Report, VSO Form # 092997.007
- Death Investigation Report-M.E., VSO Form # 010606.001
- Medications Supplement, VSO Form # 050312.001
- Release of Premise/Property Pending Probate-Sworn Affidavit, VSO Form # 071510.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-06**	**Distribution** All Personnel	**Reissue/Effective Date** 01/13/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **CONFIDENTIAL INFORMANTS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide guidelines for the use of confidential informants.

II. DISCUSSION

Law enforcement agencies regularly use non-law enforcement individuals, termed Confidential Informants (CI), to make contact with or provide information about criminals or criminal activity to assist in their investigations. The use of confidential informants in undercover operations improves law enforcement efforts to reduce crime and remove dangerous criminals from the community.

Due to the inherent risks and dangers associated with undercover operations and because most confidential informants are not trained law enforcement personnel, the Volusia Sheriff's Office (VSO) takes special care to evaluate the abilities of the confidential informant to perform the required tasks of the undercover operation.

As an extension to law enforcement agencies, participation of confidential informants creates operational, supervisory and administrative situations with a potential for adverse consequences that may be detrimental and dangerous to both the informant and to others. Past experience has demonstrated that careful, precise documentation and close supervision at all times of confidential informants diminishes the number and seriousness of problems encountered and assists in maintaining safety of all persons involved.

In accordance with Rachel's Law enacted July 1, 2009, the VSO utilizes the following procedural guidelines to address recruitment, selection and utilization of confidential informants.

III. POLICY

It shall be the policy of the VSO to cultivate the use of individuals wishing to cooperate with law enforcement and to aid with the investigative process through use of a structured, well documented and supervised Confidential Informant protocol.

It shall also be the policy of the VSO that the first priority of such operations is the safety of the persons involved, including the confidential informant, VSO personnel, target offender(s) and the public. Operational decisions and actions regarding the use of Confidential Informants will require utmost care and judgment in order to minimize the risk of harm to all persons involved.

In order to ensure the proper security for, documentation, and supervision of confidential informants, hereafter termed CI's, the following procedures shall be followed by all personnel.

IV. DEFINITIONS

Administrative Probation – A form of non-contact supervision, non-reporting status. Periodic record checks are completed to ensure the offender has not violated the law.

Confidential Informant (CI) – Any person who, by reason of their familiarity or close association with suspected or actual criminals, or:

Who can make a controlled buy or controlled sale of contraband, controlled substances, or other items material to a criminal investigation;

Who can or does supply regular or constant information about suspected or actual criminal activities to a law enforcement agency;

Who can otherwise provide information important to ongoing criminal intelligence gathering or criminal investigative efforts;

And who may be, through such efforts, seeking to improve their status in the criminal justice system.

NOTE: A person's improved status in the criminal justice system may include, but is not limited to, avoiding an arrest, a reduction or modification of a sentence imposed or to be recommended to be imposed upon them, or a reduction or modification of charges pending or anticipated to be placed against them and whose association or cooperation with law enforcement must remain unknown to those about whom the information is provided or with whom one or more transactions occur.

Controlled Buy – The purchase (or attempted purchase) of contraband, controlled substances, or other items material to a criminal investigation from a target offender which is initiated, managed, overseen, or participated in by law enforcement personnel with the knowledge of the confidential informant.

Controlled Sale – The sale (or attempted sale) of contraband, controlled substances, or other items material to a criminal investigation from a target offender which is initiated, managed, overseen, or participated in by law enforcement personnel with the knowledge of the confidential informant.

Target Offender – The person whom law enforcement personnel suspects will be implicated by the activities of a confidential informant.

V. PROCEDURE

A. GENERAL

1. Except in emergency situations, personnel shall not use a confidential informant in any capacity until such time as they have been properly documented, reviewed and approved for use by the Law Enforcement Operations Division (LEOD) Chief or designee.
2. Factors to be considered in recruiting and assessing the suitability of a CI prior to the informant's utilization shall include, but not be limited to:
    a. The informant's age and maturity;
    b. The risk the informant poses to adversely affect a present or potential investigation or prosecution;
    c. The effect upon agency efforts that the informant's cooperation becoming known in the community may have;
    d. Whether the person is a substance abuser, has a history of substance abuse, or is known by the lead detective or deputy to be involved in a court-supervised drug treatment program or drug-related pretrial intervention program;
    e. The risk of physical harm that may occur to the person, their immediate family, or close associates as a result of providing information or assistance, or upon the person's assistance becoming known in the community;
    f. Whether the person has shown any indication of emotional instability, unreliability, or of furnishing false information;
    g. The person's criminal history or prior criminal record;
    h. Whether the nature of the matter being investigated is such that the use of the informant is important to, or vital to, the success of the investigation.
3. Any person who is requested to act as a confidential informant shall, upon request, be afforded the opportunity to consult personal legal counsel prior to agreeing to serve as a CI; such counsel will be secured at cost to the individual, not the VSO.

4. Personnel utilizing confidential informants facing criminal charges will clearly indicate to the CI that VSO cannot make promises or inducements such as a grant of immunity, dropped or reduced charges, or reduced sentences or being placed on probation, and that the value (if any) of the confidential informant's assistance and any effect that assistance may have on pending criminal matters can only be determined by the appropriate legal authority.
5. All personnel involved in the utilization of confidential informants shall first receive documented training to include the VSO written general orders and a PowerPoint presentation on Rachel's Law.
6. Confidential informants will be advised of conditions, restrictions and procedures associated with their participation in the investigative or intelligence-gathering activities and shall be required to read and sign a CI Code of Conduct prior to utilization.
7. Deputies utilizing a member of the opposite sex as a CI shall exercise extreme caution in order to prevent any allegations of misconduct.
8. As a precautionary measure two Deputies should be present at meetings with informants.
9. When Detectives meet with an informant of the opposite gender, at least two Detectives shall attend the meeting.
10. Contacts with confidential informants will be for official purposes. No relationship will be developed which may be construed by continuing circumstances as "social" in nature.
11. Meetings with confidential informants in or around VSO facilities will be strictly controlled; Detectives will not meet a CI at the Detective's residence nor at any other VSO member's residence unless first cleared by the Law Enforcement Operations Division Chief or designee.
12. Confidential informants will not be a party to any information concerning investigations conducted by VSO or any other Department and will be a party to only that information/investigation which directly concerns them.
13. CI's shall not be allowed to meet or view any undercover officers or other CI's with whom they will not be directly involved.
14. No contact will be made with a terminated CI without the expressed documented permission of a supervisor.
15. CI's will not be made a part of the planning of operations or investigations, except for those areas in which they are directly involved.
16. Detectives shall periodically and without prior warning conduct a check on their informants to ensure compliance with the code of conduct provisions. Failure of the CI to submit will result in the termination of their status as a CI
17. Detectives shall at all times strive to control the actions of CI's.
18. When interviewing prospective informants, attempts shall be made to identify their motivation and mental stability.
19. Deputies/Detectives will regard these factors when dealing with CIs.

B. DOCUMENTATION

1. All individuals meeting the definition or being used in the capacity of a confidential informant by Detectives or paid/active informants for other divisions shall be documented as follows:
2. A complete background check to include criminal history, driver license history and status, current status in the criminal justice system and any previous documentation with any other agency with which they have been involved as a CI
3. A *master data file form* will be filled out, dated and signed by the Deputy employing the CI
4. A current photo will also be attached to the form.
5. Inquiries received from other agencies about the CI can also be logged on the back of this form.
6. A confidential informant consent form will be filled out, dated and signed by the informant and at least one witness.

7. A confidential informant code of conduct form will be filled out, dated and signed by the informant and at least one witness.
8. The informant's fingerprints will be taken or a recent copy may be obtained from Tech Services for identification purposes.
9. A statement of understanding form will be signed by the informant and at least one witness.
10. The informant's activity shall be logged into a data base maintained by the Special Investigations Section Commander.
    a. The database will have the date, case number and a brief synopsis of the involvement.
11. If an informant receives any funds, for whatever reason, they will sign a "Receipt/Investigative Funds Report". Copies will be maintained in accordance with general order *GO-043-03 Confidential Funds*.
12. If for some reason the informant is unable to sign the receipt for the funds at the time that they receive them, they shall do so as soon as possible. If this cannot be done, the Detective paying the funds should write a brief explanation of why in the synopsis section of the form. An attempt should be made by the Detective to have a witness present during the transaction and to have the witness sign the form also.

C. INFORMANT PAYMENTS

1. Generally, Detectives will not hire or pay informants for intelligence information or their participation in investigations. However, there may arise occasions where informant information or participation in a case may warrant a payment of a fee.
2. Informant fees will be in the form of expenses incurred by an informant during the course of an investigation and shall be paid on a case by case basis. The amount and frequency of expense money paid will have prior approval from and be determined by a Division Supervisor.
3. There will be no oral agreements for expense money and all such payments will be documented on a receipt form signed by the informant.
4. Expense money does not include reward monies or percentages of seizures or forfeitures of money or property. Examples of expense money are: meals, gas money, phone tolls, vehicle rental or phones.

D. INFORMANT FILES

1. Informant files will be considered highly confidential and to ensure their confidentiality and provide for their security, the following guidelines will be adopted:
2. Confidential files will at all times be kept in a locked file cabinet and stored in a secured area.
3. Access to the files will be limited to the Law Enforcement Operations Division Chief or designee.
4. Requests for confidential informant information will be directed to the Law Enforcement Operations Division Chief or designee. The information shall be logged in the informants file on the master data file form to include the person’s name that accesses such records and the date of access.
5. Once the Law Enforcement Operations Division Chief or designee has reviewed the documentation and approved the use of a CI, they will issue a CI number that will be unique to that particular CI This number will be a sequential number that is prefixed by the current year.
    a. Example: 04-001 would indicate the first informant signed up in the year 2004. 04-002 would indicate the second informant signed up in the year 2004.
    b. This number will be taken from a digital Master CI Log Book that will contain the following:
        - CI sequential number
        - Date assigned
        - Requesting Deputy's name and identification number
        - Assigning supervisor’s identification number
6. In addition to the original CI file/packet containing all original signed acknowledgements and required documentation, a digital log will be filled out and indexed by CI number. The digital log and digital Master Log Book will be kept in the locked file cabinet with the CI files.

a. The digital log will contain the following information:
   - The CI number
   - The CI's full name (Last, First Middle Suffix)
   - CI's Race/Sex
   - CI's Date of Birth (mm/dd/yyyy)
   - Comments (aka, termination information, special conditions, etc.)
   - Unit signing up the CI
   - Detective signing up the CI

b. The sergeant for each unit signing up a CI will keep a digital log by year of their respective CI's which will be kept in a locked file cabinet and will contain the following information:
   - The CI's number
   - The date the CI was signed up
   - The detective signing up the CI
   - The CI's full name
   - The CI's race/sex
   - The CI's address
   - The CI's date of birth
   - The CI's contact numbers
   - Whether the CI is working off charges
   - What the CI's general history is
   - If we have a copy of the CI's prints
   - If we have a copy of the CI's photo
   - What type of activity the CI is doing
   - Notes on the CI (aka, termination information, special conditions, etc.)

7. An informant's file will contain all the required forms as described in this general order.

8. **STORAGE AND SECURITY OF ELECTRONIC DATA**

   a. Digital files/data will be maintained via an independent drive apart from the network (e.g. disk; thumb drive). The media source will be kept secured in the locked file drawer/cabinet. No unauthorized access is allowed.

   b. Each task force supervisor will be responsible for updating and securing their respective digital log. A digital Master Log book will be maintained by the Law Enforcement Operations Division Chief's designee in charge of narcotics investigations.

E. SPECIAL CONSIDERATIONS

1. The use of confidential informants is an issue which must be approached with caution, and the use of certain types of individuals requires even stricter supervision guidelines. Some situations which will require special considerations are:

2. **JUVENILES**

   a. No person under the age of 18 will be recruited as a CI without the knowledge and written consent of the juvenile's parent or legal guardian and the knowledge and approval of the Law Enforcement Operations Division Chief, or designee.

   b. The use of a juvenile as a CI is discouraged except under the most extreme circumstances where other investigative means are unavailable.

3. **PROBATION AND PAROLE**

   a. An individual on probation, parole, community release or any other supervised or unsupervised program shall not be used as a CI without the full knowledge and consent of the person or agency maintaining jurisdiction over the individual.

   b. This does not preclude the use of/nor pertain to juveniles or individuals on probation or parole if they are an unwitting participant in an ongoing investigation.

c. In order to utilize an informant who is currently on probation, the Detective is required to seek approval from their immediate supervisor, Assistant State Attorney, and Judge who has jurisdiction over the probationer. The approval process will also require the detective to notify and seek input with the individual's Probation Officer.

(1) All communications with Assistant State Attorney, Probation Officer and Judge will be by telephone or in person in order to maintain confidentiality of the process.

4. **PROCEDURE FOR USING CRIMINAL INFORMANTS ON PROBATION**

a. The Detective will complete all related confidential informant documents as stated in V.B.1. through V.B.9. and review with supervisor for approval. (Do not assign CI Number)

b. Meet with Assistant State Attorney to discuss use of the informant. If the Assistant State Attorney agrees with use of informant, the Assistant State Attorney and Detective will contact the assigned Probation Officer and notify them of intent to utilize the probationer as criminal informant for a specific date range including an end date. The Detective and Assistant State Attorney will evaluate the Probation Officer's input with said use of the informant and determine risk versus benefit with the informant's participation in the case.

c. Detective and Assistant State Attorney will meet with the Supervising State Attorney for final review/approval.

d. If approved, an order changing the probation status to ***administrative probation*** will be prepared for the Judges review and an in-camera hearing will be scheduled between detective and Judge. The order will expire on the date stated and probation status will revert back to original conditions.

e. The amended probation order will be sealed by the court and all court records, probation records or State Attorney records will not be discoverable unless legally compelled.

f. No additional fees to probationer for status change.

g. Notice of hearing will not be sent to probationer's previous legal counsel.

h. Review with Judge should be in chambers however, a Judge may schedule the hearing on court docket. (Consult with the Assistant State Attorney if this occurs).

F. ACTIVE PARTICIPANT CONFIDENTIAL INFORMANTS

1. The following controls shall apply when using a CI as an active participant during an investigation, be it to make introductions or to actually purchase drugs, contraband or other unlawful objects:

2. If the informant is to be wearing any type of recording or transmitting device, then they must sign a "Permission to Intercept Oral Communications" form. This authorization will cover a 24-hour period, after which the form will be initialed and dated by the CI for every instance thereafter.

3. If the informant is to purchase evidence, they will be subject to a thorough search of their person prior to and immediately after the transaction.

4. If a vehicle is to be used by the CI, then a thorough search of the vehicle to be used will be conducted prior to and as soon as practical after the transaction.

5. Once the search of the CI and the vehicle has been conducted, a continued surveillance to, during, and from the transaction shall be conducted.

6. A thorough debriefing of a CI involved in any transaction should be conducted. The debriefing should be in the form of a written statement.

G. NOTIFICATION TO INFORMANT OF DISCLOSURE

1. The informant is to be notified as soon as possible when it has been determined their identity has been disclosed or the State Attorney's Office plans disclosure.

a. Notification and attempts shall be documented on the Notification to Informant of Disclosure form and shall include:

- Date and time of notification or attempted notification
- Whether the informant was or was not notified
- The Detective/Deputy making or attempting notification
- Method of the notification or attempted notification

H. DEACTIVATION/TERMINATION OF CONFIDENTIAL INFORMANTS

1. The decision to terminate a CI will be made by the Law Enforcement Operations Division Chief, or designee, based on supervisory input and review of code of conduct violations.
    a. A confidential informant will be terminated for the following reasons:
        (1) Repeated failures to keep appointments, court dates, return telephone calls, or follow through on legitimate requirements
        (2) Violations of the informant's code of conduct
        (3) Misrepresenting facts
        (4) Repeated failure to follow the case agent's instructions
        (5) Any incident, circumstances, or information which would cause a loss of informant credibility
2. The detective controlling the CI will verbally communicate the termination to the CI.
    a. Once terminated, a memorandum shall be placed in the informant's file detailing the reasons for termination.

I. FILE MAINTENANCE

1. The Law Enforcement Operations Division Chief or designee shall continually monitor the CI files to ensure security, they are up to date and in compliance with policies and procedures. Once an individual has been documented as a CI the file will be maintained regardless of the informant's status.
2. Retention of confidential informant files will be in accordance with the guidelines set forth in Florida General Records Schedules, GS-2, item #199. Destruction will be by burn and witnessed by at least one additional detective.

J. ADMINISTRATIVE REVIEW

1. The Law Enforcement Operations Division Commander or designee should conduct periodic documented reviews of the confidential informant practices to ensure conformity with VSO policy, procedures and legal requirements.
2. Nothing contained herein shall be considered to create a substantive or contractual right, or entitlement for any person.

VI. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 42.2.6
- 82.3.5

VII. FORMS (Click here to access forms)

- Master Data File, VSO Form # 100298.012

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-07**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **SEXUAL PREDATORS/OFFENDERS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish procedures to manage, control, and ensure the compliance of residential restrictions of Sexual Predators and Sexual Offenders residing within Volusia County and to enforce all applicable state laws.

II. DISCUSSION

The Volusia Sheriff's Office (VSO) has an obligation to identify Sexual Predators and Sexual Offenders and ensure that a coordinated responsive effort towards successful prevention and prosecution is realized.

Address Verification: According to Fla. Stat. § 943.0435(6) and Fla. Stat. § 775.21(8), the Sheriff and local law enforcement agencies are responsible for verifying the addresses of Sexual Offenders and Sexual Predators who are not under supervision of the Department of Corrections but may verify the addresses of Sexual Predators and Sexual Offenders who are under the care, custody, control, or supervision of the Department of Corrections.

Sexual Predators and Sexual Offenders are required to report IN PERSON, within 48 hours, to the sheriff's office in the county in which the offender establishes or maintains a permanent, temporary, or transient residence; or being released from the custody, control, or supervision of the Department of Corrections or from the custody of a private correctional facility; or in the county where they were convicted within 48 hours after being convicted for a qualifying offense for registration if the offender is not in the custody or control of, or under the supervision of, the Department of Corrections, or is not in the custody of a private correctional facility. Additionally within 48 hours upon changing a permanent, temporary, or transient residence after the initial registration, the sexual predator/offender shall report in person at a driver license office of the Department of Highway Safety and Motor Vehicles, and obtain a driver license or identification card that complies with the requirements of Fla. Stat. § 943.0435, Fla. Stat. § 775.21, Fla. Stat. § 322.141(3) or updated under Fla. Stat. § 944.607.

If the offender cannot be located or verified as living at the address shown on the driver's license then an arrest warrant must be obtained. Probable cause must be documented in the affidavit indicating the Sexual Predator or Sexual Offender knew of their responsibilities. A sworn affidavit accompanied with a VSO *Address Verification Form* (Page 2 of the *Career Criminal Worksheet*) is required to show the Sexual Predator or Sexual Offender was in violation of Fla. Stat. § 943.0435 or Fla. Stat. § 775.21.

Florida Sexual Predators Act: Fla. Stat. § 775.21 requires the Florida Department of Law Enforcement (F.D.L.E.) to register and maintain a computer database of all persons who commit certain sex offense violations after October 1, 1993, who fit the statutory definition of a Sexual Predator. This Act further requires local law enforcement to verify the address of the Sexual Predator and notify the community of the Sexual Predator's presence.

Jessica Lunsford Act: In 2005, House Bill 1877 (The Jessica Lunsford Act) amended the Florida Sexual Predators Act and Fla. Stat. § 943.0435. This Act requires Sexual Predators and Sexual Offenders to register with the Sheriff's Office of their county of residence within 48 hours of moving to the county from out of state,

or within 48 hours of being released from prison or supervision. It further requires that each Sexual Predator and Sexual Offender reregister quarterly or bi-annually (as determined by FDLE) with the Sheriff's Office.

Adam Walsh Act: In 2006, HR4472 (The Adam Walsh Act) was enacted to protect the public, in particular children, from violent sex offenders via a more comprehensive, nationalized system for registration of sex offenders. The act states that the Attorney General will issue guidelines and regulations in interpretation and implementation of the legislation. The act calls for state conformity to various aspects of sex offender registration, including information that must be collected, duration of registration requirement for classifications of offenders, verification of registry information, access to and sharing of information, and penalties for failure to register as required.

Sexual Predator: Fla. Stat. § 775.21 defines a Sexual Predator as a person who has been convicted of a capital, life, or first degree felony violation, or any attempt thereof, of Fla. Stat. § 787.01 or Fla. Stat. § 787.02, where the victim is a minor, or Fla. Stat. § 794.011, Fla. Stat. § 800.04, or Fla. Stat. § 847.0145, or a violation of any felony violation, or any attempt thereof, of Fla. Stat. § 393.135(2); Fla. Stat. § 394.4593(2); Fla. Stat. § 787.01, Fla. Stat. § 787.02, or Fla. Stat. § 787.025(2)(c), where the victim is a minor; Fla. Stat. § 787.06(3)(b), (d), (f), or (g); former Fla. Stat. § 787.06(3)(h); Fla. Stat. § 794.011, excluding Fla. Stat. § 794.011(10); Fla. Stat. § 794.05; former Fla. Stat. § 796.03; former Fla. Stat. § 796.035; Fla. Stat. § 800.04; Fla. Stat. § 810.145(8)(b); Fla. Stat. § 825.1025; Fla. Stat. § 827.071; Fla. Stat. § 847.0135, excluding Fla. Stat. § 847.0135(6); Fla. Stat. § 847.0145; Fla. Stat. § 895.03, if the court makes a written finding that the racketeering activity was involved in at least one sexual offense listed above or at least one offense listed above which had a sexual intent or motive; Fla. Stat. § 916.1075(2); or Fla. Stat. § 985.701(1); or a violation of a similar law of another jurisdiction, and the offender has previously been convicted of or found to have committed, or has pled nolo contendere or guilty to, regardless of adjudication, any violation of Fla. Stat. § 393.135(2); Fla. Stat. § 394.4593(2); Fla. Stat. § 787.01, Fla. Stat. § 787.02, or Fla. Stat. § 787.025(2)(c), where the victim is a minor; Fla. Stat. § 787.06(3)(b), (d), (f), or (g); former Fla. Stat. § 787.06(3)(h); Fla. Stat. § 794.011, excluding Fla. Stat. § 794.011(10); Fla. Stat. § 794.05; former Fla. Stat. § 796.03; former Fla. Stat. § 796.035; Fla. Stat. § 800.04; Fla. Stat. § 825.1025; Fla. Stat. § 827.071; Fla. Stat. § 847.0133; Fla. Stat. § 847.0135, excluding Fla. Stat. § 847.0135(6); Fla. Stat. § 847.0145; Fla. Stat. § 895.03, if the court has made a written finding that the racketeering activity was involved in at least one sexual offense listed above or at least one offense listed above which had sexual intent or motive; Fla. Stat. § 916.1075(2); or Fla. Stat. § 985.701(1); or a violation of a similar law of another jurisdiction or the offender has not received a pardon for any felony or similar law of another jurisdiction.

Sexual Offender: Fla. Stat. § 943.0435 defines a Sexual Offender as a person who has been convicted of committing, or attempting, soliciting, or conspiring to commit, any of the criminal offenses proscribed in the following statutes in this state or similar offenses in another jurisdiction: Fla. Stat. § 393.135(2); Fla. Stat. § 394.4593(2); Fla. Stat. § 787.01, Fla. Stat. § 787.02, or Fla. Stat. § 787.025(2)(c), where the victim is a minor; Fla. Stat. § 787.06(3)(b), (d), (f), or (g); former Fla. Stat. § 787.06(3)(h); Fla. Stat. § 794.011, excluding Fla. Stat. § 794.011(10); Fla. Stat. § 794.05; former Fla. Stat. § 796.03; former Fla. Stat. § 796.035; Fla. Stat. § 800.04; Fla. Stat. § 810.145(8); Fla. Stat. § 825.1025; Fla. Stat. § 827.071; Fla. Stat. § 847.0133; Fla. Stat. § 847.0135, excluding Fla. Stat. § 847.0135(6); Fla. Stat. § 847.0137; Fla. Stat. § 847.0138; Fla. Stat. § 847.0145; Fla. Stat. § 895.03, if the court makes a written finding that the racketeering activity involved at least one sexual offense listed above or at least one offense listed above which has sexual intent or motive; or any similar offense committed in this state which has been redesignated from a former statute number to one of those listed above; or has been released on or after October 1, 1997, from the sanction imposed for any conviction of an offense described above, or by a sanction imposed in this state or in any other jurisdiction which includes, but is not limited to, a fine, probation, community control, parole, conditional release, control release, or incarceration in a state prison, federal prison, private correctional facility, or local detention facility. A "Conviction" means: the person has been determined guilty as a result of a plea or a trial, regardless of whether adjudication is withheld.

III. POLICY

It is the policy of the VSO to aggressively track and maintain close contact with Sexual Predators and Sexual Offenders released from the Florida State Prison system, or any other sanction from another jurisdiction, including federal, to the Volusia County area. The VSO will work closely with other local law enforcement agencies toward this goal.

IV. PROCEDURE

A. CAREER CRIMINAL UNIT RESPONSIBILITIES

1. The Career Criminal Unit is the Sheriff's designee for coordination of all Sexual Predator and Sexual Offender compliance and enforcement operations. The Unit shall be the primary point-of-contact for all Sexual Predator and Sexual Offender matters and the liaison to the FDLE Florida Offender Registration and Tracking Services (FORTS).

2. The Career Criminal Unit shall handle the registration process involving Sexual Predators and Sexual Offenders, as well as notification to Districts or police departments of statutorily required address verifications and community notifications.

3. The Career Criminal Unit shall have the authority to delegate field investigations involving matters of Sexual Predator and Sexual Offender non-compliance, address verifications, and similar matters, to the District Commander or their designee. By mutual agreement between the Sheriff and local Police Chiefs, the Career Criminal Unit shall have the authority to delegate similar field investigations to police chiefs or their designee as indicated in the Memorandum of Understanding with all Police Chiefs within Volusia County.

B. DISTRICT AND POLICE DEPARTMENT RESPONSIBILITIES

1. **Community Notifications**: District Commanders and Police Chiefs are responsible for effecting community notifications of the presence of Sexual Predators in their jurisdiction in the manner described by statute. Additional requirements are described below.

2. **One-Thousand Foot Rule**: This rule applies to Sexual Predators and Sexual Offenders who have been convicted of a violation of Fla. Stat. § 794.011, Fla. Stat. § 800.04, Fla. Stat. § 827.071, Fla. Stat. § 847.0135(5), or Fla. Stat. § 847.0145, regardless of whether adjudication has been withheld, in which the victim of the offense was less than 16 years of age, may not reside within 1,000 feet of any school, child care facility, park, or playground. However, a person does not violate this subsection and may not be forced to relocate if they are living in a residence that meets the requirements of this subsection and a school, child care facility, park, or playground is subsequently established within 1,000 feet of their residence. This law applies to any person convicted of an offense in another jurisdiction that is similar to a violation of Fla. Stat. § 794.011, Fla. Stat. § 800.04, Fla. Stat. § 827.071, Fla. Stat. § 847.0135(5), or Fla. Stat. § 847.0145 if such offense occurred on or after May 26, 2010 for out-of-state conviction and October 1, 2004 for in-state convictions, excluding persons who have been removed from the requirement to register as a sexual offender or sexual predator pursuant to Fla. Stat. § 943.04354.

3. The Department of Corrections-Probation and Parole Office, in conjunction with the Career Criminal Unit are responsible for determining the location of acceptable residences for Sexual Predators and Sexual Offenders who are under supervision. This also includes those Sexual Predators and Sexual Offenders who are under Federal Supervision. Cities under contract with the Sheriff' Office for law enforcement services may further extend the boundary by local ordinance.

4. District commanders are responsible for effecting **monthly** Address Verifications on Sexual Predators residing temporarily or permanently in their district, excluding those within municipalities having their own police department. No further notification from the Career Criminal Unit is required unless the offender changes their address or commits a new law violation

5. District commanders are responsible for effecting Address Verifications **quarterly** on Sexual Offenders residing temporarily or permanently in their district, excluding those within municipalities having their own police department.

C. INVESTIGATING DEPUTY RESPONSIBILITIES

1. The investigating deputy shall document Address Verification checks in the OffenderWatch® program after each visit to the Sexual Predator's or Sexual Offender's address. [CALEA LE 1.2.5]

2. The *Career Criminal Worksheet* serves as a checklist for action and also a sworn affidavit. The *Career Criminal Worksheet* is required only when the Sexual Predator or Sexual Offender cannot be physically located at the residence by the deputy. The originals of this form shall be sent to the Career Criminal Unit. [CALEA LE 1.2.5]

3. Address Verification by the District should meet the following minimum standards. These standards satisfy the State Attorney's Office requirements for prosecution of Sexual Predators and Sexual Offenders. After completing any of the following actions, the information will be entered into OffenderWatch®: [CALEA LE 1.2.5]

a. A warrant check will be completed on the Sexual Predator or Sexual Offender prior to or during contact. If an arrest warrant is served, then further address verification requirements are not necessary unless the Sexual Predator or Sexual Offender returns to the same address upon release from incarceration. [CALEA LE 1.2.5]

b. All address verifications will be completed by the deputy or detective in person only; **telephonic or electronic (e-mail, text) verifications are not permitted**. [CALEA LE 1.2.5]

c. If the Sexual Predator or Sexual Offender is located at the residence as indicated on their Florida driver's license or identification card, there is no violation. [CALEA LE 1.2.5]

d. The deputy or detective must also verify that the Sexual Predator's or Sexual Offender's Florida Driver's License have the identifiers "**Sexual Predator**" or "**943.0435, F.S."** on the face of the driver's license or ID Card. If the Florida driver's license or identification card does not contain these indicators, the Sexual Predator or Sexual Offender should be arrested for the violation, a third degree felony. [CALEA LE 1.2.5]

e. If there is any attempt made by the Sexual Predator or Sexual Offender to cover, conceal or disguise the "**Sexual Predator**" or "**943.0435, F.S.**" identifiers on the Florida driver's license or identification card the Sexual Predator or Sexual Offender should be arrested for the violation under Fla. Stat. § 322.141 (3), a third degree felony. [CALEA LE 1.2.5]

f. If the Sexual Predator or Sexual Offender is NOT living at the residence shown on their Florida driver's license or identification card, and the subject has lived at a new unreported residence for at least 48 hours (excluding weekends and holidays), the Sexual Predator or Sexual Offender should be arrested for failing to update their Florida driver's license or identification card as a Sexual Offender, Fla. Stat. § 943.0435 (3rd degree felony), or failing to update their Florida driver's license or identification card as a Sexual Predator, Fla. Stat. § 775.21 (3rd degree felony). Send the original *Career Criminal Worksheet* and copy of charging affidavit to the Career Criminal Unit. [CALEA LE 1.2.5]

g. If the subject is NOT residing at the residence any longer, have the current resident, relative, neighbor, or landlord complete an *Address Verification Statement* (Page 2 of the *Career Criminal Worksheet*). If there is no one at the residence, make a follow-up attempt to contact someone there after 48 hours. Canvass the neighborhood to find a witness that can complete an Address Verification Statement. Return the *Career Criminal Worksheet* to the Career Criminal Unit. [CALEA LE 1.2.5]

h. If, after a first attempt, the deputy cannot confirm the subject lives at the residence, they should return after 48 hours from initial contact and make one final attempt to contact the subject. The deputy shall document the dates and times of their efforts and observations in OffenderWatch®.

i. All successful and unsuccessful attempts should be documents in CAD. If after three attempts to verify a Sexual Predator or Sexual Offender address the deputy or detective is unable to have a witness complete an *Address Verification Form* (Page 2 of the *Career Criminal Worksheet*), the deputy or detective should complete a Police Information report indicting all attempts to contact the Sexual Predator or Sexual Offender were unsuccessful. The report must be forwarded to the Career Criminal Unit for further follow-up investigation.

4. The following information resources shall be used in support of Address Verification:

a. The FDLE Sexual Predator/Offender Database through the CJNet. This is a law enforcement only website that provides the most up-to-date information on Florida Sexual Predators and Sexual Offenders to include the latest official address as reported to DHSMV.

b. The VSO OffenderWatch® Database provides the most recent law enforcement activity regarding Sexual Predators and Sexual Offenders in Volusia County.

c. DAVID provides the most recent driver's license or identification card image, address, and motor vehicle registrations for Sexual Predators and Sexual Offenders in Florida.

d. FCIC/NCIC – A criminal warrants check is completed

e. The Volusia County Criminal Justice Information System (CJIS) will determine the custody status of a subject. Screen F will identify the cell and days in custody if the subject is still in custody.

f. A Florida prison inmate check through CJNet provides information on inmate status.

g. A federal inmate locater at http://bop.gov/ checks if a subject is in federal custody (post adjudication).

h. A nationwide Internet search (various sites available).

i. The Career Criminal Unit FDLE sexual offender and predator registration form, notice of responsibility forms, and other documents.

j. A new criminal history report that may show a new arrest in another jurisdiction.

D. SEXUAL PREDATORS

1. A Sexual Predator must register with the VSO within 48 hours after establishing or maintaining a permanent, temporary, or transient residence within Volusia County.

2. Registration through the VSO shall be conducted in the following manner:

   a. The Volusia County's Sheriff's Office registration is conducted between the hours of 0900-1100 and 1300-1500 hours, Mon - Fri at the Operations Center, excluding holidays.

   b. The Career Criminal Unit is responsible for the completion of all Sexual Predator registrations.

   c. The Latent Print Unit will complete photographs and ten-print cards and palm prints for the new Sexual Predators and as needed.

3. The Sexual Predator must notify DHSMV of any change in permanent or temporary residence within 48 hours after arrival at the new residence. The Sexual Predator will report to the Department of Motor Vehicles (DHMSV) and update their Florida driver's license or identification card. Per Fla. Stat. § 322.141(a), the Florida driver's license or identification card must display the wording "**Sexual Predator**".

4. The Career Criminal Unit must notify the Chief of Police or their designee of the residence where the Sexual Predator is residing within 48 hours of the initial registration or address change. The Career Criminal Unit shall make this notification via email. If the Sexual Predator is temporarily or permanently residing in an unincorporated area of the county or within a city contracting law enforcement services with the VSO, the appropriate District shall be notified by the Career Criminal Unit via email.

5. State law requires law enforcement agencies to inform members of the community and the public of a sexual predator's presence. Upon notification of the presence of a sexual predator, the sheriff of the county or the chief of police of the municipality where the sexual predator establishes or maintains a permanent or temporary residence shall notify members of the community and the public of the presence of the sexual predator in a manner deemed appropriate by the sheriff or the chief of police. Within 48 hours after receiving notification of the presence of a sexual predator, the sheriff of the county or the chief of police of the municipality where the sexual predator temporarily or permanently resides shall notify each licensed child care facility, elementary school, middle school, and high school within a 1-mile radius of the temporary or permanent residence of the sexual predator of the presence of the sexual predator. Information provided to members of the community and the public regarding a sexual predator must include the name of the sexual predator, a description of the sexual predator, including a photograph, the sexual predator's current permanent, temporary, and transient addresses, and descriptions of registered locations that have no specific street address, including the name of the county or municipality if known, the circumstances of the sexual predator's offense or offenses, and whether the victim of the sexual predator's offense or offenses was, at the time of the offense, a minor or an adult. The Sheriff is not authorized to release of the name of any victim of the sexual predator. The sheriff or the police chief may coordinate the community and public notification efforts with the department. Statewide notification to the public is authorized, as deemed appropriate by local law enforcement personnel. The department shall notify the public of all designated sexual predators through the Internet. The Internet notice shall include the information as stated above

6. The Sheriff delegates this responsibility to the District Commander or Police Chief of the area concerned.

7. Within 48 hours after receiving notification of the residence of a Sexual Predator in an unincorporated area or within a city contracting law enforcement services with the VSO, the District Commander where the Sexual Predator establishes or maintains a permanent or temporary residence shall additionally notify each private school and place or worship (church, synagogue,

mosque, temple, etc.) within a 1-mile radius of the temporary or permanent residence of the Sexual Predator of the presence of the Sexual Predator.

8. Upon notification of the presence of a Sexual Predator, the District Commander or the Chief of Police of the municipality where the Sexual Predator establishes or maintains a permanent or temporary residence shall notify the community and the public of the presence of the Sexual Predator in a manner deemed appropriate by the Sheriff or the Chief of Police. Florida Statute mandates community and public notification.

9. The VSO will copy the FDLE Internet flyer to make notification to the community where the Sexual Predator will reside. In cases of a deficient FDLE flyer, a VSO produced flyer may be used. Deputies should make door-to-door contact with the citizens of the community. If no one is at home a copy of the flyer will be posted to the door. Citizens Observer Patrol volunteers may be used to assist with these notifications. The current minimum of neighborhood notification is to notify all residents in line-of-sight and within a 1-block radius of the Sexual Predator.

10. All notifications described in this section shall be logged on the *Sexual Predator Notification Log*. This form documents the date and time of notification, person notified, address of the notification, the identity of the Sexual Predator, and the name of the official making the notification. The original of this form shall be forwarded to the Career Criminal Unit upon completion. Once this form is received by the Career Criminal Unit, they will use the "CODE RED" system to make a telephonic notification to the community within a one-mile radius to the inform the community. This service is provided at no cost to VSO.

E. SEXUAL OFFENDERS

1. A Sexual Offender must register as follows:

   a. A Sexual Offender must register with the VSO within 48 hours after establishing or maintaining a permanent or temporary, or transient residence within Volusia County.

   b. A Sexual Offender must report in person at a driver's license office of the Department of Highway Safety and Motor Vehicles (DHSMV) within 48 hours after any change in the offender's permanent or temporary, or transient residence. The Sexual Offender if otherwise qualified, will secure a Florida driver's license, renew a Florida driver's license, or secure an identification card. The Florida driver's license or identification card must display "**943.0435, F.S.**"

2. When registering through the VSO, the following procedures shall be used:

   a. The VSO registration is conducted between the hours of 0900-1100 hours and 1300-1500 hours, Mon - Fri at the Operations Center, excluding holidays.

   b. The Career Criminal Unit is responsible for the completion of all Sexual Offender registrations. The Latent Print Unit will complete photographs and ten-print cards and palm prints for the new Sexual Offenders and as needed.

3. Florida Statute does not mandate community or public notification of the presence of a Sexual Offender. The VSO may release to the public any criminal history information and other information regarding a Sexual Offender. At each District office, this agency will assist the public in viewing the FDLE Sexual Predator/Offender Database website.

F. REGISTRATION: (JESSICA LUNSFORD ACT)

1. Effective December 1, 2005, all Sexual Offenders (unless otherwise notified by FDLE) are required to report to the Sheriff of their county of residence semi-annually. This applies to those supervised and unsupervised by the Department of Corrections (Probation & Parole). The required reporting times are the birth month and the 6th month following the birth month. Effective July 1, 2007 all Sexual Predators and certain Sexual Offenders (who have been notified by FDLE) are required to report to the Sheriff of their county of residence quarterly. This applies to those supervised and unsupervised by the Department of Corrections (Probation & Parole). The required reporting times are the birth month and every third month following the birth month.

2. The Career Criminal Unit is responsible for the process of registration. The Latent Print Unit shall assist this process by taking photographs and fingerprints of the re-registrants as needed.

3. The registration process shall include the following actions:

   a. Warrant check

b. Florida driver's license or Identification inspection - is the Sexual Predator or Sexual Offender in compliance with Fla. Stat. § 322.141 (3)?

c. Address validation and mapping – does this address exist? Does the address meet state or city ordinance restrictions?

d. Review of previous registration information

e. Photograph update, as needed

f. Signature of the offender

g. Inked right thumb print of the offender

h. A copy of the FDLE Sexual Predator/Offender Registration Form - will be provided to the offender with the next registration month/year highlighted for the offender on the top of the form

i. Electronic submission to FDLE

j. Upon completion of the registration process, the Career Criminal Unit Registrar shall then scan all documents into the Sexual Predator's or Sexual Offender's electronic file. The original document shall be held for a period of one year then properly destroyed in accordance with State Records Retention.

4. The post re-registration process shall include:

   a. Update OffenderWatch®

   b. Address Verification request sent to the District or Police Department Sex Offender Team, if there is an address change

5. When the Career Criminal Unit determines that a Sexual Predator or Sexual Offender has failed to properly register during the required month, the Career Criminal unit shall initiate an investigation into the non-compliance of the offender.

6. A non-compliance of registration investigation will determine if the Sexual Predator or Sexual Offender knew of their obligation to report for registration This investigation should include checking the Sexual Predator/Sexual Offender electronic file located at the Career Criminal Unit.

7. If the investigation determines probable cause of non-compliance of registration exists, the Sexual Predator or Sexual Offender shall be arrested. The Career Criminal Unit detective will have the option of filing an affidavit on the Sexual Predator or Sexual Offender or making a physical arrest. [CALEA LE 1.2.5]

G. ABSCONDERS [CALEA LE 1.2.5]

1. An absconder is a person, subject to the above criminal registration laws, who violates the state criminal registration requirements then conceals himself/herself or otherwise takes flight. The Career Criminal Unit is responsible for insuring that arrest warrants are obtained for absconders in a timely manner and that a reasonable search is made for the absconder. Probable cause to obtain a warrant for an absconder is based upon the proper completion of the Address Verification process described above in IV.C.3.

2. Absconded Sexual Predators and Sexual Offenders may be advertised as wanted fugitives in available media and Internet outlets. Additionally, notification to the United States Marshal Service, Central Florida Sex Offender Investigations Unit, should be made in regards to the absconded Sexual Predator or Sexual offender for violation of the Adam Walsh Act for coordination under federal prosecution.

H. TRANSIENTS

1. A transient is a person that does not have a temporary or permanent address. When a Sexual Predator/Sexual Offender becomes a transient, they must register this information with the Sheriff's Office IN PERSON every 30 days. The transient Sexual Predator or Sexual Offender must still maintain a Florida driver's license or identification card; the address should be "General Delivery-Transient" and include the city in which they are residing. Transients must also have the Sexual Predator/Sexual Offender designation (775.21, F.S. for Sexual Predators or the wording "Sexual Predator" and "943.0435, F.S." for Sexual Offenders) on the bottom right hand corner of their Florida driver's license or identification card.

2. A transient Sexual Predator or Sexual Offender must report in person every 30 days to the sheriff's office in the county in which they are located while maintaining a transient residence. The Career Criminal Unit will only allow transient Sexual Predators and Sexual Offenders to register up to 48 hours prior to the expiration of their 30 day registration requirement unless the registration date is on a weekend or holiday. The Sexual Predator or Sexual Offender must provide a geographical location where they maintain a transient residence. If an Address Verification is needed, the Career Criminal Unit will notify the responsible District or agency.

I. RECORDS [CALEA LE 42.1.5 (b)]

1. The Career Criminal Unit shall maintain all career criminal registration records to include registration, reregistration, Notice of Responsibilities form, compliance investigations, and address verifications. The Career Criminal Unit shall act as the Records Custodian for Court matters pertaining to the compliance or non-compliance of Sexual Predators and Sexual Offenders to state law. District Commanders and assisting Police Departments may maintain duplicate records, as needed, to complete the tasks required by this general order or delegated to them by the Career Criminal Unit.
2. The Career Criminal Unit shall utilize the OffenderWatch ® Database and the CrimeNtel database to store information on Sexual Predators/Sexual Offenders registered in Volusia County. The Unit shall supply the names of those residing within Volusia County to the following:
    a. The Police Department of each jurisdiction where the offender will reside.
    b. Any other VSO unit or law enforcement agency for which it is determined that the information would be useful.
    c. The licensed day care centers, elementary, middle and high schools within a one-mile radius of the Sexual Predator's temporary or permanent home address.
3. The Career Criminal Unit will flag the Sexual Predator/Sexual Offender and their registered address in the Records Management System (RMS), CrimeNTel and in CJIS with one of the following flag codes:
    - Signal 200 – Career Criminal
    - Signal 300 – Habitual Felony Offender
    - Signal 600 - Sexual Predator
    - Signal 700 - Sexual Offender
    - Signal 800 – Florida Career Offender

J. AFFIDAVIT FLAGGING

1. The Career Criminal Unit shall identify Sexual Predators/Sexual Offenders according to the criteria previously established. They shall then cause these individuals to be flagged in the RMS System utilizing the appropriate "signal" as the designator. Dispatch will promptly notify the deputy of the designated "signal". The deputy will complete a field interview card on all "signal" contacts and forward to the Career Criminal Unit. [CALEA LE 42.1.5 (a)]
2. When a deputy arrests an individual who is flagged in the computer as a Sexual Predator/Sexual Offender, dispatch will notify the deputy of the assigned "signal". The deputy shall indicate that status on the first line of the SA-707 Arrest Affidavit. [CALEA LE 42.1.5 (c)]

K. PROBATION AND PAROLE [CALEA LE 1.2.5]

1. If a Sexual Predator or Sexual Offender is determined to be on probation or parole at the time of arrest, the Probation and Parole Officer or Duty Officer shall be contacted. The Parole/Probation Duty Officer can determine the status of the individual and what action should be taken at the time of arrest. [CALEA LE 1.2.5]
2. If a Sexual Predator or Sexual Offender is determined to be on Federal Probation or Parole at the time of arrest, the arresting officer WILL NOT charge the Sexual Predator or Sexual Offender with a Violation of Probation. After the initial arrest, the Career Criminal Unit should be notified of the arrest. The Career Criminal Unit detective will notify the Federal Probation and Parole officer of the new law violation. [CALEA LE 1.2.5]

3. Upon request, sworn members of the VSO may provide assistance to Probation & Parole Office for those Sexual Predators and Sexual Offenders on probation and are under court ordered Sexual Offender Probation Conditions or normal probation conditions. The purposes of conducting address verifications, is to insure the compliance of all probation conditions. Deputies are also present to provide general security for the Probation and Parole Officers, transportation of prisoners, and securing evidence resulting from arrests by the Probation and Parole Officer.

4. The Department of Corrections, Probation and Parole Officers are co-located with the Career Criminal Unit's detective at the VSO Operation Center. The Probation and Parole Officers co-located with the Career Criminal Unit are responsible for, and supervise all Sexual Predators and Sexual Offenders currently on probation, community control, or parole in the county. Information dissemination between the two agencies is essential to the control and supervision of all Sexual Predators or Sexual Offenders in the county.

5. The Career Criminal Unit's detective will provide information directly to Districts and agencies of those Sexual Predators and Sexual Offenders who have violated their conditions of probation that have active warrants for their arrest at the request of the Probation and Parole Officers co-located with the Career Criminal Unit.

L. REFERRALS

1. Deputies and detectives who discover a person who meets the above criminal classification criteria, but has not yet been identified by the Career Criminal Unit, shall contact the Career Criminal Unit to obtain guidance when to arrest or release and un-registered Sexual Predator or Sexual Offender. All reports as a result of these types of contact will be forwarded to the Career Criminal Unit for follow up investigations.

M. EMERGENCY EVACUATION PLAN

1. **SEXUAL PREDATORS**

   a. It shall be the policy of the VSO not to allow any Sexual Predator, regardless of their probation status, to enter any public shelter under the protection of the VSO during states of emergency. All Sexual Predators may report to the Volusia County Brach Jail for shelter during emergency evacuations. The Sexual Predator's family members are allowed access to all emergency shelters. This policy applies to all facilities maintained by Volusia County. Example: Volusia County Fair Grounds.

   b. If a Sexual Predator arrives at a shelter as a last resort, the deputy shall contact their supervisor for alternate placement location and decisions on transportation.

2. **SEXUAL OFFENDERS**

   a. Sexual Offenders can be admitted into a shelter under the protection of the VSO. Sexual Offenders that are on probation should have contacted their probation officer for shelter placement.

3. **PREDATORS/OFFENDERS**

   a. Sexual Predators and Sexual Offenders must complete an Emergency Evacuation Plan (see Attachment B and C) at their initial registration, which shall be kept on file with the VSO Career Criminal Unit. Upon subsequent JLA registrations, the Sexual Predator/Sexual Offender will be questioned is there has been any changes to the Emergency Evacuation Plan. If there is a change to the Emergency Evacuation Plan, the Sexual predator/Sexual Offender shall complete and update the Emergency Evacuation Form.

V. FORMS (Click here to access forms)

- Sexual Offender/Sexual Predator/Florida Career Offender Work Sheet, VSO FORM # 121101.001
- Sexual Predator Notification Log, VSO FORM # 050506.001
- Sexual Offender Emergency Evacuation Plan, VSO FORM # 091009.002
- Sexual Predator Emergency Evacuation Plan, VSO FORM # 091009.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-08**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **STALKING**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish the Volusia Sheriff's Office (VSO) response to complaints concerning stalking.

II. DISCUSSION

The crime of stalking (Fla. Stat. § 784.048) requires a swift and effective response from law enforcement personnel. Victims of stalking may face the danger of physical, as well as emotional, harm from the unrelenting harassment associated with stalking. Stalking may be committed by persons previously involved in a relationship with the victim or by a virtual stranger who behaves in an obsessive manner towards the victim.

It is imperative that Deputies recognize the special needs and concerns of stalking victims, such as shelter opportunities, injunctions for protection, and counseling through the Beacon Center in addition to taking the proper law enforcement action.

III. POLICY

It shall be the policy of the VSO to thoroughly investigate complaints concerning stalking, to take effective law enforcement action and to offer the victim(s) of stalking all appropriate assistance. The VSO will maintain a pro-arrest policy with regard to the crime of stalking.

IV. PROCEDURE

A. LAW ENFORCEMENT COMMUNICATIONS CENTER

1. All complaint desk operators at the Communications Center shall be familiar with the elements of the crime of stalking. A citizen's complaint over a seemingly minor incident might involve a course of conduct which would constitute stalking.
2. A Deputy shall be dispatched to investigate and take a report on all stalking or stalking-related complaints.

B. RESPONSIBILITY OF PATROL DEPUTIES

1. All stalking complaints will be thoroughly investigated by the responding Deputy.
2. Deputies shall attempt to obtain physical evidence during the investigation. Evidence often associated with stalking complaints includes letters and notes from the suspect and taped messages on the complainant's answering machine. Deputies should encourage the victim to maintain a log of any/all contact by suspect.

3. If the suspect is known to the victim, Deputies shall attempt to determine if the suspect is the respondent in an injunction for protection against domestic violence (Fla. Stat. § 741.30) or injunction for protection against repeat violence (Fla. Stat. § 784.046).
4. If no injunction is in effect and the necessary criteria for issuance are met, the victim shall be encouraged to obtain the appropriate injunction through the Clerk of the Court. The Deputy shall provide detailed instructions on where and how to obtain the injunction.
5. If a suspect is known, Deputies shall use their investigative judgment to determine if probable cause exists to charge the suspect with Stalking (Fla. Stat. § 784.048(2)) or Aggravated Stalking (Fla. Stat. § 784.048(3) and (4)). Deputies shall be aware the crime of Stalking is either a felony or a warrantless arrest misdemeanor exception.
6. Deputies shall arrange for extra-patrol at the victim's residence, when appropriate.
7. A detailed report shall be prepared.
8. If the stalking complaint is related to domestic violence, a domestic violence package shall be provided to the victim pursuant to State Statute and VSO policy.

C. RESPONSIBILITY OF SUPERVISOR

1. The patrol supervisor shall review the written report to confirm it is complete and proper enforcement action has been taken where appropriate.
2. Regardless of whether or not an arrest was made, all stalking reports shall require follow-up. The supervisor shall continue the case to the reporting Deputy or to a District Detective for follow-up.

D. FOLLOW-UP INVESTIGATION

1. All victims of stalking shall be re-contacted by the reporting Deputy or a District Detective. Victims of stalking are often terrorized by the perpetrators who have been released following arrest. The reporting Deputy or District Detective shall determine if the stalker has made any subsequent contact and shall prepare additional charges, if appropriate.
2. If the suspect has not yet been identified or charged, the Deputy or Detective shall aggressively pursue all investigative leads to clear the case.
3. The reporting Deputy or the Detective shall keep the victim informed on the status of the case.
4. If the assigned Deputy or Detective learns an arrested stalking suspect has been released from custody, they shall attempt to notify the victim when it is feasible to do so. This will also be accomplished by victim notification from the jail.

E. REPORTING PROCEDURES

1. The "Stalking" block shall be checked at the top of any incident report taken pursuant to a stalking related complaint such as vandalism, harassing phone calls, etc.
2. Supervisors will review reports to ensure this proper notation is made.
3. Records personnel will fax a copy of each domestic violence related stalking report to the Beacon Center office in Daytona Beach within 24 hours of receipt.

F. CELLULAR PHONES

1. Each Victim Advocate shall have available a supply of cellular phones that can be issued to stalking victims. These phones may be used to summon assistance in situations where a regular phone is unavailable.
2. In order to be eligible for loan of a cellular telephone under this program, the victim must meet all of the following qualifying factors:
    - Must have filed a domestic violence case with a law enforcement agency
    - Must have a protection order and that order must be current and enforceable
    - Must not be living with the respondent (perpetrator of the assault or battery)
3. If the stalking is not domestic in nature (i.e., a stranger) the District Investigations Sergeant or designee can still authorize the use of a telephone at their discretion.
4. Other qualifying factors to be considered may include:

- History of violence
- If there are children that may be affected
- The current residential status of the victim
- The nature of the threats, if any
- Financial resources of victim

5. The victim's participation in the program may be terminated if any of the following occur:
   - The victim allows the respondent back into the residence
   - The victim fails to appear in court or at a hearing
   - The protection order is removed or expires
   - The victim fails to check in weekly, or is arrested
   - The victim or respondent moves out of the County
   - The case is adjudicated in court
   - The victim misuses the equipment
6. The Investigations Lieutenant shall establish criteria and guidelines for the issue of the phones. These guidelines will include, but shall not be limited to:
   - A system for maintaining inventory control of phones in stock and those that are on-loan.
   - Person who has authority to approve issue of the phones.
7. All phones used for this program shall be modified so as to be capable of dialing the 911 emergency number and non-emergency VSO numbers only. If possible, they shall be programmed to not receive incoming calls.
8. Each citizen who is issued a phone shall be required to sign a receipt or Memorandum of Understanding. They shall also be informed of the following, at a minimum:
   a. The loan is for a limited time only and the phone must be returned at the end of that time. A maximum of three months is recommended.
   b. The recipient is responsible for the phone and could be held liable for replacement costs due to loss or negligent damage.
   c. The phone is to be used for actual emergencies only and will be capable of dialing the 911 emergency number or VSO non-emergency number only.
   d. Should any non-emergency calls be made or received with the phone, the recipient shall be responsible for the costs incurred.
   e. The recipient will notify the District Investigations Sergeant of any change of address while in possession of the phone. In addition, the victim shall make weekly contact with any detective who may be assigned the case.
   f. Use of the cell phone to place an emergency call does not guarantee the individual's safety, specialized handling of the call or a more rapid response by a Deputy Sheriff. All calls placed to Central Communications shall be handled according to established procedures and priority ranking.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 1.2.5
- 82.2.1

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-042-09**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **HATE CRIME INVESTIGATIONS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish procedures for the complete investigation of all hate crimes and to emphasize the priority which the Volusia Sheriff's Office (VSO) places on protecting its citizens from this type of crime.

II. DISCUSSION

The Florida Legislature has identified certain acts as "Hate Crimes," establishing enhanced penalties and separate reporting procedures for them.

The VSO is in a unique position to take a proactive role in promoting peace and harmony within the community by ensuring that rights guaranteed by state laws and the U.S. Constitution are protected for all citizens regardless of their personal characteristics.

Acts of hate crime generate fear and concern among victims and the public. Members of the VSO will place special emphasis on victim assistance and community cooperation dealing with these crimes in order to reduce victim and community fear. The actions taken by VSO in dealing with incidents of hate crime are a means of demonstrating concern and commitment to the community. Each Deputy must remain sensitive to the feelings, needs, and fears that may be present in the community as a result of incidents of this nature.

The aggressive, proactive nature of the VSO response to these incidents will reduce the potential of recurring or escalating violence and possible counter-violence.

III. POLICY

It shall be the policy of the VSO to bring its investigative and enforcement elements into quick action following any reported or observed incident of violence resulting from hatred based upon race, color, ethnicity, ancestry, sexual orientation, or religion of the victim. All such acts or threats of violence will be viewed as serious and the investigations will be given priority attention. The VSO will use every resource necessary to rapidly and decisively identify the perpetrators, arrest them, and bring them before the proper court.

IV. DEFINITIONS

Hate Crime – A committed or attempted act by a person or group of persons against a person or the property of another person or group, which in any way constitutes an expression of hatred toward the victim because of their personal characteristics; a crime wherein the perpetrator intentionally selects the victim because of the victim's personal characteristics.

Personal Characteristics – A person's race, color, religion, ethnicity, ancestry, national origin, or sexual orientation.

V. PROCEDURE

A. GENERAL

1. Whenever any incident of hate crime comes to the attention of any member of the VSO, a Deputy shall be dispatched immediately and the shift supervisor shall be notified of the incident.
2. The Crime Analysis Unit shall review incident reports for patterns of incidents occurring at either the same location or directed at a particular individual or group.
3. Florida Statutes and case law require that the following factors be met for a crime to be classified as a hate crime:
    a. The perpetrator must demonstrate prejudice or bias.
    b. This bias must be evidenced in the commission of a crime.
    c. The bias must be based on one or more of the enumerated personal characteristics of the victim.
    d. The perpetrator perceived, knew, or had reasonable grounds to know or perceive, that the victim was within the class delineated by statute.
4. The motivation behind the act, i.e. the selection of the victim, is the key element in determining whether an incident is hate-related. Deputies must rely on their investigative judgment, as well as probable cause standards, to assist them in determining whether a specific incident constitutes a hate-motivated crime. Statements of victims or witnesses, as well as physical evidence, may be used to make this determination.

B. RESPONSIBILITY OF DEPUTIES

1. Deputies responding to a reported hate crime shall:
    a. Demonstrate compassion and sensitivity for the victim.
    b. Preserve the crime scene and evidence.
    c. Immediately initiate all possible investigative and enforcement action.
    d. Provide to the shift supervisor sufficient information so that the supervisor is able to determine if a Detective needs to respond to the scene.
    e. Have Central Communications notify the on-call Victim's Advocate.
    f. Prepare a detailed report, clearly identifying the incident as a hate crime at the top of the report.
    g. Make a follow-up visit to inform the victim of the progress of the case.

C. RESPONSIBILITY OF SUPERVISOR

1. Road Patrol Supervisors shall:
    a. Respond immediately to the scene, if practical.
    b. Ensure that the crime scene is protected.
    c. Cause Central Communications to notify the on-duty or on-call Detective if a serious incident of hate motivated injury to persons or destruction of property has occurred.
    d. If no Detective will be responding to the scene, the supervisor shall ensure that the responding uniformed Deputy properly processes the scene and gathers evidence.
    e. If the incident is serious, the patrol supervisor shall request Central Communications to notify the appropriate District and Divisional supervisors. The Public Information Officer shall also be notified in similar fashion.
    f. If appropriate, arrange for immediate extra patrols throughout the affected area.
    g. If, in the judgment of the patrol supervisor, there still exists the potential for further acts of violence, a unit or units shall be assigned to the location in a fixed post, if possible.
    h. Ensure that all physical remains of the incident are removed after processing. If the remains cannot be removed (i.e., paint on walls) the supervisor shall impress upon the building or property owners the need for complete restoration as soon as possible.

i. Review the written report to confirm that it contains all necessary information including, but not limited to materials used (i.e., cross, literature, paint), construction of wrappings, messages, method of removal, and disposition of remains.

j. Review written report to ensure that the hate crime notation is included along with the appropriate report heading.

k. Insure that victims and other concerned parties are kept informed of case status.

D. RESPONSIBILITY OF DETECTIVES

1. A Detective shall respond to the scene of any serious hate crime incident involving injury to persons or destruction of property.
2. Assignment of the case shall follow the same criteria as other crimes. For example, if extensive vandalism to property is involved, it shall be assigned to a District Detective; if serious injury which may result in death is involved, the case would be assigned to the Major Case Unit.
3. Upon arrival, Detectives shall assume responsibility for processing the scene and gathering evidence.
4. If additional assistance from state or other law enforcement agencies is needed, the Detective shall make the appropriate request through Central Communications. The Investigations Supervisor shall also be notified.
5. The Special Investigative Section shall maintain liaison with federal, state, and other local agencies for intelligence information exchange. Contact shall be maintained with Detectives working hate crime cases.
6. Detectives shall keep victims informed of the status of the case.

E. REPORTING PROCEDURES

1. All hate crimes reports will be clearly denoted by placing a check-mark in the "Hate Crime" box at the top of each incident or supplement page. The incident type box will continue to contain the incident classification as listed in the VSO Report Writing Manual. The "Hate Crime" notation will be an additional designator.
2. Supervisors shall review reports to ensure the proper identification and classification of each report and supplement.
3. Records personnel shall classify and report hate crimes to the Florida Department of Law Enforcement (FDLE) according to procedures established by FDLE
4. The Records Section Supervisor shall periodically inspect the hate crimes reporting system to assure quality control.

F. TRAINING

1. All patrol, investigative, and supervisory personnel shall receive periodic training on hate crime issues and investigations. This training may be in the form of training bulletins, legal bulletins, roll-call training, or such other form as deemed appropriate.
2. Training may include, but shall not be limited to:
    - Definitions and classifications
    - Victim issues and treatment
    - Changing case law and statutes
    - Investigative techniques
    - Organized group activities and intelligence

VI. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT STANDARDS

- 41.2.4
- 82.2.1

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-042-10**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **TASK FORCES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to outline procedures for the implementation and use of task forces.

II. DISCUSSION

Periodically, unique situations arise which necessitate the formation of a group of persons who possess special skills. These personnel may be within a component, from various districts and sections of the agency or from various agencies. The needs and particulars of the situation will dictate what mix of personnel and organizational components, or agencies, are needed. These groups shall be known as task forces.

III. POLICY

It shall be the policy of the Volusia Sheriff's Office (VSO) to form and participate in task forces to address emerging, continuing, multi-jurisdictional law enforcement threats and to ensure the safety of its participating members through intelligence information sharing and deconfliction.

IV. PROCEDURE

A. GENERAL

1. The purpose of these task forces is to address the situation that necessitated their formation. Each task force will operate until the applicable situation has been resolved, or until the task force commander and overseeing authority ascertain that the unit should be disbanded, or participation discontinued.

B. AUTHORITY & RESPONSIBILITY

1. **VSO RESPONSIBILITIES**

   a. To accomplish the stated objectives, VSO will assign detectives to the task force.

   b. The VSO participation will also be subject to the availability of annually appropriated funds or any continuing resolution thereof, provide necessary funds and equipment to support the activities of the other agency officer(s) and deputies assigned to the task force.

2. **RESPONSIBILITIES - ORGANIZATION AND OVERSIGHT**

   a. When the need for a task force is ascertained, the situation will dictate at what level the task force should operate. Safety is paramount, especially with multi-jurisdictional task forces. Access to intelligence information and identification procedures for participants will be provided through the Volusia County Crime Center in accordance with general order *GO-042-18 Volusia County Crime Center (VC3)*; all personnel will be deconflicted upon their entry in accordance with general order *GO-042-16 Event Deconfliction and Case Management Deconfliction*.

(1) If operation at the division level would produce the maximum results, the Division Chief will become the overseeing authority

(2) If members are from different areas of responsibility, or a multi-agency task force is necessary, the Chief Deputy, or designee, will oversee the operations of the task force.

(3) The overseeing authority will appoint a task force commander and other team members accordingly.

b. The overseeing authority will document the purpose of the task force, available resources, and the authority and responsibilities of the task force commander.

c. The respective commander shall be accountable to the overseeing authority for the overall operation of the task force.

d. In addition to normal supervisory responsibilities, the commander will have those, which are applicable with the particularities of the situation and any agreement between participating agency(s).

e. Resources shall be made available for use by the task force, including personnel, vehicles, technical equipment, and funding. All resources shall be provided in accordance with the task force goals and objectives, expected duration and budgetary limitations.

f. Periodically the overseeing authority and commander will evaluate the progress of the task force, its continued existence based on need, and any need for additional resources. These periodic evaluations will be documented for future reference and will be based on available resources and the need for expansion or elimination of resources.

g. When the task force is disbanded, the commander will complete an after-action report complete with outcome, manpower usage and suggestions for future usage.

(1) Should the commander be of another agency, the highest-ranking member of the VSO, or designee, will complete a report for Agency records and future reference or obtain a copy of the completed report.

(2) Because each situation is different, these guidelines are meant to outline the general procedures used. Special procedures will be formulated at the time of the task force creation.

h. The after-action report and any supportive documentation will be filed in the office of the Chief Deputy.

3. **AUTHORITY**

a. Pursuant to the mutual aid agreement or contract, members of the participating agencies, when actually engaging in mutual cooperation and assistance outside of the jurisdictional limits but inside this state, under the terms of that agreement, shall, pursuant to the provisions of Section 23.127, Florida Statutes, have the same powers, duties, rights, privileges and immunities as if they were performing their duties inside the member's political subdivision in which they are normally employed.

b. Members of the State of Florida and federal law enforcement agencies shall operate under the authority of their state or federal position.

c. The current, signed mutual aid agreement shall serve as the written agreement between participating agencies.

4. **RECORDS AND REPORTS**

a. The Task Force shall maintain complete and accurate records and accounts of all obligations and expenditures of funds in accordance with generally accepted accounting principles and instructions provided by VSO to facilitate on-site inspection and auditing of such records and accounts.

5. **DISTRIBUTION OF FORFEITED ASSETS**

a. Assets seized during Task Force investigations will be forfeited under State law and will be shared equitably among the participating agencies in accordance with State Statutes and established memorandum of understandings (MOU) on Seized and Forfeited Property. The parties agree that VSO will base sharing recommendations on the number of personnel

assigned to the Task Force by each member agency at the time of the seizure. Disposition of assets forfeited under State law is within the discretionary authority of the Circuit Court.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT STANDARDS

- 42.2.4

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-11**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **CRIME STOPPERS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for Crime Stoppers operations.

II. DISCUSSION

Crime Stoppers of Northeast Florida, Inc., is a not-for-profit corporation with the mission to support all law enforcement agencies by providing citizens a means of reporting information on unsolved crimes, while citizens remain anonymous. The Volusia Sheriff's Office (VSO) provides a Law Enforcement Coordinator to work with the program by managing the information received on the anonymous tip line, educating the public, training law enforcement and promoting the program with Flagler, Putnam and St Johns Counties. An ancillary function of the Crime Stoppers Unit is to manage tips received from Student Crime Stoppers and other outside sources such as the FDLE Fugitive Tips website.

The Crime Stoppers Unit is a function of the Special Investigations Section of the Law Enforcement Operations Division.

III. POLICY

The VSO actively participates in the Crime Stoppers program by providing a Law Enforcement Coordinator for Volusia County and managing all tips generated by the program's operations.

IV. PROCEDURE

A. GENERAL

1. The Crime Stoppers Unit shall be staffed with a detective who acts as the Law Enforcement Coordinator. This detective is responsible for all Crime Stoppers operations to include processing of tips, analysis of current crime patterns vs. current tips, marketing the program to the public and law enforcement, and the professional interaction and support of the Crime Stoppers Board of Directors. This detective shall not handle or distribute Crime Stoppers funds, which is the responsibility of the Crime Stoppers Executive Director.
2. In order to preserve the public's confidence in the Crime Stoppers program, there shall be no attempts by the Crime Stoppers Unit to identify sources of anonymous tips.
3. VSO members are prohibited from advising informants to call the Crime Stoppers tip line to be eligible for a reward if that information was already communicated to, or will be communicated to, the VSO member as part of any separate arrangement.
4. All Crime Stoppers anonymous tips, which exclude tips from other entities, are the property of Crime Stoppers of North East Florida, Inc. All other tips shall be the property of the VSO unless otherwise labeled. Tip information is exempt from public records disclosure.

5. The Crime Stoppers Unit shall maintain records of all tips, related warrants, and their dispositions, to include reward payments for a period of three years after the final disposition. Tips regarding homicides shall be maintained indefinitely. Such records should be electronically stored in the P3 system, where it is regularly archived.

6. The Crime Stoppers Unit shall maintain or administer a public website that solicits the public's assistance in solving open cases.

7. The VSO is responsible for funding a Law Enforcement Coordinator and the computer hardware, office space, and equipment associated with that position.

8. The Crime Stopper's Board of Directors is responsible for funding all other aspects of the Crime Stoppers program, including but not limited to: communications services (including answering services), website, software, rewards, advertising, and training.

B. TIP PROCESSING

1. All tips received by the Crime Stoppers Unit shall be processed in the following manner:

   a. Verification by computer research, of any information contained in the tip to include identity of persons named therein, and the validity of addresses or telephone numbers. Methods of verification include, but are not limited to, DHSMV databases, public records databases, VSO databases, and Property Appraiser records. Such factual verification shall be documented in the tip. Driver's license photographs and any other FCIC/NCIC restricted data should not be uploaded into the tip.

   b. A CJIS and FCIC/NCIC warrants check shall be completed on all persons sufficiently identified in the tip before the tip is transmitted. Such warrant verification and warrant details shall be documented in the tip. FCIC/NCIC restricted data should be paraphrased into the tip and should not be uploaded in its entirety.

   c. Emergency tips may be communicated to the Crime Stoppers Detective or VSO Communications Center by the call center (answering service) at any time. Emergency tips are those that regard the imminent commission of a crime or the location of a dangerous fugitive. The Crime Stoppers Detective shall evaluate the tip and may route the tip to on-duty law enforcement officers for immediate response. Such communication should be made through the VSO Communications Center.

   d. All tips shall be received through the P3 tip management system and will then be transmitted to the agency/district of primary jurisdiction the same day as received except after hours, weekends and holidays. If a tip is received after working hours, during a weekend or holiday, that tip may be processed the next working day. Each tip shall be uniquely identified by a sequential number, automatically assigned by the P3 system.

   e. Tips sent as "For Information Only", or forwarded to out-of-county agencies shall be transmitted as soon as practical. Often, a point of contact must be identified at an out-of-county agency before a tip can be transmitted there. The P3 system (for participating Crime Stoppers agencies) and the NCIC ORION file can identify agency telephone and fax numbers.

   f. Tips shall be transmitted, when possible, via the P3 system electronically (for those agencies/districts able to access P3) or by email in PDF format (for those agencies/districts unable to access the P3 system). Tips should be transmitted, when possible, to more than one point of contact at an agency/district when possible to ensure prompt reaction in the event a recipient is absent. Tips may be faxed, in the event email is impractical, but a printed copy of the tip with a fax receipt shall be retained and a telephone call shall be made to the intended receiver to ensure receipt.

   g. Agencies and VSO units that receive Crime Stoppers tips are responsible for submitting a *Tip Disposition* to the Crime Stoppers Unit as soon as possible after final disposition. Dispositions should be submitted electronically whenever possible. If electronic submission is not possible, a Disposition Form can be submitted in hard copy. This process is extremely important for the survival of the program by providing the Crime Stoppers Board of Directors with enough information to award an appropriate amount of money to tipsters. A *Tip Disposition* shall be returned even if the tips are determined to be unfounded, or not actionable.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-12**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **IDENTITY THEFT**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for processing reports of identity theft/fraud.

II. DISCUSSION

Identity crimes cost businesses, consumers and individuals billions of dollars. Significant credit problems and financial loss often affect an individual for years.

In addition, identity crime has been directly linked to terrorist activities in both funding operations and obtaining documents for illegal purposes.

III. POLICY

It shall be the policy of the Volusia Sheriff's Office (VSO) to thoroughly investigate, and to accurately document cases of reported identity theft.

IV. DEFINITIONS

Identity Theft and Identity Fraud – defined as the wrongful use of your name, date of birth, social security number or any other identifying data, to include biometric data, by someone not lawfully issued for their use to obtain credit, merchandise, or services:

- Unauthorized use of existing credit card accounts, unauthorized use of other types of existing accounts, such as bank and telephone accounts, takeover of existing credit card accounts, for example, by changing the billing address or adding unauthorized users to the account.
- Unauthorized use of personal information to obtain new credit cards, incur debts, open new accounts or commit some other financial crime.
- Unauthorized use of personal information to commit other crime(s) in the victim's name, such as using the victim's name as one's own when caught committing a crime or using the victim's name to obtain government documents, such as a driver's license.
- Unauthorized use of personal information to gain unlawful access to facilities, networks, equipment or information.

Victim – defined as the person whose personal identification was used; this shall not include a company that was deceived into providing the goods or services.

V. PROCEDURE

A. INITIAL REPORT

1. The VSO shall take a report from a person who knows or reasonably suspects that their personal information has been unlawfully used by another (Identity Theft).

2. Under Florida State Statute (817.568), the victim of identity theft has the right to file a report in the location in which the offence occurred, or, the city or county in which the victim resides.

3. Personnel taking a report shall provide the victim with the *Identity Theft Victim Assistance Kit*. This form is to be completed by the victim and if the victim chooses to they can mail affidavit to each creditor the victim is associated with.

4. Personnel taking a report are required to provide the victim with the incident report number. Additionally, the victim shall be given instructions on how to get a copy of the report.

B. FOLLOW-UP INVESTIGATIONS

1. The assigned deputy or detective shall coordinate the investigation with other applicable agencies as determined through the follow-up investigation. This shall be documented via supplementary report forms.

C. PREVENTION OF IDENTITY THEFT

1. The VSO will maintain information on its website and District Offices to educate the public on Identity Theft.

VI. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 82.2.1

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-13**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **COLD CASE INVESTIGATIONS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for defining a cold case, establishing evaluation criteria prior to investigation and recording investigative actions or activities.

II. DISCUSSION

Over time, the circumstances of victims, witnesses, suspects, and other persons associated with an unsolved homicide or missing person(s) case with suspicious circumstances may change and present new opportunities for detectives to resolve these types of cases with an arrest, if a criminal case, or recovery, if a missing person(s) case. Advances in forensic science (i.e., DNA testing, anthropology, etc.) coupled with innovative means to obtain and analyzed data obtained through cell phone records and social media, has resulted in cold cases once considered unsolvable to now be investigated in a different manner. As such, every unresolved homicide or missing person(s) case with suspicious circumstances will be reviewed:

- To properly determine if new investigative techniques exist that were not previously available that may help solve the case.
- To determine if any DNA evidence obtained throughout the course of the investigation can be analyzed, either for the first time or re-analyzed, with the latest advancements in forensic science.
- To determine if cell phone records or historical social media data obtained throughout the course of the investigation can be analyzed, either for the first time or re-analyzed, through the use of advanced investigative software.
- To permit a fresh perspective by either the same or a different detective for the possibility that a new approach might be considered for additional follow-up.
- To possibly reopen the case as an active investigation when circumstances indicate the opportunity to develop new information.

III. POLICY

The Volusia Sheriff's Office (VSO) has instituted a Cold Case Squad within the Major Case Unit. The Cold Case Squad is comprised of detectives and may be augmented by civilian volunteers who have successfully completed a full background check prior to working with detectives. Volunteers are not certified law enforcement officers and will not have arrest powers. The purpose of this squad will be to dedicate detectives to the specific task of investigating any case considered to meet the criteria for a "cold case".

IV. DEFINITIONS

Cold Case – A "cold case" is any homicide or missing person(s) investigation(under suspicious circumstances), or unidentified human remains case that has gone unresolved due to the lack of viable leads or sustainable investigative activity for two (2) years or more. After two (2) years of non-sustained activity, all case types outlined above will be added to the cold case files.

This criteria/definition does **not** encompass any cases in which an arrest has been made and is actively going through the prosecution process. In those cases, they will continue to remain in an active status until resolved through trial or plea agreement.

Unsolved Cold Case – Because cases may or may not have a suspect named at the time of the crime or developed during the original investigation, a cold case is considered unsolved until a suspect has been identified, charged, and tried for the crime, or until the case can be exceptionally cleared as in the case of a deceased suspect.

V. PROCEDURE

A. CASE INVESTIGATIONS

1. The number of personnel (sworn detectives or civilian volunteers) assigned to the Cold Case Squad will dictate how many "cold cases" will be actively worked. Actively worked is defined as any case in which viable, sustainable, investigative leads are being pursued and followed up. The optimum number of "cold cases" which should be actively investigated by members of the Cold Case Squad should be three (3) and should never exceed more than five (5) at one time. The actual case files will be securely maintained either in the Cold Case Squad's office or their adjacent storage room.
2. The primary assignment of any sworn detective(s) assigned to the Cold Case Squad will be the investigation of cold cases; however, cold case detective(s) may be utilized in other major cases as determined by the supervisor of the Major Case Unit or agency need.
3. The first step to evaluating a cold case will be to physically locate any and all reports, papers, notes and other writings associated with the case. In addition, an evaluation of all physical evidence which has been collected throughout the investigation will be conducted. Based on the totality of all the written documentation and physical evidence, a solvability rate for the case will be identified. This solvability rate will determine whether the case will be reopened and assigned for investigation.
4. Once the case is determined that it is to be reopened, the physical evidence must be reviewed to determine what, if any, modern day forensic science analysis can be conducted. The cold case detective(s) will then consult with a member of the Crime Scene Unit to determine what the best means would be for either initial analysis, if applicable, or reanalysis. If the physical evidence is technology based (i.e., a cell phone, computer, etc.) a member of the VSO Digital Forensics Unit will be used to aid in the investigation.
5. When possible, any/all members of the investigative team who initially began the investigation should be interviewed.

B. COLD CASE FILES

1. The Major Case Unit supervisor will maintain a list of the current cases assigned to detectives, including cold cases.
2. A case management system will be utilized to assign the cold cases between the cold case detectives, as designated by the supervisor, and to maintain the tracking of all leads associated with a case.
3. A supplement report will be authored in the agency's report writing system to document/record any significant investigative measure taken to further the investigation.

C. CASE REVIEWS

1. Periodically, a meeting will be held with the Investigative Services commander and investigating members to discuss case status and identify issues or problems resulting from the case(s).
2. All cases meeting the cold case criteria will be reviewed annually to determine the actual status of the case and if it has been correctly classified. However, nothing prevents a case from being reopened any time information becomes available that may further that investigation.

VI. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 42.2.7

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-14**	**Distribution** All Personnel	**Reissue/Effective Date** 04/14/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **CLANDESTINE LABORATORY RESPONSE**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines to ensure the safety of personnel when encountering or investigating clandestine laboratories.

II. DISCUSSION

The type and scope of chemical and physical hazards that personnel may be exposed to during clandestine laboratory law enforcement activities is extremely diverse. Safe clandestine laboratory investigations are accomplished through phased investigatory procedures, information gathering and evaluation, and proper selection and use of personal protective equipment.

For this reason, the Volusia Sheriff's Office (VSO) has developed an ongoing health and safety program for law enforcement personnel working such investigations. As part of this program, a Clandestine Laboratory Coordinator, or designee, will routinely research and monitor lab operations to ensure compliance with applicable Federal and State Occupational Safety and Health Administration regulations and continually update the health and safety program as conditions and regulations change.

III. POLICY

It is the policy of the VSO to ensure the safest possible investigation of clandestine laboratories through avoidance or reduction of chemical exposure, or at a minimum, reduction of chemical exposure to acceptable levels. The procedures set forth in this policy are intended to standardize the safe handling and processing of clandestine laboratories by VSO personnel.

This general order provides guidance for personnel who encounter a stationary or mobile methamphetamine laboratory, gives examples of chemicals and other hazardous substances used in the manufacture of methamphetamines, and establishes procedures for the safe investigation of laboratory crime scenes to be conducted by trained personnel.

IV. DEFINITIONS

ACS – **A**uthorized **C**entral **S**torage Program; Storage facilities utilized by State/Local agencies for the secure, temporary storage of seized chemicals and contaminated apparatus managed by properly trained and equipped State/Local personnel whose lead agency (FDLE) has signed a Letter of Agreement with the Drug Enforcement Administration.

APR – **A**ir **P**urifying **R**espirator

Clandestine Lab: An illicit operation consisting of sufficient chemicals, or combination of apparatus and chemicals, that has been or could be used in the manufacture of controlled substances. Any facility such as a house, motel room, vehicle, storage shed, etc. used to combine chemicals in glassware to produce a controlled substance.

BHO (Butane Hash Oil) Extraction Lab – This is an operation that most commonly uses butane (other flammable solvents can be used) to extract the tetrahydrocannabinol, or THC, and other cannabinoids (trichomes) from the plant material of cannabis plants. This process leaves the manufacturer with a product known as hash or hash oil which has a substantially higher THC content than normal cannabis.

CLRT – The VSO **C**landestine **L**aboratory **R**esponse **T**eam; a group of specially trained personnel certified in the proper and safe methods of securing and dismantling clandestine laboratory operations

EPIC – **E**l **P**aso **I**ntelligence **C**enter

HMIS – **H**azardous **M**aterials **I**nformation **S**ystem

Methamphetamine – A highly addictive central nervous system stimulant that can be injected, smoked, or ingested. Common street names for methamphetamine include Meth, Crank, Crystal Meth, Speed, and Ice.

NES – **N**etwork **E**nvironmental **S**ystem

NFPA – **N**ational **F**ire **P**rotection **A**ssociation

NIOSH – **N**ational **I**nstitute of **O**ccupational **S**afety and **H**ealth

PPE – **P**ersonal **P**rotection **E**quipment; offers various levels of respiratory and splash protection based on equipment level utilized.

SCBA – A **S**elf-**C**ontained **B**reathing **A**pparatus, or respirator, that provides uncontaminated air to the wearer. Primary limitations are weight (approximately 20 pounds), bulkiness, finite air source and training needed to maintain and use equipment. Only SCBA providing at least 30 minutes of breathing air operated in the positive pressure mode will be used to enter unknown atmospheres and atmospheres containing known hazardous contaminants that require the use of a SCBA.

V. PROCEDURE

A. RECOGNIZING AND IDENTIFYING SIGNS OF A CLANDESTINE LABORATORY

1. A laboratory used to manufacture methamphetamine may be set up in a residence, outside shed, inside of vehicles, inside of camper/trailers, or in any other similar location.
2. When entering unknown structures or stopping vehicles, deputies will take cautionary notice of any of the following items that may be used in the manufacturing of methamphetamine:
    a. CHEMICALS
        - Ephedrine (cold tablets)
        - Pseudoephedrine (cold tablets)
        - Iodine (antiseptic)
        - Hydrogen Peroxide (antiseptic)
        - Toluene (brake cleaner)
        - Sulfuric Acid (drain cleaner)
        - Ether (engine starter)
        - Trichloroethane (gun scrubber)
        - Lithium (batteries)
        - Muriatic Acid (pool cleaner)
        - Sodium Hydroxide (lye, Drano, Red Devil Lye, etc.)
        - Red Phosphorous (matchbook striker plates/flare igniters)
        - Methanol (gasoline additive/Heet)
        - Anhydrous Ammonia (farm fertilizer)
        - Sulfuric Acid (Battery Acid)
        - Iodized Salt
        - Paint thinner
        - Acetone
        - Gasoline

- Kerosene
- NAPTHA (camping fuel/white gas)
- Alcohol
- Distilled water
- MSM (Animal supplement)
- Ammonium Nitrate (cold packs, tannerite)
- Butane
- Propane
- Hexane
- CO 2

b. COMMON EQUIPMENT

- Tempered glass baking dishes
- Glass or plastic jugs/jars
- Glass/mason jars
- Bottles (plastic/glass of various sizes)
- Pyrex dishes
- Measuring cups
- Turkey baster
- Funnels
- Strainers
- Coffee filters
- Coffee grinders
- Paper towels
- Blender
- Rubber tubing
- Cloth rags
- Cotton balls
- Gasoline cans
- Rubber gloves
- Plastic tote box (coolers)
- Tape
- Clamps
- Hot plate
- Aluminum Foil
- Propane cylinders
- Insect sprayers
- Fire Extinguishers
- Vacuum Pumps
- Vacuum Ovens
- Wax Paper
- Extraction Tubes
- Blenders/Grinders

3. **Many chemicals and products used to manufacture illegal narcotics are highly caustic and flammable. Vapors alone can cause serious injury or death.** Personnel must use caution when approaching houses, vehicles, or other facilities if any of these items have been seen. The universal hazard with methamphetamine is that it can be produced with ordinary household products.

B. ROLES AND RESPONSIBILITIES OF PERSONNEL

1. This section will provide safety guidelines and procedures for all personnel responding to the clandestine laboratory site including:
    a. Deputy First on Scene
    b. Team Leader
    c. Case Agent
    d. Site Safety Officer
    e. Clandestine Laboratory Coordinator
2. **DEPUTY FIRST ON SCENE**: The member who discovers the laboratory is considered the first deputy on the scene. When a clandestine lab is believed to have been located, or chemicals, substances, or equipment related to a lab is discovered, VSO personnel will immediately:
    a. Remove themselves and other persons from the immediate area of the suspected lab site and secure the scene. **ONLY Clandestine Laboratory Certified Personnel may access a known lab site**.
    b. Establish a perimeter around the site to ensure proper safety and security. Do not permit anyone to enter until the scene is turned over to the VSO Clandestine Laboratory Response Team (CLRT).
        - Perimeter distance:
            - **Meth lab** – between 50-100 feet;
            - **BHO lab** – between 100-150 feet minimum if active
    c. Notify immediate supervisor and VSO Communications Center.
    d. If appropriate, notify Fire Department and, if available, request rescue/EVAC to respond.
    e. Minimize deputy exposure; no unnecessary exposure
    f. **Avoid** turning **ANYTHING** on or off; **>>>>MAY CAUSE EXPLOSION<<<<**
    g. Avoid contact with liquids, vapors, gases, etc.
    h. Avoid areas with odors
    i. Stay upwind/upgrade at a safe distance
    j. Avoid entering spill areas, if safety is compromised
    k. Refrain from rescuing persons unless personal safety can be maintained.
    l. Notify VSO Drug Unit Supervisor during normal business hours. If after hours, notify the on-call VSO **Clandestine Laboratory Response Team (CLRT)** team leader to respond via the VSO Communications Center.
3. **Upon arrival, CLRT members shall assume control of the crime scene.**
4. **ON-SITE SUPERVISOR**: The Team Leader shall be a laboratory safety certified law enforcement officer who has completed the Site Safety Officer Training and, if applicable, the eight hour Health and Safety Supervisor's training course. The Team Leader shall:
    a. Ensure that the provisions of this general order are adhered to by all personnel
    b. Function as ultimate authority at the scene
    c. Be responsible for reporting unusual occurrences to their immediate supervisor and the Clandestine Laboratory Coordinator
    d. Ensure the completion of all appropriate reports/forms in a timely manner
    e. Direct all phases of the investigation if the Case Agent is not laboratory safety certified
5. **TEAM LEADER**: The Team Leader will direct all phases of the investigation and shall:
    a. Act as or assign a Site Safety Officer (SSO) and coordinate with the SSO during all phases of the investigation

b. Ensure procedures, as outlined in this general order, are followed by all personnel

c. Work with lab certified detectives in determining what items of evidence are sampled

d. Ensure that a Hazard Assessment and Recognition Plan (HARP) form and Epic form is completed and submitted to the Clandestine Laboratory Coordinator within five (5) days of the incident

e. Complete all appropriate reports in a timely manner

f. Ensure that an **ACS** Packing Slip is properly completed before transporting any waste to the ACS container. This form will be forwarded to the Clandestine Laboratory Coordinator within 24 hours.

g. Ensure that the evidence is properly submitted to the analyzing laboratory

h. Ensure that all personnel are briefed on safety issues related to the investigation

6. **SITE SAFETY OFFICER (SSO)**: A laboratory safety certified law enforcement officer appointed by the Team Leader to act as the Site Safety Officer. The Team Leader may also assume the duties of the SSO. The SSO shall:

   a. Be responsible for health and safety at the site

   b. If necessary, ensure that one laboratory safety certified individual is designated to be available in the immediate area to enter with a Self-Contained Breathing Apparatus (SCBA) or any other necessary equipment in case of an emergency.

   c. Ensure that emergency first aid equipment is available for immediate use at the site (i.e., first aid kit, eye wash, shower, etc.)

   d. Ensure the proper selection and use of personal protective equipment and that replacement equipment is available

   e. Notify personnel of on-site changes that could affect safety (i.e. weather)

   f. Ensure that all contaminated disposable equipment is removed via the **ACS** program.

   g. Ensure that non-disposable equipment is removed via the **ACS** program.

   h. Establish work zones and ensure that they are respected based upon information obtained through a combination of direct reading instruments and their observation

   i. Ensure there is adequate lighting to perform all required tasks safely

   j. Ensure chemical spill containment material is available

7. **CLANDESTINE LABORATORY COORDINATOR**: The Clandestine Laboratory Response Team Supervisor, or their designee, functions as the Coordinator and shall:

   a. Develop and inform employees of procedures regarding safety, industrial hygiene and training requirements

   b. Provide technical advice and training in lab investigation and safety

   c. Review and approve the selection of health and safety equipment

   d. Coordinate the medical monitoring of personnel

C. CATEGORIES OF CLANDESTINE LABORATORIES

1. To assist law enforcement officers in properly classifying the clandestine lab scenes, VSO CLRT draws a distinction between the different types of clandestine laboratories. These distinctions are based on a combination of the activity at the site and the potential health risk to its employees and the public.

2. Due to the different health risks associated with these laboratories, a separate protocol is established for each. Therefore, for the purpose of this general order, clandestine laboratories have been classified into the following categories: With all labs below where it is apparent that chemicals have been mixed Fire Services will be requested to respond and standby until the scene is determined safe by the **SSO/Team Leader**.

   a. **Operational/Cooking** – An operational laboratory is defined as an active or cooking laboratory. All personnel responding to this category of laboratory shall wear Level B personal

protective equipment until it has been deemed safe to downgrade the scene. These laboratories not only have the potential of causing injury to the employee's respiratory system, but also pose an increased risk of either a fire or explosion. In the event of operational labs fire/chemical resistant equipment will be used. i.e., Kapplar or Thermopro suit, Hazmat One Gloves, and Fire Retardant Boots.

b. **Operational/Non-Cooking** – This lab is the same as above but has been discovered either before the cooking process has begun or after the process has been completed and the chemical process is no longer warm. This lab, dependent upon the chemicals present, may be processed in level B, C or D. The Site Safety Officer will determine what level of protection is necessary based on the hazards present.

c. **Boxed/Dismantled** – This is a lab where the chemicals and cooking apparatus are in some form of storage awaiting their use. This could also be a lab that has been dismantled for the purpose of being transported to a manufacturing site. This lab, dependent upon the hazards present, may be processed in level B, C or D. The site safety officer will determine what level of protection is necessary based on the hazards present.

d. **Fire Extinguishers/Sealed Glass or Metal Cooking Vessels** – If vessels such as this are encountered and it cannot be determined if they are under pressure, lab personnel should back out of the immediate area due to the possibility of vessel failure (that could potentially cause an explosion and shrapnel.) Once the area has been cleared, the Team Leader/SSO shall be notified who in turn will notify the Clandestine Laboratory Coordinator or designee. The Clandestine Laboratory Coordinator or designee will respond and also contact the VSO Bomb Team. It will be the responsibility of the Bomb Team to render the vessel safe.

e. **Hash Oil Extraction Labs** – These labs are used to extract the trichomes from cannabis plants. This process leaves the user with a much more concentrated THC commonly known as Hash. There are several different methods of completing this extraction process and most of them call for using flammable solvents in the process. Due to the use of these solvents in areas that are not well ventilated, there is a high potential for explosions. In the event an operational Hash Extraction lab is encountered, the following equipment will be used. i.e., Nomex, Kapplar, or Thermopro suit, Fire Retardant gloves, boots, and hoods, SCBA, and air monitoring equipment. Also, the residence/structure where the lab is encountered needs to be ventilated and Fire Services shall be requested to respond and standby until the scene is deemed safe by the SSO/Team Leader.

f. **Indoor Cannabis Grow Operations** – In order to provide the best growth environment, growers usually closely control the temperature and humidity in these operations. As a result, there is a high probability of fungal growth within the structure which leads to elevated mold exposure. Due to this, the following PPE will be used by those dismantling the operation i.e., Tyvek coveralls (chemical resistant clothing is always a consideration depending on the operation), Chemical resistant gloves (work gloves with nitrile gloves worn inside), and An N-95 or P-100 disposable respirator (full face APR with P-100 cartridge is acceptable.) In addition, if the operation is an area that does not allow ventilation air monitoring equipment should be used. In the event that there is an oxygen deficiency reading, an SCBA shall be utilized by members working on the operation.

D. CLANDESTINE LABORATORY INVESTIGATIONS

1. **VSO Narcotic Task Force Supervisors: If not laboratory safety certified** Task Force/VBI Supervisors should request a Clandestine Laboratory Response Team member for assistance at the initiation of a clandestine laboratory investigation to ensure the availability of CLRT for seizure and dismantling.
2. Notification should be made prior to any briefing so that Laboratory Team members can attend.
3. Task Force/VBI Supervisors shall ensure that officers under their command are briefed on and understand the policies and procedures in this general order.
4. Task Force/VBI Supervisors that supervise lab certified task force personnel shall ensure that they adhere to the procedures outlined in this policy.
5. All personnel working at a clandestine laboratory site shall use the level of protection established by the Site Safety Officer.

6. Prior to eating, drinking, or smoking, all personnel shall follow decontamination procedures established within this general order.
7. All personnel shall report any observed safety hazards immediately to the Site Safety Officer.
8. All personnel shall follow decontamination procedures prior to leaving the scene.
9. All clandestine laboratory personnel shall participate in a medical surveillance program provided by their employer.
10. All personnel shall complete the minimum required training as outlined in this general order prior to participating in clandestine laboratory pre-assessment, assessment, or processing phases of the investigation.
11. All personnel using personal protective equipment are required to ensure their equipment is in safe working condition.

E. SITE CONTROL

1. To minimize the exposure potential to personnel and control the spread of contamination to equipment and the environment, site controls and decontamination procedures will be followed at each clandestine laboratory scene. These procedures shall be planned and in place before entry into the lab or contaminated area.
2. All personnel and equipment exiting the contaminated area will be decontaminated to the fullest extent possible.
3. All disposable clothing and equipment will be left at the scene for removal via the **ACS** program
4. Each clandestine laboratory site must be controlled in a way that does not allow unauthorized personnel access to the site. Besides keeping unauthorized personnel out of the site, site control also designates where the areas of contamination are, where employees can decontaminate themselves and which areas are safe for eating and drinking. Methods to accomplish this control include:
    a. Using barrier tape around the lab site and contaminated areas;
    b. Allowing only one entrance into the site;
    c. Breaking the site up into zones based on the threat of contamination.
5. Clandestine laboratories will be broken down into three control zones:
    a. **Hot Zone (Exclusion Zone)**

        This is the area of contamination. This area can include the lab; areas where chemicals are stored or removed, waste pit areas, and contaminated grounds. Direct reading instruments (e.g. combustible gas indicator, dragger tubes) may need to be used in determining location of the boundaries. An entry/exit checkpoint must be established at the boundary of the hot zone to regulate the flow of personnel and equipment into and out of the zone and to verify that personal protective equipment is donned properly and that procedures established to enter and exit are followed. Only personnel who are certified to work clandestine laboratories may enter the hot zone. Under no circumstances will personnel who are not lab certified be allowed to enter this zone.

    b. **Warm Zone (Contamination Reduction Zone)**

        This area is for decontamination of personnel and equipment when leaving the hot zone. This area should be immediately adjacent to the hot zone, positioned upwind, and placed so it is easy for personnel to enter. The entrance from the warm zone into the hot zone should be large enough that personnel can enter the hot zone without interfering with decontamination procedures.

    c. **Cold Zone (Support Zone)**

        This area does not contain any noticeable contamination. All allied personnel not immediately associated with the clandestine laboratory, command post, support vehicles and general populace will stay in this zone. This is the only zone where eating, drinking, and smoking are allowed at a clandestine lab scene.

F. PERSONAL PROTECTIVE EQUIPMENT (PPE)

1. Personal Protective Equipment (PPE) shall be provided by the VSO and used by personnel to protect themselves from known and potential health hazards at the clandestine laboratory scene.
2. No VSO employee or person assigned to the CLRT will wear any personal protective equipment that has not been approved by the Clandestine Laboratory Coordinator.
3. The Site Safety Officer will make all decisions regarding the selection of personal protective equipment. It will also be the responsibility of the Site Safety Officer to determine the level of personal protective equipment to wear and when it is appropriate to downgrade the required personal protective equipment.
4. Levels of PPE worn at the scene shall be based on the chemicals found, location of the chemicals, reaction by-products, concentration of chemicals in the air, and other available information. Types of PPE used by the VSO CLRT are:
    a. Self-Contained Breathing Apparatus (SCBA)
    b. Air Purifying Respirator (APR), with combination chemical cartridges
    c. Hooded, chemical impermeable clothing with heat sealed seams (e.g., Saranex)
    d. Nitrile inner and outer gloves
    e. Latex boot covers or chemical resistant neoprene boots with steel toe and shank.

G. PPE LEVEL GUIDELINES

1. The following U.S. EPA guidelines will be used to determine the appropriate level of PPE to wear.
2. **LEVEL B GUIDELINES**
    a. **Level B** – The highest level of respiratory protection and splash protection used by VSO. This level is for initial investigation of a clandestine drug lab, whenever the potential for phosphine or phosgene exposure exists, when the concentration and type of chemicals are unknown, or when handling a deceased individual at a clandestine lab. Level B shall also be worn when entering confined spaces or areas that have a potential lack of oxygen (less than 19.5%). Level B equipment includes:
        (1) Full-face Self-Contained Breathing Apparatus (SCBA), NIOSH approved;
        (2) Hooded, chemical impermeable clothing with heat sealed seams (e.g., Saranex);
        (3) Chemical resistant outer gloves (Nitrile);
        (4) Chemical resistant inner gloves (Nitrile);
        (5) Chemical resistant neoprene boots with steel toe and shank, or latex boot covers;
        (6) Nomex flame resistant inner garment (optional).
3. **LEVEL C GUIDELINES**
    a. **Level C** – Downgrade in respiratory protection, same level of splash protection. Level C shall be worn when the types and concentrations of airborne substances are known there is no possibility of phosphine or phosgene exposure, and when oxygen levels are greater than 19.5%. Level C equipment includes:
        (1) Full-face Air Purifying Respirator with chemical combination cartridges;
        (2) Hooded, chemical impermeable clothing with heat sealed seams (e.g., Saranex);
        (3) Chemical resistant outer gloves (Nitrile);
        (4) Chemical resistant inner gloves (Nitrile);
        (5) Chemical resistant neoprene boots with steel toe and shank, or latex boot covers;
        (6) Nomex flame resistant inner garment (optional).
        (7) Level C chemical combination cartridges shall be routinely changed based upon the “Change-out Schedule”
4. **LEVEL D GUIDELINES**

a. **Level D** – No respiratory protection required; minimum level of PPE used. This level is used for handling dirty or contaminated articles that are no longer a respiratory hazard. Level D does not require all of the PPE to be worn together, but can include only what is needed for the task at hand (i.e., Nitrile gloves only). Level D equipment includes:

(1) Hooded, chemical impermeable clothing (e.g., Saranex);

(2) Chemical resistant gloves (Nitrile);

(3) Chemical resistant boots with steel toe and shank, or latex boot covers;

(4) Safety glasses or goggles.

5. **DONNING AND DOFFING GUIDELINES**

a. All levels of personal protective equipment shall be donned and doffed outside of the hot zone.

b. All zippered seams, cuffs, and ankles shall be taped with duct tape with gauntlet of glove and ankle cover of boots on the inside of suit.

c. All PPE should be decontaminated to the fullest extent possible, once the task is completed.

d. In the event of an emergency or if a leak is noticed in the PPE, the individual must be removed from the hot zone immediately and the PPE deconned (decontaminated) and removed.

H. EMPLOYEE EXPOSURE INCIDENTS

1. **EXPOSURE REPORTING REQUIREMENTS**

a. If any employee working at a clandestine drug lab site is exposed to hazardous chemicals that affect the health of the person, a VSO Clan Lab Exposure Report (CLER) form, Notice of Injury, BlueTeam and all necessary VSO reports will be completed, and the employee will be transported to the nearest hospital capable of treating the exposure.

b. A copy of the CLER form as well as all related reports will be forwarded to the clandestine lab coordinator in a timely manner.

c. If an employee is seriously injured, the On-Site Supervisor will notify their chain of command immediately.

I. SECURING & DISMANTLING PROCEDURES

1. The following phases shall be used in the securing and dismantling of clandestine laboratory scenes:

a. Planning

b. Entry

c. Assessment

d. Dismantling & Evidence Sampling

e. Disposal

f. Decontamination

2. **PLANNING**

a. This is the initial phase of all clandestine laboratory enforcement actions. This phase includes:

(1) Evaluating all available information about the chemicals at the scene to develop the HARP form;

(2) Developing emergency evacuation and medical treatment plans;

(3) Coordinating service of search warrants with allied agencies;

(4) Ensuring adequate personnel and safety equipment are available;

(5) Initiating the HARP form;

(6) Ensuring participants are briefed on issues of safety and procedures;

(7) Designating the Site Safety Officer to be assigned by the Case Agent.

b. Raid Briefing

(1) Pre-raid briefings of all personnel will be conducted prior to entering a scene.

(2) These briefings will discuss the activities to be performed considering health and safety issues and the necessary protective equipment.

(3) The briefing will be conducted by the Case Agent or designee and documented on the HARP form.

(4) No employee shall be allowed to enter the scene without being provided a health and safety briefing.

3. **ENTRY**

a. For purposes of this safety policy only, entry is defined as: the initial entry into a building by law enforcement personnel pursuant to the investigation of illegal drug manufacturing.

b. Entries into buildings where suspects are or might be present will be accomplished using safety equipment.

c. Once the building has been cleared of suspects, the site supervisor will direct the pre-assessment or assessment phase to begin utilizing proper safety equipment as determined by the Site Safety Officer.

d. Whenever possible the entry team will consist of Laboratory-Safety certified law enforcement personnel. No entry into a suspected lab site will be conducted without a safety briefing as outlined within this general order.

4. **ASSESSMENT**

a. The assessment team shall be comprised of **at least** two laboratory-safety certified personnel. This phase includes:

(1) Determining the level of personal protective equipment required for this phase;

(2) Identifying or verifying site hazards for known or suspected hazardous conditions;

(3) Deactivating and ventilating as needed;

(4) Informing the Site Safety Officer of all observed chemicals and perceived hazards;

(5) If necessary, reviewing the Material Safety Data Sheets (MSDS), NIOSH, NES, NFPA, HMIS, and any other available literature for chemical information regarding chemicals at the scene (refer to the Definition Section page 1-2);

(6) Using the above information to establish site control zones and determine the level of PPE needed for the next phase;

5. Labs inside buildings or other spaces that do not have good ventilation and ANY lab where “cooking” has been in process when the lab was entered. A SCBA shall be used until the atmospheric content can be determined to be safe.

6. Non-cooking labs with good ventilation or boxed labs. A full-face respirator with the standard SCOTT or MSA cartridges will be used as a precaution until it can be determined that none of the containers are open and leaking.

7. Air monitoring instruments (Lower Explosive Limit = 10%, Oxygen >19.5% or less than 23.5%, Phosphine <0.3 ppm, Ammonia < 50ppm) will be used to determine whether respiratory protection continues to be necessary. Colorimetric tubes may also be used for other contaminants, such as hydrogen chloride (< 5 ppm).

8. **DISMANTLING & EVIDENCE PROCEDURES**

a. **DISMANTLING**: Dismantling, if necessary, shall be directed by the site safety officer and will consist of the following:

(1) Photographs shall be taken prior to dismantling;

(2) Identify, document and collect evidence;

(3) Follow all of the guidelines outlined on the evidence sampling, transporting and storage section of this policy;

(4) Under no circumstances shall personnel deliberately use their sense of smell to identify hazardous materials;

(5) Photographs of all samples shall be taken together with the original containers;

(6) Photographs shall be taken of any evidence items to be removed from the scene;

(7) Photographs shall be taken of any items from which latent prints are taken.

b. **EVIDENCE SAMPLING, TRANSPORTING & STORAGE**: Evidence sampling/collection is vital to the successful prosecution of a person charged with manufacturing an illicit drug. Therefore, it is essential that selected items of evidence are properly collected, packaged and transported to the lab or storage facility. To ensure that this task is accomplished, the Case Agent working with the site safety officer shall determine what items need to be collected at the scene.

(1) **Collection of Evidence** – Pursuant to the provisions of this policy, only clandestine laboratory certified personnel will collect evidence samples at the scene. During this process these individuals shall be under the direction of the designated laboratory-certified site safety officer on scene or the on scene Site Safety Officer Supervisor, who shall ensure the following tasks are accomplished:

- Seal each of the inner sample containers in a chemical resistant evidence pouch
- Place the chemical resistant evidence pouches in an evidence container
- Coordinate with the Case Agent for the transport of samples to the regional crime laboratory

(2) **Transporting & Storage** – Upon the collection of the sample, the Case Agent or designee shall ensure the following tasks are accomplished:

- In coordination with the SSO, ensure the samples are transported from the scene to the regional laboratory or arrange for later transport to the crime lab.
- Ensure that all evidence is in compliance with both state and federal laws.
- Ensure that all evidence is stored safely and disposed of according to law.

J. TRAINING REQUIREMENTS

1. All employees working on-site who may be exposed to hazardous substances, health hazards, or safety hazards, and their supervisors and management responsible for the site, shall receive training before they are permitted to engage in hazardous waste operations that could expose them to hazardous substances, safety, or health hazards.

2. Primarily Network Environmental Systems (NES) will provide training; however, this does not preclude attending training offered from other sources/agencies so long as all safety and certification training curriculum is documented as meeting OSHA standards. The following classes describe the required training for VSO Clandestine Laboratory Personnel working clandestine laboratories:

a. **Clandestine Laboratory Certification (40hr)** – This training provides the basic understanding of health and safety issues pertaining to a clandestine drug lab. This includes the recognition, evaluation, and control of chemical and physical hazards, air monitoring instrumentation, and utilization of personal protective equipment.

b. **Safety Refresher Training (8hr)** – Required annually to review and refresh the topic of health and safety at clandestine laboratories, and to discuss any new health and safety concerns with the manufacture of illicit drugs.

c. **Site Safety Officer Training (8 hrs. min.)** – Site Safety Officer (SSO) course is an advanced training session for experienced individuals who have successfully completed the 40-hour Clandestine Laboratory Certification Course. The program is designed to certify the participants as clandestine laboratory site safety officers, an OSHA requirement for every site. Individuals with the responsibility of managing or developing their agency's clandestine laboratory health and safety program should also attend. The advanced course schools participants in topics such as advanced assessment techniques, confined space entry requirements, respirator fit testing procedures, in-depth air monitoring instrumentation, and other health and safety related issues.

d. **Supervisor Training (8hr)** – This supervisor training course is required, if available, for all clandestine laboratory supervisors or agents at a clandestine lab scene who have to act as the on-scene supervisor or persons who supervise personnel who respond to clandestine laboratories. Emphasis is placed on legal issues of supervising a lab crew when working with hazardous chemicals and dangerous situations.

K. MEDICAL SURVEILLANCE PROGRAM

1. **PROGRAM OBJECTIVES**

   a. The VSO Medical Surveillance Program requires that only medically approved employees shall participate in clandestine laboratory activities. Monitoring the health status of employees may detect the early stages of a possible work related illness. No employee will be allowed to participate on the Clandestine Laboratory Enforcement Team (CLRT) unless medically certified by a County or personal physician. To participate in the CLRT refers to any employee or other person who, as a matter of employment, is required to enter the contamination or hot zone. The objectives of this program are to provide:

      (1) Recognition of medical abnormalities at the earliest opportunity in order for corrective action to be implemented;

      (2) Identify illnesses that may be aggravated by exposure to hazardous substances, physical agents, or other job related factors;

      (3) Provide immediate attention for injuries due to overexposure from an emergency incident involving hazardous substances;

      (4) Identify personnel who may be at risk from the use of personal protective equipment such as respirators and protective clothing.

2. **Medical Examination Procedures** – The medical examination provided for by the VSO consists of the following:

   a. Occupational/medical history;

   b. Physical examination;

   c. Blood chemistry screening;

   d. Pulmonary function and spirometry testing;

   e. Treadmill exercise test/echo stress test (optional, determined by physician);

   f. Employee chest x-ray (optional).

3. **Medical Examination Requirements** – Medical examinations and consultations will be performed by or under the supervision of a licensed physician, preferably an occupational physician.

   a. When using County physicians, the examinations and consultations will be at no cost to the employees and time will be provided to participate in the program. Examinations will be provided:

      (1) Prior to assignment;

      (2) Every 12 months;

      (3) At termination of employment or reassignment outside of the clandestine laboratory response group;

      (4) Episodic and emergency medical care;

      (5) At more frequent times, if the physician deems it necessary

   b. At the completion of the examination, the physician will provide the employer with a confidential written opinion.

   c. The employer will provide this opinion to the employee.

L. LAW ENFORCEMENT NOTIFICATION

1. The clandestine laboratory investigation Team Leader or designee shall send a written notification letter (see attachments) to responsible parties for notification of potential remaining hazards.

2. The notification letter shall be sent to:

a. The location of the clandestine laboratory seizure site;

b. The property owner of record if the location of the clandestine laboratory seizure is rented/leased by a third party other than the property owner of record;

3. A VSO Clandestine Laboratory Warning Sticker shall be applied to the exterior side of the front door of the site of a clandestine laboratory seizure.

VI. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 33.6.1
- 46.3.2

VII. FORMS (Click here to access forms)

- Clandestine Laboratory Exposure Report, VSO Form # 051407.001
- Confined Space Entry Permit, VSO Form # 051407.003
- Hazard Assessment and Recognition Plan, VSO Form # 05147.002
- Notification of Hazardous/Toxic Chemical Contamination to Owner of Record of Private Property

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-15**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **EYEWITNESS IDENTIFICATION: LINEUPS AND SHOWUPS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish procedures for preparing and conducting non-suggestive photographic/live line-ups and showups, thus enhancing accuracy and use of eyewitness identifications and minimizing the potential for misidentifications.

II. DISCUSSION

Eyewitnesses frequently play a vital role in uncovering the truth about a crime. The evidence they provide can be critical in identifying, charging, and ultimately convicting suspected criminals. That is why it is absolutely essential that eyewitness evidence be accurate and reliable.

In the use of eyewitnesses, there are two variables that affect eyewitness identification: *estimator variables* and *system variables*.

Estimator variables are those that cannot be controlled by the criminal justice system. They include simple factors such as lighting, distance to the perpetrator, time lapse, eyewitness veracity, etc., to more complex factors involved with stress or trauma.

System variables on the other hand, are those that the criminal justice system can and should control and include all the ways that law enforcement agencies retrieve and record witness memory, such as line-ups, photo arrays and showups.

For this reason, it is imperative that proper protocol be established and strictly adhered to while administering eyewitness identification procedures.

Misidentifications not only threaten the innocent, they also derail investigations by taking the focus off the actual perpetrator. Enhanced attention to identification procedures helps to avoid misidentifications and ensure that more accurate identifications are made.

III. POLICY

It is the policy of the Volusia Sheriff's office (VSO) to adhere to non-suggestive, professional and objective eyewitness identification protocol and administrative procedures as outlined herein. This policy applies to all forms of eyewitness identification to include photographic and live line-ups as well as field showups. Further, it is the policy of the VSO to authorize and conduct simultaneous lineups only.

In cases involving multiple witnesses, it shall be the policy of the VSO that only one witness at a time view the selected lineup. If there are multiple suspects involved and a field showup procedure is warranted, the suspects shall be separated and subjected to separate individual showup procedures as outlined herein.

IV. DEFINITIONS

Administrator – The person conducting the lineup or showup (Detective/Deputy).

Eyewitness – The person who observes another person at or near the scene of an offense.

Filler – Either a person or a photograph of a person who is not suspected of an offense and is included in an identification procedure. Used to complete a photo array and bring the total number of photos/persons up to a minimum of six photos/persons.

Live Lineup – An identification procedure in which a group of persons, including the suspected perpetrator of an offense and other persons not suspected of the offense, is displayed before an eyewitness for the purpose of identifying or eliminating suspects.

Photo Array – The group of photographs utilized in a photographic lineup.

Photo Lineup – Showing photographs to an eyewitness for the purpose of identifying or eliminating suspects

Showup – an identification procedure in which an eyewitness is presented with a single suspect for the purpose of determining whether the eyewitness identifies this individual as the perpetrator.

Simultaneously - Presentation of photos or individuals in a lineup to a witness all at once rather than one-at-a-time.

Suspect – the person believed by law enforcement to be the possible perpetrator of the crime.

V. PROCEDURE

A. GENERAL

1. The following procedures are designed to enhance the accuracy of identifications and minimize the risk of inadvertent misidentifications thus providing stronger evidentiary value for the case.

B. COMPOSING AND PREPARING LINEUPS

1. In composing a photo or live lineup, the administrator shall ensure that the lineup is comprised in such a manner that the suspect does not unduly stand out; however, complete uniformity of features is not required.
2. When selecting photographs:
    - Do not mix color photos with black and white photos;
    - Use photos of the same size and basic composition;
    - Do not mix mug shot photos with other photos;
    - Do not include more than one photo of the same suspect;
    - Cover or crop any portion of a mug shot or other photo that provides identifying information on the subject or other persons included in the photographic lineup (e.g. previous arrest information, name tags, etc.).
3. Suspects will be placed in different positions in each lineup, to include across multiple cases (e.g. same suspect in 3 separate robberies) and with multiple witnesses in the same case.
4. **PHOTO LINEUP**
    a. In composing a photo lineup, the lineup administrator shall:
        (1) Include only one photo of the suspect in each identification procedure; if multiple photos of the suspect are reasonably available to the detective/deputy, select a photo that resembles the suspect's description or appearance at the time of the incident.
        (2) Select fillers (non-suspects) who generally fit the witness's description of the perpetrator. Use contemporary photographs of individuals who are reasonably similar in age, height, weight, and general appearance and are of the same sex and race. When there is a limited or inadequate description of the perpetrator provided by the witness, or when the description of the perpetrator differs significantly from the appearance of the suspect, fillers should resemble the suspect in significant features.
        (3) Include a minimum of five (5) fillers per identification procedure.
        (4) Do not reuse fillers in lineups shown to the same witness when showing a new suspect.
        (5) View the array, once completed, to ensure that the suspect does not unduly stand out.

5. **LIVE LINEUP**

   a. Live lineups require the authorization/coordination through a supervisor and availability of video/digital and audio equipment for recording of the procedure. All such video/digital and audio equipment will be in record-ready status prior to beginning the identification process.

   b. In composing a live lineup, the lineup administrator shall:

      (1) Include only one suspect in each identification procedure.

      (2) Select fillers (non-suspects) who generally fit the witness's description of the perpetrator in age, height, weight, and general appearance and are of the same sex and race. When there is a limited or inadequate description of the perpetrator provided by the witness, or when the description of the perpetrator differs significantly from the appearance of the suspect, fillers should resemble the suspect in significant features.

      (3) Include a minimum of five (5) fillers (non-suspects) per identification procedure.

      (4) Create a consistent appearance between the suspect and the fillers with respect to any unique or unusual feature (e.g. scars, tattoos, facial hair) used to describe the perpetrator by artificially adding or concealing that feature.

      (5) Do not reuse fillers in lineups shown to the same witness when showing a new suspect.

      (6) Present separate lineups when there are multiple eyewitnesses.

      (7) Place the suspect in different positions in each lineup, both across cases and with multiple witnesses in the same case.

C. INSTRUCTING THE WITNESS PRIOR TO VIEWING A LINEUP

1. Prior to viewing any photo or live lineup, the administrator shall provide standardized instructions to the witness and shall obtain from the witness a signed acknowledgement of the information provided through use of the *Witness Form: Simultaneous Lineup*. Instructions to the witness will include the following information:

   a. You will be asked to view a group of photos/individuals.

   b. The person of interest may or may not be among the persons in the identification procedure.

   c. You should not feel compelled to make an identification; it is just as important to clear innocent persons from suspicion as it is to identify the correct guilty parties.

   d. The photos/individuals will be shown to you simultaneously (in a group) and are not in any particular order. Take as much time as you need to examine the photos/individuals.

   e. Individuals presented in the group may not appear exactly as they did on the date of the incident because features such as head and facial hair are subject to change.

   f. If you do identify someone, I will have you designate the photograph/person you have identified and note your exact words regarding your identification.

   g. Regardless of whether an identification is made, the investigation will continue.

   h. Since this case is an ongoing criminal investigation, you should not discuss the identification procedures or results.

D. DIRECTIONS TO THE ADMINISTRATOR

1. After instructions are read to the witness and the witness acknowledges the specific instructions in writing, the Administrator will step away from the witness's immediate vicinity. If possible, the Administrator should not be in the witness's direct line of sight. This will help to minimize the opportunity for inadvertent behaviors that might influence the witness's decision and provides the witness a more relaxed opportunity to view the lineup.

2. During contact with the witness(es), Administrators are prohibited from communicating, either verbally or by body language, anything beyond the reading of the standardized instructions that may mislead a witness during the eyewitness process and shall scrupulously avoid any conduct that directly or indirectly influences the witness's decision.

3. Any special circumstances that prompt a variance from the instructions or refusal of the witness to acknowledge that they read the instructions shall be documented.

E. CONDUCTING THE ID PROCEDURE

1. The identification procedure will be conducted in a manner that promotes the accuracy, reliability, fairness and objectivity of the witness's identification.
2. The Administrator shall ensure communication among multiple witnesses is prevented during lineup procedures to avoid "contamination" of results.
3. **PHOTO LINEUP**
    a. When presenting a simultaneous photo lineup, the lineup administrator shall:
        (1) Confirm that the witness understands the nature of the lineup procedure;
        (2) Avoid saying anything to the witness that may influence selection;
        (3) If identification is made, scrupulously avoid communicating in any way to the witness any information regarding the individual they have selected.
        (4) Record all results as per section, "Recording ID Results".
    b. Preserve the presentation order of the photo lineup. In addition, the photos themselves shall be preserved in their original condition.
4. **LIVE LINEUPS**
    a. All live lineups must conform to specific legal requirements. If the right to counsel has attached, the counsel representing the accused is entitled to have sufficient time to confer with their client prior to the lineup, and to observe the lineup itself. Any waiver of right of counsel must conform with requirements of law.
    b. In a live lineup no person aware of the suspect's identity other than the detective who is administering the lineup, and in the case where the right to counsel has attached the suspect's attorney, may be present.
    c. Instruct all those present at the lineup not to suggest in any way the position or identity of the suspect in the lineup and that such communication in any way, verbal or body language, about assumed identity of the suspect is prohibited.
    d. When presenting a live lineup, the lineup Administrator shall:
        (1) Prior to the viewing, provide viewing instructions to the witness.
        (2) Ensure that any identification actions (e.g. speaking, moving, etc.) are performed by all members of the lineup.
        (3) If an identification is made, scrupulously avoid communicating in any way to the witness any information regarding the individual they have selected.
        (4) Record all results as per section, "Recording ID Results".
    e. Document the lineup by photo, video and audio. This documentation should be of a quality that represents the lineup clearly and fairly.
    f. Instruct the witness that since the case is an ongoing criminal investigation, the witness should not discuss the identification procedures or results.

F. RECORDING ID RESULTS

1. When conducting an identification procedure, the lineup Administrator shall preserve the outcome of the procedure by documenting any identification or non-identification results obtained from the witness. Preparing a complete and accurate record of the outcome of the identification procedure is crucial. This record can be a critical document in the investigation and any subsequent court proceedings.
2. Document in writing the lineup procedure including:
    a. Date and time of the identification procedure
    b. Identification information of lineup participants
    c. If a photo lineup, include sources of all photos used
    d. Names of all persons present at the lineup

3. Document the level of confidence expressed by the witness in terms of witness conduct, relevant observations, and the witness' statements word-for-word regarding how sure they are by utilizing the *Witness Form: Simultaneous Lineup*.
    - Example: "Upon viewing photo number four, the witness stated, 'That's the one. He's the one who told me he was going to kill me,' and the witness began crying."
4. Record both identification and non-identification results in writing as noted by the witness.
5. Ensure that the results are signed and dated by the witness including any acknowledgement forms.
6. Ensure that no materials indicating previous identification results are visible to the witness.
7. Ensure that the witness does not write on or mark any materials that will be used in other identification procedures.
8. Regardless of whether, or not an identification is made, all results, forms utilized and documentation about the identification process will be maintained in the investigative case file; all recordings and photograph arrays shall be preserved and submitted to the Evidence Section.

G. SHOWUPS

1. A showup is a field identification procedure performed when circumstances require the prompt display of a single suspect to a witness. The inherent suggestive nature of the encounter can be minimized through the use of procedural safeguards.
2. In order to determine whether a suggestive out-of-court confrontation gave rise to a likelihood of misidentification, courts have considered such factors as:
    - The opportunity of the witness to view the criminal at the time of the crime
    - The witness's degree of attention
    - The accuracy of the witness's prior description of the criminal
    - The level of certainty demonstrated by the witness at the confrontation
    - The length of time between the crime and the confrontation,
    - Whether the witness was a "casual observer" or the victim of the crime.
3. Showups should be used when compelling reasons/circumstances require the prompt display of a single suspect to a witness (e.g. public safety concerns).
4. Showups require a supervisor's approval. The approving supervisor will evaluate the above noted factors before approving a showup.
5. Determine and document the description of the perpetrator prior to the showup; be as detailed with the description as possible.
6. Showups should only be conducted when the suspect matching the description of the perpetrator is located in close proximity (in time and place) to the crime.
7. On scene personnel should transport the witness to the location of the detained suspect to limit the legal impact of the suspect's detention.
8. The showup administrator/deputy is prohibited from providing any feedback/communication, verbal or body language, which may influence the witness in identifying the suspect. If equipped with a body worn camera (BWC), the camera shall be recording the entire showup process.
9. Showups shall not be conducted with more than one witness present at a time.
10. Witnesses shall be given the following cautionary instructions **before** viewing a suspect:
    a. You will be asked to view an individual(s)
    b. The person of interest may or may not be the person that is presented in the identification procedure;
    c. The eyewitness should not feel compelled to make an identification; it is just as important to clear innocent persons from suspicion as it is to identify the correct guilty parties;
    d. Take as much time as you need to view the individual; regardless of whether an identification is made, the investigation will continue;

e. If an identification is made, your exact words will be noted in regards to your identification;

f. Since the case is an ongoing criminal investigation, the witness should not discuss the identification procedures or results.

11. If there are multiple witnesses and one witness makes a positive identification during a showup, that identification should provide the probable cause to make an arrest; the remaining witnesses should then be provided with a photo lineup procedure rather than continue with the showup.

12. Words or conduct of any type that may suggest to the witness that the individual is or may be the perpetrator is prohibited.

13. Presentation of the suspect should (if safe to do so):

    a. If possible, avoid the restraint of the suspect during the course of the showup;

    b. Remove the suspect from the patrol vehicle.

14. If there are multiple suspects and a showup procedure is warranted, the suspects should be separated and subjected to separate procedures if at all possible. Any extenuating circumstances (e.g. public safety issue) that prohibit separation shall be documented in the report.

15. Deputies shall fully document the event and the result in an incident report. The documentation shall include the *Witness Form: Showups* and the name of the supervisor who authorized the showup.

H. TRAINING

1. All sworn officers whose duties include the use of lineups and showups shall receive documented field/roll call training on VSO policy and authorized protocol for conducting eyewitness identifications and shall acknowledge via electronic signature that they have read and understand general order *GO-042-15 Eyewitness Identification: Lineups and Showups*.

2. This general order shall be addressed as part of the FTEP for all new recruits; documented refresher training will be conducted periodically through training bulletins issued by the Training Section.

VI. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 42.2.9
- 42.2.10
- 82.2.1

VII. FORMS (Click here to access forms)

- Witness Form: Simultaneous Lineup, VSO Form # 083011.001
- Witness Form: Showups, VSO Form # 083011.002

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-16**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **EVENT DECONFLICTION AND CASE MANAGEMENT DECONFLICTION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to ensure appropriate use of an event deconfliction pointer system.

II. DISCUSSION [CALEA LE 42.2.4 (e)]

Event Deconfliction, along with the sharing of event and investigative information with other law enforcement agencies, and proper case activation procedures enhances officer safety, reduces risk and liability, safeguards the community, promotes case integrity, enhances criminal investigations, and encourages the effective use of critical resources. As such, the following policy will be adhered to when executing all planned operations or conducting high risk criminal investigations.

III. POLICY

It is the policy of the Volusia Sheriff's Office (VSO) to engage in event deconfliction in an attempt to avoid dangerous confrontations or unintentional consequences for law enforcement personnel and our citizens by entering qualifying events into the Case Explorer system.

IV. DEFINITIONS [CALEA LE 42.2.4 (e)]

Case Deconfliction – Runs case/target deconfliction. After submitting an entity into the system, Case Explorer searches the entire database for a positive match based on certain criteria entered. If a match is found, the user will receive pointer information to contact the other party involved and share relevant cases information. Match data between organizations allowing interagency deconfliction while maintaining control of local data. Case Explorer also interfaces with the National Virtual Pointer System (NVPS).

Case Management – Case Explorer can be utilized as a case management tool. Cases can either be labeled as a "Case" or "Group" in which users can add information into one of six entities: people; places; things; vehicles; weapons; or drugs. Once the user has recorded their information into the program, they are able to create associations between entities, as well as relate cases to one another.

Conflict – A conflict refers to two or more operations that meet the match criteria and are deemed to be in conflict with each other; a separate Conflict ID number is generated as a result.

Event – An event is any planned law enforcement investigative operation submitted for inclusion into an event deconfliction system that requires a uniformed or plainclothes officer's personal appearance at a predetermined location for purposes such as serving of a search warrant, an arrest warrant, or a protective order; warrant sweeps; surveillance; money pickups; stings; and any other high risk operation.

Event Deconfliction – The Event Deconfliction feature in Case Explorer is used to ensure officer safety. The user submits information about planned events including, but not limited to surveillance operations, buy bust operations or the execution of search and seizure warrants. Case Explorer will alert anyone involved of

possible operational conflicts with other known high risk events that exist within a certain geographic proximity.

V. PROCEDURE

A. GENERAL [CALEA LE 42.2.4 (e)]

1. To ensure officer safety, it is vital for all law enforcement agencies and personnel to participate in event deconfliction.
2. The three nationally recognized event deconfliction systems – Case Explorer, RISSafe, and SAFETNet – are designed to enable law enforcement personnel to enter specific, relevant information prior to an event to determine whether there are any conflicts (e.g. the event happening at the same date/time/location as another event) with other law enforcement actions.
3. Once the information is submitted, personnel receive notification of a potential conflict with another operation. Based on the information returned to the submitter, a review should be conducted of potential conflicts to more precisely determine whether an actual conflict of events exists and to address the conflict accordingly.
4. The three systems are connected using an interface solution developed in coordination with the system owners. This interconnectivity further strengthens deconfliction among agencies, enhances officer and citizen safety, and improves information sharing.
5. The VSO utilizes Case Explorer for event deconfliction.
6. Case Explorer issues a "*deconfliction number*" for each target or event submitted. These numbers are considered verification that deconfliction has occurred; the deconfliction number will be documented on the VSO *Investigative Operational Plan* form.
7. Personnel are cautioned that Case Explorer is only able to deconflict information it actually receives. As such, the receipt of a deconfliction number does not preclude the possibility that other law enforcement agencies are pursuing an investigation of said target or event.
8. Necessary precautions will always be taken regardless of deconfliction.

B. EVENT DECONFLICTION [CALEA LE 46.2.8 (a)]

1. All information entered into Case Explorer is confidential and law enforcement sensitive. Participating agencies own their data; limited data will be stored for conflict/auditing purposes only. [CALEA LE 42.2.4 (e)]
2. The following activities/events shall be entered into the Case Explorer Event Deconfliction system: [CALEA LE 42.2.4 (e)]
    a. The service of search warrants and seizure warrants;
    b. The service of high risk arrest warrants;
    c. Narcotic Operations (buy-walk, buy-busts, reverse sting operations, controlled drug deliveries, undercover operations, etc.);
    d. Informant or officer face-to-face meetings with suspects for the purpose of receiving, delivering, or negotiating the receipt or delivery of **any** contraband;
    e. Approaching a person at their place of domicile and requesting permission to search for any contraband ("knock and talk"); especially in anticipation of activities involving a felony crime or drug related crime;
    f. Predetermined surveillances, whether stationary or mobile, including those occurring in our agency's jurisdiction or the jurisdiction of a non-participating law enforcement agency;
    g. Covert activity by officers, or by informants acting under the direction of officers, that could initiate a response from citizens or local police who may reasonably believe that a crime is in progress;
    h. Fugitive operations which are operational (roundups);
    i. Long term covert operations (storefronts);
    j. Tracking Device Installation/Removal;

k. Person or property operations; stolen or burglarized property operations;

l. Any other high-risk or specialized law enforcement activities that would benefit from event deconfliction.

3. Personnel conducting field operations as described above shall ensure that these operations are entered into the Case Explorer Event Deconfliction system either through online secured web access or through any Case Explorer trained personnel.

4. All operations requiring entry into the event deconfliction system shall be made prior to the operation taking place.

5. Information entered into the Case Explorer Event Deconfliction system shall include: [CALEA LE 46.2.8 (c)]

   a. Date and time of planned operation;

   b. Type of operation;

   c. Location of the operation;

   d. Information about the suspect(s), including full names, aliases or monikers, date of birth, vehicle information, phone numbers;

   e. Lead and participating agency names;

   f. Agency case number;

   g. Name and agency of the person entering the operation, including cellular telephone number, along with a secondary point of contact for the operation;

   h. Specify the radius of deconfliction (if not preset by the deconfliction system):

      (1) Hard/fixed address/location= 280 feet

      (2) Parking Lot or Intersection= 1 mile

   i. Lead Agent name, cellular telephone number and e-mail;

   j. Supervisor name, cellular telephone number and e-mail.

6. If a conflict with other law enforcement activity is identified, both of the event contact personnel will be notified by Case Explorer Event Deconfliction system or personnel making the entry. [CALEA LE 46.2.8 (d)]

7. Each affected law enforcement entity is responsible for contacting one another and resolving the conflict before taking further action. Investigating personnel will not execute any operations until identified conflicts have been resolved. [CALEA LE 46.2.8 (d)]

8. Event owners will contact each other prior to engaging in operational activities and responsible for sharing appropriate operational data; system owners will not release operational details. [CALEA LE 46.2.8 (d)]

9. Unresolved operational conflicts will be immediately referred to supervisory level personnel. [CALEA LE 46.2.8 (d)]

10. Any exemption or deviation from this procedure shall be considered on a case-by-case basis and approved only by a District/Section Commander or designee.

C. CASE MANAGEMENT

1. Case Explorer can be utilized as a case management tool.

2. Cases can either be labeled as a “Case or “Group” in which users can add information into one of six entities: *People, Places, Things, Vehicles, Weapons, or Drugs*.

3. Once the user has recorded their information into the program, they are able to create associations between entities, as well as relate cases to one another.

D. CASE DECONFLICTION

1. Target and investigative activity deconfliction applies to subjects, gangs, locations, telephone numbers, vehicles, and other investigative information about criminal activity.

2. Investigations of narcotics, weapons, internet crimes against children, child pornography, human/sex trafficking shall be queried to determine whether another agency has an ongoing investigation with common investigative information.
3. Case Deconfliction is intended to reduce parallel investigations and to promote investigative collaboration.
4. If a conflict is discovered in either target or investigative activity, contact shall be made with the other agency to resolve and coordinate issues and information.
5. Any criminal investigation or intelligence information can be entered into Case Explorer Case Deconfliction System.
6. Investigations of narcotics, weapons, internet crimes against children, child pornography and human/sex trafficking will be entered into Case Explorer Case Deconfliction System when initiating an investigation.

E. ACCESS, TRAINING AND COMPLIANCE [CALEA LE 46.2.8 (b)]

1. Personnel with assignments that require event deconfliction will receive training (available through the *Central Florida HIDTA Investigative Support Center*) prior to use/access.
2. Once trained, respective individuals will receive appropriate security access allowing them to navigate through the Case Explorer Event Deconfliction System.
3. Event deconfliction is a key component of officer safety during planned law enforcement operations and high risk investigations. Consequently, failure to comply with this policy may result in disciplinary action.

VI. FORMS (Click here to access forms)

- Operation Plan, VSO Form # 091597.002
- Search Warrant-High Risk Arrest Warrants-Operations Checklist, VSO Form # 091597.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-17**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Last Review** None
Title **INTERVIEW ROOMS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish basic guidelines and procedures for both patrol and detective personnel utilizing agency designated rooms to conduct interviews and interrogation.

II. DISCUSSION

Interview rooms are commonly used in the investigative process and may include electronic recording and monitoring equipment to aid in the documentation of interviews.

Occasionally, serious conditions may unexpectedly develop or escalate during the course of conducting interviews or interrogations, such as a cooperative suspect becoming combative.

Therefore, it is important that interview rooms be used in the most professional manner possible to ensure the safety of all persons involved in the interview process and to ensure the admissibility of any statements made therein.

III. POLICY

It is the policy of the Volusia Sheriff's Office (VSO) to provide designated rooms for the purpose of conducting interviews and interrogation in order to ensure the safety of personnel and of those being interviewed. Further, it is the policy of the VSO that such designated rooms be utilized in a professional manner to ensure compliance with all applicable constitutional requirements.

IV. DEFINITIONS

Digital Evidence – Evidence that is captured digitally on a device such as a Digital Camera, Body Worn Camera or Interview Room Camera and stored on a server; may include photographs, audio recordings, and video footage with evidentiary value that is captured and stored in digital format.

Information Technology Section (IT) – A section within the Administrative Services Division, the Information Technology Section will maintain the integrity and accessibility of the Digital Evidence through disposals, audits, expungements and redactions.

Interview Room – A designated room within any agency facility used for conducting interviews, interrogations or truth verification examinations of suspects, victims and witnesses.

Long Term Storage – The Digital Crime Scene (DCS) system which is used to provide access and storage for digital evidence in audio, picture and video formats.

Milestone System – Computer system consisting of hardware and software used to digitally record video and audio of interviews conducted in the interview rooms at the Sheriff's Operations Center and the district offices. For recordings with evidentiary value, the Milestone System is used as short-term storage until the recording can be transferred to long term digital evidence storage.

Short Term Storage – The temporary storage location for digital media, such as a camera memory card, Evidence.com, or the Milestone system.

Video Recording – The electronic recording of visual images with or without audio recordings.

Weapon – Any authorized firearm or weapon as defined by agency general orders *GO-001-02 Firearms* and *GO-001-03 Use of Less-Lethal Weapons and Devices*.

Weapons Control – The act of securing in an appropriate manner all weapons in the deputy/detective's custody, either on their person in approved agency holsters/holder or through other means, at all times when conducting interviews and interrogations in any agency designated interview room.

V. PROCEDURE

A. INTERVIEW ROOM SECURITY

1. An interview room is not a holding cell. Suspects or detainees will be under direct, continuous supervision, monitoring and control by deputies/detectives whether in person or through continuous monitoring of electronic video recording equipment.
2. The lead deputy/detective shall inspect the interview room for contraband/weapons both prior to and after conducting any interview regardless of length of time in the room.
3. Arrestees shall be searched prior to being placed in the interview room. If the individual to be searched is a member of the opposite sex, the search will be conducted by a member of the same sex and/or in the presence of another deputy/detective, as practical. Non-Arrestee searches will be at the discretion of the deputy/detective and in accordance with general order *GO-001-07 Search and Seizure*.
4. Property taken from any person will be safeguarded as follows:
    a. Evidence will be identified, marked and processed in accordance with general order *GO-083-01 Collection of Evidence*;
    b. Personal items that are to be returned after the interview will be inventoried and document using the *Prisoner Property Inventory Report*; items will be placed into a paper bag and secured in a locked cabinet/file drawer by the deputy/detective taking it;
    c. If money is to be taken, the deputy/detective taking the money will complete a *Currency Verification Form*; the form will be initialed by the deputy/detective and the individual from whom the money is taken.
5. The wearing of weapons by deputies/detectives while conducting interviews in an agency interview room will be at the discretion of deputy/detective. Lethal and less lethal weapons must be thoroughly controlled by Deputies if taken into interview rooms. If carried into an interview room, all weapons must be secured in a holster or other restraining device and, if possible, concealed from view. If the deputy/detective enters the interview room unarmed, their firearm must be secured in a lock box or in the trunk of a VSO vehicle. Members will maintain proper weapons control at all times while conducting interviews.
6. The preferred method of conducting interviews with suspects and detainees will be to have two law enforcement members in the room; however, based on the circumstances of the investigation, sworn members may, at their discretion, interview a suspect or detainee alone.
7. The conduct of interviews/interrogations shall follow established protocols found in general orders *GO-042-02 Criminal Investigation Operations* and *GO-044-02 Juvenile Arrest and Investigation Procedures*.
8. During interviews that have only one interviewer, another deputy/detective shall continuously monitor the interview through the Milestone system to ensure the safety of the interviewer and shall be immediately available to render assistance.
9. Authorization to have other persons be present in an agency interview room will be at the discretion of deputy/detective or a supervisor, in accordance with general orders *GO-042-02 Criminal Investigation Operations* and *GO-044-02 Juvenile Arrest and Investigation Procedures*.
10. Handcuffing or restraint of in-custody suspects will be at the discretion of the deputy/detective conducting the interview. Arrested persons will not be left alone in an interview room without first being handcuffed. If necessary, due to the actions or propensity of the individual to become violent,

additional restraint may be necessary to include cuffing to bar/ring designed for such purpose, or use of a restraint chair, if available. Use of a restraint chair will be in accordance with general order *GO-001-03 Use of Less-Lethal Weapons and Devices*.

11. At all times, a sworn officer will remain in the interview room or right outside the door of the interview room containing an arrested person. While the interview may only require one person, the second person will operate the monitoring video & audio equipment or serve as security for the interviewer.
12. Under no conditions, will a suspect or prisoner be left unsupervised. If a suspect or prisoner is left alone inside an interview room for investigative purposes, the Milestone system must be engaged and continuously monitored by a deputy/detective; a law enforcement officer must be stationed immediately outside the interview room to prevent escape.

B. USE OF INTERVIEW ROOMS

1. Each District is responsible for designating in writing a specific room(s) to be utilized for conducting interviews/interrogations and will provide signage that indicates such. Signage will also indicate when the room is in use. During use, civilian personnel not directly engaged in the interview process will not be permitted in the designated area.
2. The interview room may be utilized without activating the electronic monitoring equipment.
3. The deputy/detective conducting an interview is responsible for its cleanliness.
4. Items in the interview room will be kept to a minimum and normally include a table and enough chairs to accommodate the individuals in the room. Any additional equipment or items, except for CVSA equipment, required for an interview must be authorized by the respective District or Investigative Services Commander.
5. Any person who intentionally damages any portion of the room or its equipment may be charged with criminal mischief or other applicable statutes.
6. Victims and witnesses may be left alone in an agency interview room; at the discretion of the deputy/detective conducting the interview, electronic recording equipment may be used to monitor these persons:
    a. If victims/witnesses are to be left alone in an interview room as a method of investigation, deputies/detectives should exercise caution.
    b. While audio or video monitoring can assist Detectives during the interview process, it cannot be relied upon to take the place of personal contact, should intervention become necessary;
    c. Persons left alone unattended in interview rooms will be personally observed *at least once every 15 minutes and contacted face-to-face at least once every 30 minutes*; these observations/personal contacts will be documented on an investigative interview contact log and initialed by the deputy/detective making the observation/contact.
7. Non-custodial detainees will not be restrained but will be accompanied or monitored for safety purposes.
8. Access to restrooms, water or comfort breaks will not be denied to suspects/detainees as a means of eliciting or coercing statements or designated to embarrass or humiliate the individual. Access to restrooms, water or comfort breaks will be granted in a timely manner to all suspects/detainees, victims or witnesses.
9. Personnel authorized to use a VSO interview room are restricted to VSO Deputy Sheriffs, Detectives, Victim Advocates, Child Protective Detectives, or other personnel under the direct supervision of an authorized VSO Deputy Sheriff.
10. A member of an outside law enforcement agency requesting use of any interview rooms and electronic recording equipment must have the approval of the respective District or Operations investigative supervisor, be assisted by authorized trained sworn personnel, and must agree to follow the procedures outlined herein.

C. USE OF ELECTRONIC RECORDING EQUIPMENT

1. The Milestone system shall be the primary method used to record interviews conducted in the interview rooms at the Sheriff's Operations Center and the district offices.

2. A document outlining the proper use of the Milestone application is available on the shared "I" drive under the folder "Manuals and Documents" and the Intranet Homepage under Manuals and References.

3. In the event a problem is encountered with the Milestone system, the VSO Information Technology Section shall be contacted immediately to report the issue. VSO Information Technology personnel may be reached after hours for such emergencies by contacting the Communications Center.

4. When using the Milestone system to record an interview, a backup recording device such as an audio recorder **must** also be used.

5. In the event there is a technical issue with the Milestone System, the recording from the backup recording device will become the official copy of record for the interview. This shall be documented on the property report and the VSO Information Technology Section shall be notified of the issue. The detective shall transfer the backup recording into Long Term Storage as outlined in general order *GO-084-02 Digital Evidence Management System (DEMS)*.

6. The suspect/detainee, witness, or victim may request an interview be recorded using electronic recording equipment.

7. A member conducting an interview has the discretion whether or not to use electronic recording equipment in any investigation.

8. A supervisor may direct a member to use electronic recording equipment during an interview.

9. Whenever a member is not sure if electronic recording is necessary or required, the member should consult with a supervisor or the agency General Counsel regarding the circumstances of the interview.

10. **TRAINING**

    a. Only members who have received training/instruction in the operation of the electronic recording equipment may utilize the recording equipment.

    b. Training in the use of the equipment will be conducted by Investigative Services Section members who are knowledgeable in its operation and use.

    c. Personnel will be issued user names and passwords only after successfully completing the training.

D. DOCUMENTING RECORDED EVENTS

1. After the interview is complete, all Video Recordings considered Digital Evidence **must** be marked within the Milestone system by the person making the recording with an "evidence lock". **Any recorded video without this mark will not be transferred to Long Term Storage by Information Technology and will be automatically deleted by the system after ten (10) calendar days.**

2. If the detective requires a copy of the recording for their case file then it is incumbent upon them to export it from the Milestone system within the ten (10) calendar day window.

3. When an "evidence lock" is placed on a video recording, the "headline" section of the "evidence lock" shall be labeled with the case number associated with the video recording and the "description" section shall be labeled with the type of case (i.e. homicide, sex offense, etc.). See the *Milestone Case Types* reference to this general order for the list of acceptable case types.

4. For those Interview Room videos marked with an "evidence lock" the detective/deputy will document on a Property Report the submission of Digital Evidence using the property involvement of "Digital Evidence" and will include the total number of interview room videos submitted. The description of the evidence shall contain the designation of "Interview Room Recording" and the type of case (Reference: *Milestone Case Types*). This will electronically establish the chain-of-custody and transfer custody release from the detective/deputy to the Information Technology for transferring the recording to Long Term Storage.

5. For all charging affidavits including complaint affidavits, arrest affidavits, and notices to appear in court, the existence of Interview Room videos shall be listed under the "Evidence Collected" section with a description to include "Interview Room Recording" and the type of case (Reference: *Milestone Case Types*). The statement "Interview Room Recording" shall also be included at the beginning of the narrative. This will electronically establish the chain-of-custody and transfer

custody release from the detective/deputy to the Information Technology Section for transferring the recording to Long Term Storage.

6. **A copy of the property report or charging affidavit shall be forwarded via email to the Information Technology at the email address of "**ithelpdesk@vcso.us**". The *Information Technology will respond to this email with confirmation* once the video recordings have been transferred to Long Term Storage. *If a confirmation email is not received, it is the responsibility of the detective/deputy to contact the Information Technology Section for follow-up.***

E. INFORMATION TECHNOLOGY SECTION

1. During normal business hours Information Technology will review the property reports and charging affidavits that have been received and will export the video in both supported formats (MKV and the native format).
2. All Video Recordings that are not marked with an "evidence lock" will not be processed by Information Technology and will be automatically deleted by the system after ten (10) calendar days.
3. The Information Technology Section shall transfer the recorded video to Long Term Storage under the case number and type of case contained in the "evidence lock" and shall verify that the upload was successful.
4. Once the Information Technology Section verifies that the video files were successfully transferred to Long Term Storage the "evidence lock" shall be removed from the video in the Milestone system. The Milestone system will automatically delete the backup copy of the recorded videos from Short Term Storage.
5. Video Recordings that are housed in the Long Term Storage will be handled by the Information Technology Section in accordance with general order *GO-084-02 Digital Evidence Management System (DEMS)*.

F. SECURITY OF ELECTRONIC VIDEO RECORDING SYSTEM

1. Passwords are required on all workstations in order to gain entry/access to the system.
2. Access to the Milestone system to view recordings or access the cameras is controlled via user permissions in the system. The granting or removing of a user's permissions is controlled by the Investigative Services Commander or their designee. Any updates to a user's permissions shall be forwarded to Sheriff's IT.
3. Monitoring of the cameras may be monitored remotely using the Milestone system by authorized personnel for legitimate law enforcement purposes only.

VI. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 42.2.8

VII. REFERENCES

- Milestone Case Types

VIII. FORMS (Click here to access forms)

- Prisoner Property Inventory Report, VSO Form # 071014.001
- Currency Verification Form, VSO Form # 071410.001

INTERVIEW ROOM RECORDING SYSTEM
CASE TYPES

Assault/Battery
Attempted Suicide
Burglary
Burglary (Conveyance)
Crime Scene Unit
Death (Undetermined)
Death (Accidental)
Death (Homicide)
Death (Natural)
Death (Suicide)
Domestic Violence
Intelligence
Narcotics
Other
Sex Offense/Adult
Sex Offense/Juvenile
Theft
Traffic Homicide
Vandalism

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-18**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **VOLUSIA COUNTY CRIME CENTER (VC3)**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines and procedures for the operation of the Volusia County Crime Center (VC3) and to delineate and outline guidelines for the collection and analysis of data used to support operational functions.

II. DISCUSSION

Law enforcement requires real-time information for better situational awareness and informed decision-making in the field and in the communications center. Mission critical intelligence gives law enforcement the power to access information, stream video, and collaborate in real-time through the integration of various data sources containing 911 data, criminal reports, GPS coordinates, field contacts, arrests, warrants, sex offenders, parolees, probationers, pawned property, Highway Safety and Motor Vehicles HSMV information, data mining resources, public and private video management systems, and other intelligence information.

This intelligence also incorporates applications such as automated license plate readers, social media analytics, Department of Transportation cameras, Volusia County Traffic Engineering cameras, and aircraft video. By utilizing intelligent resources/hardware/software and personnel, the VC3 will provide dispatchers, patrol units, Detectives and other law enforcement personnel with valuable real-time information that will improve and enhance in-the-field decision making capabilities and ultimately increase safety for both law enforcement and the public it serves.

The crime analysis function should utilize regularly collected information on reported crimes and criminals to prevent and suppress criminal activity and apprehend criminal offenders.

The data should be collected, analyzed, assembled, and regularly made available to Deputies, Detectives, Office of Public Affairs and Media Relations, Citizen Observer Program Coordinator and Community Services Sergeants.

The information provided should benefit in the development of daily operational and tactical plans, as well as strategic planning as it relates to crime trends, agency resource allocation, and crime prevention.

III. POLICY

It shall be the policy of the Volusia Sheriff's Office (VSO) to maintain and operate the Volusia County Crime Center as a comprehensive, evidence-based, data-driven approach to improving officer situational awareness, field intelligence, and enhanced safety for both law enforcement and the public.

IV. PROCEDURE

A. GENERAL

1. It is the goal of the Volusia County Crime Center (VC3) to provide relevant, real-time information directly to those Deputies and Detectives in the field who are engaged in high-risk calls-for-service

as the situation develops to improve overall situational awareness and enhanced decision-making in the field.

2. VC3 will provide relevant, investigative intelligence to Deputies and Detectives actively working priority cases, to include but not be limited to; homicides, sexual battery, armed robbery, etc.
3. VC3 will provide investigative support for all approved operations to include but not limited to; search warrants, narcotic operations, arrest warrant round ups, etc.
4. VC3 will provide relevant information to the entire agency ensuring all divisions are aware of active day-to-day operational information. This intelligence will be provided through a daily Roll Call Briefing, Volusia County Activity Brief (VCAB), which is distributed by email and posted on http://vcso.flcjn.net/intel.
5. VC3 will provide subject bios, tactical and strategic crime analysis and the collection, evaluation and dissemination of criminal intelligence.
6. The Crime Analyst shall be responsible for the collation, analysis, and dissemination of analyzed data.
7. The data collection personnel from the Records Section collect and organize the crime data which supports the crime analysis function.
8. The Crime Analyst shall identify and analyze methods of operations of individual criminals, provide crime pattern recognition, and analyze data derived from field interrogations and arrests.
9. The Crime Analyst shall process and examine data in an effort to identify and interpret criminal activity so that strategies may be developed to direct law enforcement activities and relate individual suspects and vehicles to crimes.
10. The Crime Analyst shall utilize, but not be limited to, the following sources:
    - Offense reports;
    - Investigative reports;
    - Follow-up supplemental reports;
    - Arrest affidavits;
    - Field interrogation forms;
    - Computer Aided Dispatch (CAD) and Computerized Records Management System (RMS) supplied information;
    - Geographic Information Systems (GIS) supplied information.
    - The Crime Analyst shall identify developing crime patterns or trends.
    - The Crime Analyst will aid in the assembly and comparison of specific crimes to those committed by subjects in custody.

B. ADMINISTRATION OF THE VOLUSIA COUNTY CRIME CENTER

1. VC3 is organizationally placed within the Law Enforcement Operations Division, Special Investigations Section and overseen by the Special Investigations Section Commander, or designee, who will function as the VC3 Commander. A Detective Sergeant (VC3 Supervisor) supervises daily operations of the VC3. The center is staffed by VC3 Operators including Detectives, Crime- Intelligence Analysts, and Office Assistants as support personnel. The VC3 Supervisor will designate a Detective to function as the “Lead Operator” to oversee daily tasks as needed.
2. Personnel assigned to VC3 shall perform research on existing information sources (e.g., databases, video links, etc.) and provide relevant information to Deputies responding to high-risk calls-for-service. VC3 staff, in communication with the Deputies and Detectives in the field, are responsible for ensuring relevant information is passed to the Deputies; VC3 staff are also responsible for minimizing information overload.
3. The VC3 Supervisor will maintain communication with other units of the Special Investigations Section, Central Florida Information Exchange, as well as additional organizations that wish to share real-time information.

C. DATA SEARCHES

1. The VC3 Operator will decide which law enforcement information resources to search and in what order. The VC3 Operator prioritizes this search to critical situational awareness information.
2. The available, searchable database is dynamic and will change over time; the VC3 Operator will have access to authorized databases: The VC3 Supervisor will maintain files of databases and personnel with authorized access on the Investigative Services Section shared network storage drive (H: drive).
3. All VC3 Operators working calls for service in the VC3 will be required to search prior VC3 logs, RMS, and other historical databases whenever suspect information is known or a location is provided.
    a. These logs can be utilized to help speed the process of distributing relevant information to law enforcement personnel responding to a call-for-service.
    b. When a previous VC3 log or a case management system is utilized to provide information, the VC3 Operator will reference the previous log number in the current log being generated.
    c. In compliance with the US Department of Justice's Criminal Intelligence Systems Operating Policies CFR 28 Chapter 23, VC3 will archive all VC3 logs after a 5-year period. If access is needed to a log that is older than five years, a request must be submitted to the VC3 Supervisor.

D. LOGGING SEARCHES

1. All calls-for-service where the VC3 Operator is utilizing a database, including the video network, must be logged into the Crime Center Incident log.
2. **DISCLAIMER**
    a. All data provided by the VC3 is considered informational. Law enforcement personnel are required to validate the information in the usual and customary manner prior to taking action (e.g. arrest) per established legal procedures. An arrest will not be made solely on the information provided by VC3.
3. **PUBLIC RECORD REQUESTS**
    a. VC3 Operators are not permitted to disseminate any information, data, or reports to the public.
    b. All public records requests, legal discovery, or other request for VC3 information, data, or reports will be processed by the VSO Records Custodian.

E. TRAINING

1. Prior to becoming a VC3 Operator, personnel must successfully complete a required thorough and comprehensive training program and receive in-house training before they are allowed to work an assignment unattended. The VC3 certification process consists of successfully completing and becoming individually certified (if applicable) in the following:
    - CAD;
    - FCIC/NCIC;
    - DAVID;
    - InSite;
    - CrimeNtel;
    - Crime Center Incident Log use and access;
    - US Department of Justice (DOJ) Criminal Intelligence Operating Systems (CFR 28 Chapter 23);
    - Video Network operation and privacy;
    - A minimum of 8 hours of training with an approved VC3 Operator.

F. CRIME ANALYSIS FUNCTION

1. The Crime Analyst shall:

a. Identify similarities among different offenses and reveal commonalities and patterns in the characteristics of current crime problems

b. Assist in the screening and providing of lists of suspects

c. Aid in the assembly and ordering of specific crimes that may involve an offender already in custody

d. Assist in identifying potential and actual police hazards within VSO jurisdiction)

e. The Crime Analyst shall generate and distribute Crime Analysis Bulletins, memoranda, and maps relating to:

- Frequency by type of crime
- Geographic factors
- Chronological factors
- Victim and target descriptors
- Suspect descriptors
- Suspect vehicle descriptors
- Modus operandi factors
- Physical evidence information
- Prohibited buffer zones of “real property” as defined by Fla. Stat. § 893.13.

G. CRIME ANALYSIS REPORTS

1. Crime analysis reports will be used to develop operational tactics, crime suppression strategies and specialized deployment.

2. The Law Enforcement Operations Division Chief shall advise the Sheriff of any crime patterns or trends as they develop. The intent is to provide the Sheriff with an "early warning system", so the Sheriff is made aware, in a timely manner, of patterns and trends within the community.

H. DISTRIBUTION OF INFORMATION

1. Dissemination of analysis findings will be sent to agency components in a timely manner using a distribution pattern approved for each division.

2. The Crime Analyst shall disseminate analytical data produced or retained by the VC3 to outside sources.

3. The Public Information Officer (PIO), in coordination with the Sheriff, will disseminate crime information to enhance public information and generate public support. However, information shall be carefully controlled to prevent hindering ongoing investigations.

I. MEETINGS

1. The Crime Analyst shall attend monthly specified CompStat meetings.

2. The purpose of this meeting will be to collect and disseminate analytical information and data relating to crime patterns and trends.

J. DOCUMENTATION OF EFFECTIVENESS AND UTILIZATION

1. Recipients of crime analysis information shall evaluate its effectiveness and submit comments to the VC3 Supervisor.

2. District Commanders shall discuss and verbally report on the effectiveness of the crime analysis reports during weekly Law Enforcement Operations Division meetings. The Division Chief, or designee, shall provide the results of that feedback to the Crime Analyst on a periodic basis.

3. An annual review shall be performed by the Crime Analyst to evaluate the usefulness of the crime analysis reports and to solicit comments on how to improve the work product. This may be done independently or as part of a staff inspection.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 40.1.1
- 40.2.1
- 40.2.2
- 40.2.3
- 42.2.3
- 42.2.4
- 45.1.1
- 46.3.1

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-042-19**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **ALIAS IDENTIFICATION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the use and issue of alias identification.

II. DISCUSSION

To develop an undercover identity, it is necessary to utilize various documents to ensure undercover status creditability. These documents may include drivers' license, credit cards, social security cards, birth certificates and physical examination forms, etc. A procedure for obtaining, utilizing and returning these documents must be established to ensure proper accountability and usage of these documents. Only select members of the Investigative Services Section and Narcotics Section will be eligible to receive an alias identity.

III. POLICY

It is the policy of the Volusia Sheriff's Office (VSO) to ensure accountability in obtaining and utilizing alias identification for select investigative members through a joint Memorandum of Understanding with the Florida Department of Law Enforcement (FDLE).

IV. PROCEDURE

A. GENERAL

1. The VSO has entered into a Memorandum of Understanding (MOU) with FDLE on provision of Alias Social Security Program.

    a. The Special Investigations Section Commander is the designated point of contact with FDLE to facilitate, coordinate and manage all alias social security number processes.

    b. Requests for alias social security numbers will be in compliance with the FDLE Memorandum of Understanding on provision of Alias Social Security Program (MOU on file).

2. **FICTITIOUS DOCUMENTATION**

    a. To obtain a fictitious Florida drivers' license, a form letter must be signed by the Sheriff or designee and mailed to the Department of Motor Vehicles in Tallahassee with a copy of the applicant's true drivers' license. The applicant's fictitious name, date of birth, and address must also be provided. The Department of Motor Vehicles will return a letter with instructions for obtaining the license.

        (1) During undercover operations this license may be used to maintain an undercover identity.

(2) This license shall not be used for personal reasons. Example: members, either off or on duty and not in an undercover capacity, who are stopped by another police agency for any reason, will properly identify themselves with their personal drivers' license.

(3) Upon completion of assignment in the Investigative Services Section or Narcotics Section, members will return the fictitious drivers' licenses to the Special Investigations Section Commander or designee. The licenses will be returned to the Department of Motor Vehicles along with a form letter signed by the Sheriff or designee.

b. To obtain a fictitious credit card, the applicant, with approval of the Special Investigations section Commander will sign a letter of responsibility. This credit card will be issued in the undercover identity of the member. This credit card will be used to maintain undercover status. Its usage and accountability is the sole responsibility of the assigned member. The following parameters will be adhered to:

(1) Under no circumstances will the credit card be used for any personal reasons.

(2) The account balance of the credit card will be paid off totally at the end of each billing period.

(3) Any investigative expenses incurred by the use of the credit card will be documented on a ***Receipt/Investigative Funds Report*** in accordance with general order ***GO-043-03 Confidential Funds***.

(4) The member and their supervisor will review monthly credit card statements. Copies of the statements will be forwarded to the Narcotics Section Commander via chain of command for review and approval. Upon approval, copies of the statements will be placed in the fictitious credit card file.

(5) Upon completion of the member's undercover assignment in the Investigative Services Section or Narcotics Section, the member will return the undercover credit card to the Section Commander.

c. Investigative Services Section or Narcotics Section fictitious business credit cards will be issued to members only with the approval of the respective Section Commander. These cards will remain in the assigned member's possession for as long as the undercover identity remains in effect. Monthly statements for these cards will be maintained in the fictitious information file with payments made per Investigative Expense Funds.

d. The Special Investigations Section Commander or designee will maintain an updated list of all undercover driver's licenses, alias social security numbers and credit cards which will be updated in January and in July each calendar year.

3. **UNDERCOVER TAGS**

a. The use of undercover vehicle tags, out of state tags, or tags not registered to the undercover vehicles is permissible under the following conditions:

(1) Prior approval of the member's immediate supervisor must be obtained.

(2) The member's immediate supervisor will have the tag number and description of the vehicle on which the tag will be displayed. Any change in tags will be updated and approved by the member's immediate supervisor.

(3) The member requesting to use an undercover tag will complete records checks to ensure the tag is not stolen or on any alert status.

(4) The Narcotics Section Commander or designee will maintain a current list of all Narcotics Section vehicles, assigned tags and undercover tags utilized by Division members.

4. **ADDITIONAL DOCUMENTATION**

a. There are unique undercover operations that may require additional fictitious documentation. All applications, false records and documents will be utilized only with the approval of the Investigative Services Section or Narcotics Section Commander. Upon termination of these undercover operations, all fictitious records and documents will be delivered to the Division Chief for proper filing or destruction.

V. FORMS (Click here to access forms)

- Receipt/Investigative Funds Report, VSO Form # 103097.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-21**	**Distribution** All Personnel	**Reissue/Effective Date** 04/04/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/13/2022
Title **UNMANNED AIRCRAFT SYSTEMS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the safe operation of Volusia Sheriff's Office (VSO) unmanned aircraft systems (UAS).

II. POLICY

It is the policy of the VSO to deploy unmanned aircraft systems in a variety of approved missions covering critical incident response, suspicious packages, and threat assessment. Unmanned aircraft systems are only operated by personnel meeting FAA qualifications and VSO authorization and training requirements. All missions and training flights are flown within U.S. Code, Florida Statutes, and FAA Regulations.

III. DEFINITIONS

Certificate of Waiver or Authorization (COA) – FAA waiver or authorization for an agency to self-certify UAS and operators for flights performing governmental functions.

Daylight Flight – Flight of a UAS that occurs one (1) half-hour before sunrise and one (1) half-hour after sunset. The times of sunset and sunrise are determined by the National Oceanic and Atmospheric Administration (NOAA).

Defined Incident Perimeter – A defined perimeter to be determined based on the scope of the operation and a defined operational ceiling at or below four-hundred (400) feet above ground level (AGL).

Observer – Individual trained to maintain the line-of-sight and three hundred sixty (360)-degree hazard awareness around the UAS at all times and assist the pilot in carrying out all duties required for the safe operation of the UAS.

Pilot – The individual exercising control over the UAS during flight, who either:

- Holds a current FAA remote pilot certificate with small UAS rating;
- Is operating under a FAA certificate of Waiver/Authorization (COA);
- Is under the direct supervision of an individual holding a current FAA remote pilot certificate.

Remote Pilot in Command – Individual who is directly responsible for and is the final authority as to the operation of the small UAS.

Unmanned Aircraft System/Vehicle (UAS) – An aircraft without a human pilot on board. Its flight is controlled either autonomously by computers in the vehicle or under the remote control of a pilot on the ground or in another vehicle.

IV. PROCEDURE

A. GENERALLY

1. All training, testing, and maintenance programs will fall under the oversight of the Special Investigations Section (SIS) Commander, who will serve as the Aerial Response Team Commander.

B. UAS PILOTS [CALEA LE 41.1.3 (b)]

1. Pilots of small UAS are considered “pilots”.
2. UAS pilots will comply with all testing and vetting criteria as managed by the Special Investigations Section (SIS).
3. **QUALIFICATIONS** [CALEA LE 33.6.1 (a)]
   a. The requirements to pilot a VSO UAS are:
      (1) Holder of a current FAA issued remote pilot’s certificate with a small UAS rating.
         - The FAA Part 107 rules require the certificate holder to pass a recurring aeronautical knowledge test every 24 months to remain current.
      (2) Approval to pilot VSO UAS from the Aerial Response Team Commander or designee.
      (3) Are current with the VSO required proficiency training outlined below.
4. **PILOT MISSION ELIGIBILITY**
   a. All pilots must be able to show proficiency in specific core competencies in all UAS controls and operating systems in accordance with FAA regulations and this general order before being approved to fly missions.
   b. All pilots must have a minimum of three qualifying UAS flights, to include take-offs and landings, in the preceding ninety (90) days to be eligible to fly UAS missions.
5. **PROFICIENCY TRAINING** [CALEA LE 33.6.1 (b)]
   a. In order to maintain proficiency, all pilots shall undergo monthly flight training. This training shall include at least one(1) fifteen (15) minute flight with at least one (1) take-off and landing along with a practical exercise as determined by the Aerial Response Team Commander or designee.
   b. All training flights shall be documented in the pilot’s training records.
   c. Each pilot must attend in-service training once a year, to include updated industry standards.
   d. Any pilot that does not have documented training or flight time for sixty (60) days or more is required to be retrained by another UAS pilot who is current.
      (1) This training shall include a minimum of one hour ground instruction and flight time, including making three take-offs and landings to demonstrate proficiency.
      (2) All pilots must complete the required flight time and documentation prior to operational deployment.
      (3) Failure to maintain and prove proficiency will result in removal from UAS operations.
6. **LOGBOOKS**
   a. Pilots will be required to maintain an active electronic logbook, utilizing VSO approved software, which will document the Pilot’s ratings and hours of operations.

C. UAS OBSERVERS [CALEA LE 33.6.1 (a), 41.1.3 (b)]

1. Initial Training:
   a. Observers will have a current working knowledge of the airspace intended for operations, Air Traffic Control phraseology and communications requirements, specific UAS aerodynamic factors, and the ability to obtain and interpret weather information.
   b. The observer will receive training on their obligation to see and avoid other aircraft and the ability to identify position for purposes of relaying position reports to the pilot.

D. UAS CONDITION AND MAINTENANCE [CALEA LE 41.1.3 (c)]

1. The Aerial Response Team Commander or designee is responsible for ensuring UAS are maintained in flyable condition and required maintenance is completed and documented.

2. UAS will be maintained in a safe operating condition at all times.
3. Pilots will comply with all maintenance guidelines as administered by the VSO Aviation Unit.
4. Maintenance will be conducted per the operational requirements of the UAS manufacturer's suggested maintenance plan.
5. Each UAS will undergo a one hundred (100) hour inspection by the VSO SIS Technical Operations Group.
6. All maintenance logbooks will be completed and maintained by the member responsible for the completion of the maintenance and will be subject to review by the Aerial Response Team Commander or designee.
7. Prior to each flight, the UAS will undergo a pre-flight inspection by the remote pilot in command of the flight, who shall possess a current certificate designated for that type of aircraft and relevant knowledge of that aircraft's operating systems.
8. Any alterations, modifications, or repairs will be completed by the Aerial Response Team Commander, or designee. This includes, but is not limited to, the addition, removal, conversion, or exchange of ANY part of the aircraft or accessories. The aircraft and associated systems must be inspected and tested by the Aerial Response Team Commander, or designee prior to authorized deployment.
9. Only after the aircraft system passes inspection and testing, shall the aircraft be approved for deployment. Approval shall be documented in the maintenance log of the aircraft, to include documentation of any and all modifications to the systems, to be kept for the service life of the aircraft and in accordance with Florida public records retention laws.

E. UAS AVAILABILITY AND STORAGE

1. The availability, control, and authorized conditions of use of UAS equipment shall be determined by the Aerial Response Team Commander or designee.
2. The Aerial Response Team Commander or designee or higher authority is authorized to direct the use of a UAS during a given operation.
3. The use of UAS will be restricted to personnel who have completed the requisite training and have logged the required number of hours. ONLY VSO members who have been specifically identified as a VSO pilot under the VSO UAS program are permitted to operate UAS for official VSO purposes. Use of personal UAS by unsanctioned personnel is prohibited. Storage of UAS will be mandated by needs of use but in any case will be controlled by the Aerial Response Team Commander or designee.
4. A digital log of use and training will be kept by all personnel including maintenance logs, certification logs, and flight proficiency and standards logs.
5. UAS must be properly registered with the Federal Aviation Administration (FAA).
6. Personnel authorized to operate UAS will be determined by the Aerial Response Team Commander or designee or above.

F. DEPLOYMENT CRITERIA [CALEA LE 1.2.4, 41.1.3 (a), 43.1.4]

1. UAS equipment will be deployed under specific criteria in compliance with Fla. Stat. § 934.50 (2015) which outlines search and seizure usage by UAS equipment, referred to in the statute as "Drones."
2. UAS will be deployed under five (5) main criteria:
    a. Upon a lawfully executed search warrant signed by a judge, specifically authorizing the use of UAS.
    b. To counter a high risk of a terrorist attack by a specific individual or organization if the United States Secretary of Homeland Security determines that credible intelligence indicates that there is such a risk.
    c. With reasonable suspicion that under particular circumstances swift action is needed to prevent imminent danger to life or serious damage to property.

d. With reasonable suspicion that under particular circumstances swift action is needed to forestall the imminent escape of a suspect or the destruction of evidence.

e. To achieve other purposes including, but not limited to, facilitating the search for a missing person.

G. FLIGHT OPERATIONS

1. GENERAL FLIGHT REQUIREMENTS

a. No person may act as a crewmember:

(1) Within eight hours after the consumption of any alcoholic beverage;

(2) While under the influence of alcohol, narcotics, or any medication which may negatively affect the crew member's ability to safely conduct the flight.

b. All missions will be flown in accordance with FAA regulations 14 CFR Part 107 and current FAA National Policy regarding UAS Operational Approval.

c. UAS operations (UASOPS) will be conducted by two (2) personnel at all times. One VSO member will act as the pilot, the other VSO member will act as an observer and safety officer. Responsibility for the safe operation of the aircraft will ultimately fall on the pilot.

d. The UAS will weigh less than fifty-five (55) pounds.

e. All flights with the UAS shall be conducted under VFR conditions and at an altitude below four hundred (400) feet above ground level (AGL).

(1) VFR for the purpose of UAS use in the Volusia County Area of Operations (AO) will be three (3) miles visibility and a cloud ceiling of one thousand (1,000) feet for day operations.

f. The UAS will only be operated under visual line of sight only. The UAS must remain within the visual line of sight of the pilot or visual observer.

g. The UAS must remain close enough to the pilot or visual observer to be capable of seeing the UAS with vision unaided by any device other than corrective lenses.

h. The UAS may not operate over anyone not directly involved in the operation.

i. The UAS will be flown during daylight/nighttime operations.

j. The UAS will yield the right of way to other aircraft manned or unmanned.

k. All officer safety operations will involve the use of a visual observer.

l. The UAS operator will follow "see and avoid" procedures. First person camera views will not satisfy this requirement.

m. All personnel authorized to operate UAS equipment will do so while minimizing possible danger to civilians or bystanders in the area.

n. The UAS will not exceed the maximum altitude of four hundred (400) feet above ground level (AGL), or if higher than four hundred (400) feet AGL, remain within four hundred (400) feet of a structure, unless otherwise authorized by waiver.

o. The UAS will be allowed to fly in Class B, C, D, and E airspace with the appropriate Air Traffic Control (ATC) clearances.

p. Operations in class G airspace will be allowed without ATC permission.

q. Only one (1) pilot per UAS at any one (1) time. Multiple observers are allowed when needed depending on conditions.

r. To the extent possible, prior to a positive change in controls, the UAS will be landed prior to handing over the control unit.

2. PRE-FLIGHT BRIEFING

a. A pre-flight briefing is required to be completed prior to all flights, in which both the pilot and observer must participate. The pre-flight briefing will include, but is not limited to the following:

(1) Mission – A review of the mission's goal and expected outcomes.

(2) Weather – A review of current and forecasted weather conditions.

(3) Pilot/observer duties.

(4) Communication procedures – A review of communication procedures between pilot, observer, and other personnel used to support the mission. Including verifying phone numbers or radio frequencies used to communicate with air traffic control in the event of a fly-away or other flight emergency.

(5) Danger to non-participants/notification to interested parties.

(6) Notices to Airmen (NOTAMs) checked and filed, if necessary.

(7) Air Traffic Control (ATC) notified, if necessary.

(8) Check for temporary flight restrictions (TFRs).

(9) Mission parameters area of operations boundaries – A review of the proposed flight area, including maximum ceiling and class of airspace.

(10) Identification of mission limitations and safety issues – Such as battery charge, GPS strength, and potential for radio interference.

(11) Emergency procedures – A review of emergency/contingency procedures including aircraft system failure, flight termination, divert, and lost link procedures.

(12) Firmware updates – The UAS firmware is up to date.

(13) Class of airspace checked. – The class of airspace determines whether ATC must be contacted for clearance to fly.

(14) Checking video downlinks.

3. **PRE-FLIGHT INSPECTION**

a. The remote pilot in command is required to complete the pre-flight inspection prior to takeoff.

(1) The inspection will be documented digitally using the VSO approved checklist.

(2) Any deficiencies found that would affect flight safety must be repaired before flight.

(a) The remote pilot in command may make any repairs within their training and abilities.

(b) Any required repairs outside the remote pilot in command's abilities will be completed by the Investigative Services Section's (ISS) Technical Operations Group.

(c) Any maintenance/repairs made will be documented in the UAS maintenance log.

4. **FLIGHT VIDEO**

a. If the UAS provides the ability, video will be for the entire flight including takeoff and landing.

b. To the extent possible, all video obtained through UAS equipment will be available through real-time telemetry.

c. The drone's pilot for the flight is responsible for ensuring all video from the flight is uploaded into the digital evidence management system (DEMS) prior to ending their work shift.

d. Flight video determined to not be evidence shall be retained for one hundred eighty (180) days, unless determined otherwise through the administrative review process.

5. **FLIGHT RECORDS**

a. All UAS training and mission flights shall be documented digitally using VSO approved software.

b. All flights will be documented in an agency flight log. Each log entry shall include information regarding:

- Duration of flight time;
- Reason for the flight;
- Time, date, and location of the flight;

- Name of the supervisor approving the deployment;
- Staff assigned;
- Summary of the activities covered, actions taken, and outcomes from the deployment.

H. ACCIDENT/INCIDENT NOTIFICATION AND REPORTING

1. For all in flight accidents and incidents involving injury to any person, damage to property, other than the UAS, the remote pilot in command shall:
   a. Notify the supervisor who authorized deployment of the UAS.
   b. If the authority who authorized UAS deployment is not the supervisor over the incident for which the UAS was deployed, the incident supervisor shall be notified of the accident/incident.
   c. The Aerial Response Team Commander or designee shall be notified of the accident/incident.
   d. Complete a VSO report detailing the accident/incident.
   e. All in flight accidents and incidents involving serious injury to any person or loss of consciousness, or property damage, other than to the UAS, in excess of five hundred dollars ($500.00) shall be reported to the FAA by the remote pilot in command within ten (10) calendar days of the event.

I. FLIGHT VIDEO ADMINISTRATIVE REVIEW PROCESS

1. The administrative review process shall be the same as that used for reporting use of force; it shall be documented and reviewed through the respective chain of command to the Division Chief, or designee. If the Division Chief determines the recording needs additional review prior to finalizing a retention recommendation, a copy shall be sent to the Chief Deputy for final determination.
2. If a recording is accidental in nature, the deputy shall notify their supervisor. If the recording does not meet the agency's requirement for activation and the footage holds no law enforcement or public value for retention, the supervisor shall initiate the administrative review process and recommend an abbreviated retention period.
3. If a recording is related to a court order, citizen's complaint, or potential/pending legal issue, the recording may be kept for an additional period of time.
4. For recordings that require a retention period other than the standard one hundred eighty (180) days, the Division Chief, or designee shall document the request via interoffice memorandum to the Digital Records Unit.

J. QUALITY CONTROL

1. Monthly the Aerial Response Team Commander or designee shall randomly review one to three (1-3) flight recordings to ensure that the UAS are being used in accordance with policy and shall identify any areas that may require additional training or guidance.

K. EVIDENCE

1. **PHYSICAL EVIDENCE**
   a. Any evidence collected in the form of physical samples, video, audio, biological sampling, or other evidence which may come into contact with the UAS will be deemed to have been collected by the operator piloting the UAS.
   b. The pilot of the UAS will be responsible for collecting, packaging, and submitting any physical evidence to the Evidence Section in order to preserve the integrity of any operations or investigations undertaken.
2. **DIGITAL EVIDENCE**
   a. Retention, research and disposal of flight video held as evidence shall be in accordance with general order *GO-084-02 Digital Evidence Management System (DEMS)*.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-042-22**	**Distribution** All Personnel	**Reissue/Effective Date** 09/02/2022
		Original Issue Date 09/02/2022	**Previous Revision Date** None
Title **FACE RECOGNITION PROGRAM**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

It is the purpose of this general order to provide guidelines and principles for the collection, access, use, dissemination, retention, and purging of images and related information applicable to the implementation of a face recognition (FR) program. This policy will ensure that all FR uses are consistent with authorized purposes and comply with applicable federal and state law.

II. DISCUSSION

Facial recognition technology involves the ability to examine and compare distinguishing characteristics of a human face through the use of biometric algorithms contained within a software application. Use of this technology can be a valuable investigative tool to:

- Increase public safety and improve national security;
- Minimize the threat and risk of injury to specific individuals;
- Minimize the threat and risk of physical or financial injury to law enforcement and others responsible for public protection, safety, or health;
- Minimize the threat and risk of damage to real or personal property;
- Protect individual privacy, civil rights, civil liberties, and other protected interests;
- Protect the integrity of the criminal investigatory, criminal intelligence, and justice system processes and information;
- Minimize the reluctance of individuals or groups to use or cooperate with the justice system;
- Support the role of the justice system in society;
- Promote governmental legitimacy and accountability;
- Not unduly burden the ongoing business of the justice system;
- Make the most effective use of public resources allocated to public safety agencies.

III. POLICY

It is the policy of the VSO to maintain and operate a facial recognition program for the purposes of aiding in the identification of subjects involved in criminal or terrorist activity. All deployments of the facial recognition program shall be for official law enforcement purposes and in compliance with applicable state and federal law.

IV. PROCEDURE

A. GENERAL

1. The Special Investigations Section (SIS) Captain is responsible for overseeing and administering the face recognition program ensuring compliance with applicable laws, regulations, standards, policies and procedures.
2. The SIS Captain or designee is responsible for ensuring:
    a. Personnel complete documented training prior to being granted access to the face recognition system.
    b. User accounts for personnel who no longer require access to the face recognition system are immediately deactivated.

B. REQUESTS FROM OUTSIDE AGENCIES

1. Outside agencies may request face recognition searches to assist with investigations only if:

    The outside agency is a law enforcement agency or provides a law enforcement function that is making the request based on a valid law enforcement purpose that falls within the authorized uses listed in the VSO General Orders and Florida Statutes. The requestor shall provide their contact information (requestor's name, requestor's agency, agency case number, address, and phone number), and lawful reason for request.
2. The VSO shall provide the following statement to any identification provided to the requestor:

    The result of a face recognition search is provided by the Volusia County Crime Center only as an investigative lead and ***IS NOT TO BE CONSIDERED A POSITIVE IDENTIFICATION OF ANY SUBJECT****. Any possible connection or involvement of any subject to the investigation must be determined through further investigation and investigative resources.*

C. INFORMATION

1. VC3 may collect criminal intelligence information only if:
    - Reasonable suspicion exists that the subject of the criminal intelligence information is involved with or has knowledge of possible criminal or terrorist activity; and
    - The criminal intelligence information is relevant to the criminal or terrorist activity.
2. The VSO incorporates the gathering, processing, reporting, analyzing, and sharing of terrorism-related suspicious activities and incidents into existing processes and systems used to manage other crime-related information and criminal intelligence, thus leveraging existing policies and protocols utilized to protect the information, as well as constitutional rights, including personal privacy and other civil liberties, and civil rights.
3. The VSO will not seek or retain, and information-originating agencies will agree not to submit, information about individuals or organizations solely on the basis of their religious, political, or social views or activities; their participation in a particular noncriminal organization or lawful event; or their races, ethnicities, citizenship, places of origin, ages, disabilities, genders, or sexual orientations.
    - When participating on a federal law enforcement task force or when documenting Suspicious Activity Reporting (SAR) or SAR in the Nationwide Suspicious Activity Reporting (SAR) Initiative (NSI), race, ethnicity, gender, national origin, religion, sexual orientation, or gender identity must not be considered as factors creating suspicion. However, those attributes may be documented in specific suspect descriptions for identification purposes.

D. ACQUIRING AND RECEIVING FACE RECOGNITION INFORMATION

1. The VSO is authorized to access and perform face recognition searches utilizing the following external repositories:
    - Mug-shot images;
    - General image files;
    - Images known to the VSO and law enforcement of persons who are involved in criminal or terrorist activity;
    - Images not owned by VSO, but authorized access by memorandum of understanding (MOU);
    - Open source images.

2. For the purpose of performing face recognition searches, VC3 personnel will obtain probe images or accept probe images from law enforcement or participating agencies only for the authorized uses identified in VSO general orders and law.

3. Information gathering (acquisition and access) and investigative techniques used by the VSO and information-originating agencies are in compliance with and will adhere to applicable regulations and guidelines, including:

    - 28 CFR, Part 23 regarding criminal intelligence information;
    - Applicable constitutional provisions.

4. Information gathering techniques used by the VSO will (and for originating agencies should) be the least intrusive means necessary in the particular circumstances to gather information it is authorized to seek or retain.

E. USE OF FACE RECOGNITION INFORMATION

1. The VSO **does not** connect the face recognition system to any interface that performs live video surveillance, including surveillance cameras, drone footage, and body-worn cameras. The face recognition system **will not** be configured to conduct face recognition analysis on live or recorded video.

2. The following describes the VSO manual face recognition search procedure, which is conducted in accordance with the VSO general orders and law:

    - Federal, State, or Local law enforcement personnel may submit a probe image of a subject with reasonable suspicion of involvement in crime or terrorism.
    - Trained VC3 analysts will initially run probe images without filters, using a filtered search as a secondary search, if needed. In some cases, enhancements may be considered after running an image as is against the image repository.
    - In the automated search, most likely candidates are returned to the analyst to analyze for confidence. The resulting candidates, if any, are then manually compared with the probe images and examined by an analyst. Analysts shall conduct the comparison of images, biometric identifiers, and biometric information in accordance with their training.
        - *If no likely candidates are found, the requesting entity will be informed of the negative results. In the case of a negative result, the images examined by the analyst will not be provided to the requesting entity.*
    - Analysts should submit the search and subsequent examination results for a peer review of the probe and candidate images for verification by other analysts.
    - All entities receiving the results of a face recognition search, must be cautioned that the resulting candidate images do not provide positive identification of any subject, are considered advisory in nature as an investigative lead only, and do not establish probable cause to obtain an arrest warrant without further investigation.

F. SHARING AND DISSEMINATING FACE RECOGNITION INFORMATION

1. VSO face recognition search information will not be:

    - Sold, published, exchanged, or disclosed to commercial or private entities or individuals except as required by applicable law.
    - Disclosed or published without prior notice to the originating entity that such information is subject to disclosure or publication. However, the VSO and the originating agency may agree in writing in advance that the VSO will disclose face recognition search information as part of its normal operations, including disclosure to an external auditor of the face recognition search information.
    - Disclosed on a discretionary basis unless provided prior written approval or unless such disclosure is otherwise authorized by the MOU.
    - Disclosed to unauthorized individuals.
    - Disclosed for unauthorized purposes.

G. DATA QUALITY ASSURANCE

- Original probe images will not be altered, changed, or modified in order to protect the integrity of the image. Any enhancements made to a probe image will be made on a copy, saved as a separate image, and documented to indicate what enhancements were made, including the date and time of change.
- VC3 analysts will analyze, review, and evaluate the quality and suitability of probe images, to include factors such as the angle of the face image, level of detail, illumination, size of the face image, and other factors affecting a probe image prior to performing a face recognition search.
- The VSO considers the results, if any, of a face recognition search to be advisory in nature as an investigative lead only. Face recognition search results are not considered positive identification of a subject and do not, on their own, establish probable cause, without further investigation. Any possible connection or involvement of the subject(s) to the investigation must be determined through further investigative methods.

H. INFORMATION RETENTION AND DESTRUCTION

- Probe images are stored in an analyst working file for only as long as needed to analyze the request. Probe images will not be retained beyond the period established in the Florida Department of State Division of Library and Information Services General Records Schedule GS2. No other images from face recognition searches will be retained by VC3.

I. AUDITING

1. A monthly audit of face recognition searches completed in the previous month shall be completed by the VC3 Detective Sergeant and documented by memorandum to the SIS Captain. The audit report shall be reviewed by the SIS Captain. If the audit reveals any violations of policy, procedure, law, or suspicious activity, the report shall be forwarded to the Law Enforcement Operations Division Chief.

    a. A random sampling of 25% percent of the searches completed in the previous month shall be audited. If any violation of policy, procedure, law, or suspicious activity is found, all completed searches for that month shall be audited.

    b. At a minimum, the following shall be audited:
        - incident/case numbers;
        - Probe images;
        - Record queries;
        - The search met all requirements to be completed.

V. REFERENCES

- Florida Department of State, Division of Library and Information Services General Records Schedules

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-043-01**	**Distribution** All Personnel	**Reissue/Effective Date** 04/14/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **NARCOTIC, VICE, AND ORGANIZED CRIME INVESTIGATIONS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to delineate the responsibility for the Volusia Sheriff's Office (VSO) narcotic, vice, and organized crime investigations.

II. DISCUSSION

The VSO is committed to the identification, apprehension and prosecution of persons and organizations involved in the offenses related to organized criminal enterprises, narcotics, and vice.

III. POLICY

It shall be the policy of the VSO to vigorously investigate, record and seek prosecution in all cases involving organized criminal activity, narcotics, vice and major firearms violations.

IV. PROCEDURE

A. GENERAL RESPONSIBILITIES

1. It is the duty and responsibility of all Deputies to be constantly alert for, seek out and identify organized criminal activity, narcotics, vice, and major firearms violation activities and to take appropriate action.
2. Narcotics, vice and firearms violations shall be dealt with by all Deputies. However, offenses of great magnitude or involving alleged organized criminal activity require investigation by specifically trained and specialized units. Therefore, cases of this nature shall be referred to and investigated by the Narcotics Investigative Units (Volusia Bureau of Investigation, West Volusia Narcotics Task Force and Eastside Narcotics Task Force). All such activities will be conducted in accordance with the guidelines established in the VSO *Confidential Plan for Conducting Operations*.
3. The Law Enforcement Operations Division Chief shall be responsible for the VSO efforts to control vice, organized crime and narcotics.

B. ADMINISTRATION

1. The Law Enforcement Operations Division has the primary responsibility of investigating organized criminal activity, narcotics, vice and major firearms violations and for gathering criminal intelligence.
2. The Division Chief or designee is responsible for the overall administration and operational assignments within the Division and shall report directly to the Sheriff. The responsibilities include, but are not limited to:

- Ensuring all cases/reports pertaining to narcotics, vice, intelligence, major firearm violations and organized criminal activity are reviewed and assigned to the appropriate unit for investigation.
- Maintaining control and security over the confidential informant files.
- Maintaining control of and updating records of all funds.
- Reviewing and forwarding required reports. The Law Enforcement Operations Division Chief shall, as incidents occur, report to the Sheriff information pertaining to the County's vice, organized crime problems and the actions taken to control the County's problems. Reporting is typically done verbally due to the sensitive nature of the investigations.
- Monitoring and evaluating allocation and distribution of manpower, budgetary needs and ensuring the goals and objectives are met. Adjustments will be made as necessary.
- Preparing the annual budget detailing the division's needs. This will be completed and submitted in accordance with VSO procedures.
- Reviewing and approving all surveillance, sting operations, reverse operations and undercover operations to include raids and the execution of search warrants by the Division.
- Maintaining control and coordinating the use and maintenance of all vehicles and equipment used within the Division.
- Establishing and maintaining liaison with other local, state and federal agencies responsible for the investigation of criminal activity in order to ensure effective communication, cooperation and coordination of effort.
- Establishing and maintaining communication, coordination and cooperation with other Divisions within the VSO.
- Coordinating training needs with the Training Section.
- Complying with VSO policy and lawful orders given by competent higher authority.

C. SUPERVISORS

1. Supervisors shall be responsible for first line administration and operational functions of personnel assigned to the unit. In addition to general supervisor's responsibilities, supervisors shall:
    - Review, evaluate and assign incoming cases to Unit Detectives.
    - Review and approve written documentation to ensure punctuality, accuracy, completeness.
    - Supervise surveillance activities to ensure efficient manpower utilization, deployment of equipment, proper documentation and Deputy safety.
    - Supervise the issuing and expenditure of case funds to ensure accuracy, accountability and replenishment as necessary.
    - Oversee the use and maintenance of specialized equipment assigned to include cameras, transmitting, listening devices, night vision equipment and communications equipment. A sign out log shall be maintained for all equipment utilized by the Division. Missing, damaged or worn out pieces of equipment shall be promptly reported to the Division Chief.
    - Oversee the use and maintenance of all units leased and assigned vehicles.
    - Maintain the issuance, security and control of Confidential Informant files.
    - Supervise all stings, reverse, undercover operations, raids and the execution of search warrants to ensure safety, completeness and accuracy.
    - Provide active and close supervision of personnel in the preparation and execution of all operations and make the appropriate notification to the affected districts or jurisdictions.
    - Identify and assist with the training and use of specialized equipment.

D. DETECTIVES

1. Detectives report directly to their unit supervisor. The duties and responsibilities of Unit Detectives include, but are not limited to:

- Being familiar with and adhering to all VSO general orders, particularly those dealing with funds, documentation, equipment and vehicle use, undercover operations and the use of confidential informants.
- Vigorously investigating, documenting and seeking prosecution for all violators of offenses listed in this general order.
- At all times conducting themselves in a safe and professional manner.
- Writing complete, accurate and timely reports on investigations conducted.
- Comply with all general orders and lawful orders given by higher competent authority.

E. ORGANIZED CRIME

1. The Volusia Bureau of Investigation Unit is primarily responsible for actively investigating and enforcing local, state and federal laws relating to, drug trafficking organizations, major firearms violations and organized criminal activity.
2. The Unit shall also be responsible for supporting and coordinating with other law enforcement agencies in their efforts to combat these activities.
3. The responsibilities for investigation of organized crime include:
    - Cases of long term, protracted nature or involving multiple persons and jurisdictions.
    - Vice cases of a more complex nature than street level.
    - Major firearms violations, i.e., Dealers in large quantities of firearm and explosive materials.
    - Organized criminal activity including cases of an historical nature to include O.C.D.E.T.F., R.I.C.O., and C.C.E. cases.
    - Cases involving oral and wire intercepts.

F. STREET LEVEL NARCOTICS/VICE

1. Generally, the Narcotics Task Force Detectives shall be responsible for the following types of activities occurring within the county and contract cities:
    - Narcotic investigations of less than long term, complex or protracted nature.
    - Specific targets such as street dealers, dealers in or around public establishments, private dwellings, schools and areas frequented by juveniles.
    - Street level vice, i.e., non-organized prostitution, gambling, alcoholic beverage, tobacco and firearm violations.
    - Response to specific citizens' complaints regarding narcotic investigations.
2. All narcotics/vice enforcement and undercover operations will be approved by the unit supervisor prior to such operations being conducted. The unit supervisor shall ensure that the appropriate notifications to the affected districts or jurisdictions are made; in situations involving imminent danger or specific urgency, prior notification is not required.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 40.2.1
- 43.1.1
- 43.1.4
- 43.1.5

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-043-02**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **FLASH ROLL PROCEDURES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide guidelines for conducting undercover operations that show or "flash" large quantities of cash to suspects.

II. DISCUSSION

Undercover Detectives will occasionally find it necessary to "flash" a large amount of cash to convince a suspect that the Detective has the cash available to pay for illegal drugs, property, or services.

III. POLICY AND PROCEDURE

A. GENERAL

1. The following procedure shall apply when using flash rolls that require funding from the Financial Management Section to conduct the operation.
2. The Detective shall submit a memo to the Division Chief requesting additional funds to support the flash roll operation.
3. The memo will be assigned a Divisional memo number and shall contain the following information:
    a. The subject matter to include respective case number;
    b. The amount of currency requested;
    c. The date the memo was sent;
    d. Who sent the memo;
    e. To whom the memo was sent.
4. Upon the approval of the Law Enforcement Operations Division Chief the memo is forwarded to the Sheriff for approval. In the Sheriff's absence, the Chief Deputy may authorize approval.
5. The memo shall then be forwarded to the Chief Financial Officer or designated representative for approval.

B. OBTAINING CURRENCY

1. The check will be made out in the name of two (2) Detectives.
2. If the check is less than ten thousand dollars ($10,000.00), it may be cashed at any appropriate bank.
3. When a check is drawn from the Finance Unit, a deposit slip will also be provided to the Detectives.

4. Anytime the flash roll is not in the designated safe, it shall be accompanied by at least two (2) Detectives. Any deviation from this procedure must be approved by the Division Chief or designee.
5. Prior to using currency, the serial numbers shall be recorded and submitted to the Division Chief or designee.
6. The flash roll shall not leave the direct control of Volusia Sheriff's Office (VSO) personnel unless so authorized by the Division Chief or designee.
7. No portion of the flash roll shall be used without authorization of the Division Chief or designee.
8. Upon conclusion of the operation the flash roll shall be re-deposited in the appropriate bank using a deposit slip provided by the Finance Unit.
9. The case number shall be placed on the deposit slip.
10. The bank will validate the deposit slip at the time of deposit.
11. A copy of the memo, the check and the deposit slip shall be forwarded to the Case Agent, Office of the Chief Deputy and the Finance Unit.
    a. It is the responsibility of the Detectives drawing the flash roll to secure these copies and to supply them to the appropriate section/division.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-043-03**	**Distribution** All Personnel	**Reissue/Effective Date** 01/10/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 09/19/2024
Title **CONFIDENTIAL FUNDS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the use of confidential funds for the furtherance of investigations and the recovery of properties or contraband.

II. POLICY [CALEA LE 17.4.2, 43.1.3]

It is the policy of the Volusia Sheriff's Office (VSO) to maintain stringent control over all confidential funds used by the agency, and to ensure that the funds are only used for authorized purposes.

III. PROCEDURE

A. CONFIDENTIAL FUND CUSTODIAN [CALEA LE 17.4.2 (e)]

1. The Special Investigations Section Commander serves as the confidential fund custodian and is responsible for:
    a. Monitoring the demand for and utilization of these funds in order to ensure that they are adequate and used properly;
    b. Requesting funds from the Budget and Finance Director;
    c. Disbursing funds to authorized Units/Task Force supervisors;
    d. Maintaining a master account ledger; [CALEA LE 43.1.3]
    e. Ensuring the quarterly accounting of cash activities of the confidential fund;
    f. Assisting with the preparation of budget requests.
2. The confidential fund custodian shall not disburse confidential funds to themselves.
3. Confidential funds and transaction records shall be kept at a Divisional office and in a safe at all times. Access is limited to the confidential fund custodian and authorized supervisors.

B. USE OF CONFIDENTIAL FUNDS

Authorized uses of confidential funds include:

1. The purchase of beverages and meals while meeting with potential suspects, informants or other persons, for the purpose of gathering intelligence information or attempting to procure contraband.
2. Approved purchases of controlled/unlawful substances, stolen property, contraband, or other articles of service which constitute criminal activity or may be of interest to the enforcement efforts of the VSO.
3. Admission fees, transportation services, tolls, incidental items for potential sources of intelligence information in the furtherance of an ongoing or potential investigation.

4. Confidential funds should ordinarily not be used to purchase budgetary expendable items such as film, tapes, flex-cuffs, batteries, but may be purchased on an emergency basis only.

C. DISBURSEMENTS [CALEA LE 17.4.2 (a), (b), (c), (e)]

1. The Budget and Finance Director disburses funds from the agency's budget, in an amount approved by the Sheriff or Chief Deputy, to the confidential fund custodian by issuing a check.
2. The confidential fund custodian disburses funds as appropriate to Unit/Task Force supervisors. Funds disbursed are recorded in the master account ledger book. A second separate triplicate copy receipt will also document the transaction and include the initials and DID of the issuer and receiver.
3. Unit/Task Force supervisors disburse funds as appropriate to authorized detectives. Funds disbursed are recorded in the Unit/Task Force ledger book. A second separate triplicate copy receipt will also document the transaction and include the initials and DID of the issuer and receiver.
4. Detectives assigned to narcotics investigations are authorized to disburse funds in furtherance of their investigations and are issued an advance of investigative funds in an amount not to exceed one thousand dollars ($1,000.00).

D. EXPENDITURES [CALEA LE 17.4.2 (c), (d), (e)]

1. Detectives are authorized to make single expenditures up to $500 without approval from a supervisor. Single expenditures greater than $500 require higher levels of approval:
    - Unit/Task Force Supervisor may approve amounts up to $1,000;
    - The SIS Commander may approve amounts up to $5,000;
    - The LEOD Chief may approve amounts up to $10,000;
    - The Chief Deputy may approve amounts up to $20,000;
    - Single expenses greater than $20,000 require approval from the Sheriff.
2. For all funds expended, the detective issuing payment shall ensure that an appropriate receipt is obtained, unless such an action would jeopardize a transaction or operation. If a receipt cannot be obtained, the detective must submit a written explanation outlining the reasons for the lack of a receipt.
3. When funds are used, the detective will fill out and submit a receipt/investigative funds report to their supervisor for accounting purposes and replenishment of funds.
4. All payments of funds made to confidential informants shall be documented by a signed receipt (Receipt/Investigative Funds Report), filled out by the case detective and signed by the informant. In the event a confidential informant is unable, for whatever reason, to sign the receipt for funds paid to them, the case detective shall explain why in the synopsis section of the form and have another detective witness the transaction and sign the witness section of the form.
5. Detectives who are issued investigative funds are required to maintain an up-to-date running balance sheet furnished by the Special Investigations Section Commander.
6. Investigative funds allocated to detectives are intended to be utilized for pre-arranged purchases of contraband, unlawful/controlled substances, stolen property, illegal/illicit services or payments of informants. Such disbursements will receive prior approval from the Unit/Task Force Supervisor.
7. Detectives should exercise restraint and a great deal of discretion in the use of investigative funds, since the majority of such expenditures will not be verified by receipt or tangible merchandise.

E. ACCOUNTING/AUDITING

1. At least quarterly the Budget and Finance Section shall conduct a quarterly accounting of cash activities for the confidential fund. [CALEA LE 17.4.2 (f)]
2. Unit/Task Force Supervisors shall periodically conduct inspections of their subordinates' case files/funds to ensure accuracy and compliance with this general order.
3. Whenever there is a change in supervisors with sub-custodial authority to disburse and receive investigative funds (cash), an accounting of funds and associated documentation will be

conducted by the incoming and outgoing supervisors recording the custodial transfer. This accounting verification will be documented in the respective account ledger and initialed by both supervisors involved in the transfer. Upon completion, the Special Investigations Section Commander will be notified via memorandum of the custodial transfer and total cash amount on hand at the time of transfer.

4. Whenever a detective is no longer assigned to a narcotics Unit/Task Force, they will immediately surrender any advanced funds to the Unit/Task Force supervisor. The supervisor will conduct an audit of those funds along with the detective’s ledger book to ensure their book is at a “zero” balance prior to departing the unit.

5. If an agency or auditing firm from outside the agency, or members of another division of the VSO are directed to review or audit the division's confidential funds, records on current ongoing investigations will be excluded from the review until such time as they are completed unless otherwise directed by the Sheriff or Chief Deputy.

	VOLUSIA SHERIFF'S OFFICE GENERAL ORDER GO-043-04	Distribution All Personnel	Reissue/Effective Date 01/05/2021
		Original Issue Date 01/05/2021	Previous Revision Date None
Title VICE, NARCOTICS, AND ORGANIZED CRIME OPERATIONS			
Section		AUTHORITY OF MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for receiving/processing information and conducting investigations related to vice, drug and organized crime activities.

II. DISCUSSION

Complaints and information regarding narcotics, vice and organized criminal activity may be received in any number of ways and from a variety of sources. It may come in the form of an anonymous phone tip giving a suspect's name or a source that is able and willing to give complete background information and provide an introduction to the suspects.

III. POLICY

It shall be the policy of the Volusia Sheriff's Office (VSO) to ensure that all vice, narcotics and organized crime information/complaints are recorded, controlled and investigated to the fullest extent possible.

IV. PROCEDURE

A. RECEIVING COMPLAINTS/INFORMATION

1. When a complaint or information is received, the procedures described hereinafter shall apply.
2. All information/complaints shall be documented and assigned a control number.
3. **DEPUTIES**
   a. Deputies shall use an incident report to document cases involving preliminary investigations or complaints.
   b. Raw information or unconfirmed reports which may require later investigation shall be recorded on an *Intelligence Information Form* and forwarded to the Intelligence Unit.
4. **COMMUNICATIONS**
   a. All complaints shall be assigned a complaint/control number. However, raw information shall be assigned an intelligence number by the Intelligence Unit.
   b. Communications personnel shall forward raw information to the Intelligence Unit on an Intelligence Information Form.
   c. All complaints shall be handled in accordance with the respective Communications Call Handling Guide and the Law Enforcement Communications Standard Operating Procedures.

B. PROCESSING

1. Detectives shall process intelligence information in the following manner:
    a. Preliminary background checks will be made through NCIC, FCIC, CJIS and Intelligence files, if the information received gives the names of suspects.
    b. If the information provides locations, such as residences, businesses, or vehicle registration numbers, the preliminary information on ownership shall be gathered and added to the intelligence form.
    c. An intelligence report number will be assigned to the case to ensure tracking and follow-up.
    d. The intelligence report number will be drawn from the Intelligence Log Book kept in the Division Office.
    e. The log book will indicate the number, the date received, type of offense, person taking the report, source and address if known, location or incident, suspect names if known, and whether it is an assigned case or for information.
    f. Once the form has been assigned a number, it will be forwarded to a Unit Supervisor for evaluation.
2. Unit Supervisors shall evaluate raw intelligence information and determine if a preliminary investigation is warranted based on the validity of the information, the nature of the problem, the importance of the problem, leads, resources, the techniques to be employed and the operational problems which might exist. If so, they shall draw a complaint/control number and assign the case.
3. All criminal cases shall be followed up at least one time in order to ensure that the facts are properly recorded, that there is no additional information and to build public confidence.
4. Once assigned, a copy of the intelligence report will go to the Detective assigned to the case. The original will be filed in the Intelligence Unit.
5. Unassigned intelligence information will be noted as information only and placed in the intelligence files for future reference.
6. All criminal cases shall be reviewed and assigned in accordance with general order *GO-042-01 Criminal Investigation Administration*.
7. Upon completion, the Detective shall re-contact the source and advise them of the case status, if possible.
8. Data will be maintained to reflect organized crime, narcotics and vice complaints that are substantiated by investigation.
9. Members shall maintain a record of vice, drug, and organized crime complaint information conveyed to and received from outside agencies.

C. DOCUMENTING AN INVESTIGATION

1. Investigations into narcotics, vice or organized criminal activity shall be documented.
2. All pertinent initial information shall be gathered, i.e., who, what, where, when, and how the violations are being committed.
3. A case file shall be constructed on each particular investigation. The file shall contain all pertinent information and forms used during the investigation.
4. The forms to be used and included will consist of the standard VSO report forms (event, vehicle/property, supplement) case expenditure forms and all other pertinent information and forms that are not considered and treated as evidence.
5. At no time will an Intelligence Report be turned in as part of the case file.
6. Investigative case files will be reviewed periodically by a Unit Supervisor to ensure compliance with general order *GO-042-01 Criminal Investigation Administration*.
7. All investigative reports involving the investigation shall be added to the original case file.
8. The Unit Supervisor will review all completed case files.
9. Once approved, the case file and copies will be forwarded to the Record's Section.

D. CONDUCTING INVESTIGATIONS

1. The investigation of narcotic, vice and organized crime violations are conducted in the same basic manner as any other criminal investigation.
2. In addition to those sources listed in general order *GO-042-02 Criminal Investigations Operations*, Detectives can gather general information from a variety of sources, i.e., phone and cross reference books, newspapers, occupational licenses, tax rolls, garbage analysis, private businesses that provide a service (garbage pickup, utilities, cable subscriptions).
3. Other detailed or more specific information is available from the criminal justice system, criminal records, civil court records, police reports, Motor Vehicle Bureau, Driver's License Bureau, Probation and Parole and Jail Records.
4. Private and limited access information can be obtained through the use of court orders, i.e., phone subscriber information, bank records, credit reports.
5. Once enough information has been gathered to allow development of a course of action, a Unit Supervisor must approve the tactics to be employed and must be continually updated on the case status. The nature of these investigations normally preclude a formal written plan of action.
6. Detectives may employ several different techniques while conducting investigations, i.e., undercover operations, telephone taps, search warrants, decoy operations, trash analysis. These operations are explained in detail in other division policies.
7. The safety of citizens, Deputies and Detectives shall be of foremost importance during every investigation.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 43.1.1
- 43.1.5
- 82.2.1

VI. FORMS (Click here to access forms)

- Intelligence Information Form, VSO Form # 010991.005

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-043-06**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **INTRA-AGENCY COMMUNICATION AND COOPERATION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide for intra-agency communication/cooperation in suppressing vice and narcotics violations.

II. DISCUSSION

Suppression of narcotics and vice is a Volusia Sheriff's Office (VSO) agency-wide function and these violations are often related to other criminal enterprises. There must be open communication and cooperation between the Special Investigations Section and all other VSO members and components.

III. POLICY

It shall be the policy of the VSO to foster open communications and cooperation within the agency.

IV. PROCEDURE

A. GENERAL

1. A Narcotics Investigations Supervisor, or designee, shall attend monthly Detective's meetings. (Criminal Detectives, Crime Analysis and the Major Case Unit)
2. The Intelligence Unit shall provide affected units and components with information leading to the arrest of serious/habitual offenders, intelligence information which relates to the safety of VSO personnel and information about ongoing criminal activity which would not jeopardize or impede on-going investigations.
3. A Narcotics Investigations Unit Supervisor will be available at all times on a call-out basis through Communications.
4. A list of "on-call" supervisor's shall be provided to the Communications Center.
5. Section manpower, vehicles and specialized equipment shall be available to other divisions as needed.
6. District Detectives shall conduct post arrest and confidential informant interviews that shall cover areas in addition to narcotics, vice and organized crime activities, i.e., crimes against persons and property.
7. Pertinent information shall be documented and forwarded to the affected components.
8. Investigative Services will designate one Detective per District to function as a liaison to the District Commander.
9. It shall be the liaison officers' responsibility to maintain communications between the divisions.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-043-07**	**Distribution** All Personnel	**Reissue/Effective Date** 04/02/2024
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **CONTRABAND FORFEITURE**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide guidelines that shall be followed when seeking forfeiture of assets such as the: seizure of vessels, vehicles, aircraft, currency, or other personal property or contraband articles under the Florida Contraband Forfeiture Act (FCFA).

II. DISCUSSION

The Florida Contraband Forfeiture Act (FCFA), Sections 932.701-.7062, Florida Statutes, authorizes the Volusia Sheriff's Office (VSO) to seize and forfeit any vessel, motor vehicle, aircraft, currency, or other personal property or contraband article which has been used, is being used, or was intended to be used in violation of any provision of the FCFA including any violation of Chapter 893, Florida Statutes.

III. POLICY [CALEA LE 1.2.9 (a)]

It shall be the policy of VSO to utilize the forfeiture provisions of the law to the fullest extent possible in order to deter crime and yet protect the innocent owners or lien-holder. Deputies shall adhere to federal and state constitutional limitations regarding unreasonable searches and seizures. Stops based on pretext, coercive consent searches, or searches based solely upon an individual's race or ethnicity shall be prohibited.

IV. PROCEDURE

A. SEIZURE OF PROPERTY

1. The Deputy may seize property for forfeiture under the FCFA **only** if the owner of the property is arrested for a criminal offense that forms the basis for determining that the property is a contraband article under Fla. Stat. § 932.701, **or** one or more of the following circumstances apply:

   a. The owner of the property cannot be identified after a diligent search, or the person in possession of the property denies ownership and the owner of the property cannot be identified by means that are available to the employee or agent of the seizing agency at the time of the seizure;

   b. The owner of the property is a fugitive from justice or is deceased;

   c. An individual who does not own the property is arrested for a criminal offense that forms the basis for determining that the property is a contraband article under Fla. Stat. § 932.701 and the owner of the property had actual knowledge of the criminal activity. Evidence that an owner received written notification from a law enforcement agency and acknowledged receipt of the notification in writing, that the seized asset had been used in violation of the Florida Contraband Forfeiture Act on a prior occasion by the arrested person, may be used to establish actual knowledge;

d. The owner of the property agrees to be a confidential informant as defined in Fla. Stat. § 914.28. The seizing agency may not use the threat of property seizure or forfeiture to coerce the owner of the property to enter into a confidential informant agreement. The seizing agency shall return the property to the owner if criminal charges are not filed against the owner and the active criminal investigation ends or if the owner ceases being a confidential informant, unless the agency includes the final forfeiture of the property as a component of the confidential informant agreement; or

e. The property is a monetary instrument.

AND

The property is a contraband article, vessel, motor vehicle, aircraft, other personal property, or real property used in violation of any provision of the FCFA

OR

Any violation of the FCFA has taken place or is taking place in, or upon the property.

2. Probable cause seizures taking place at the time of FCFA violations may be made without prior judicial approval. Decisions to seize property for forfeiture must be made via the District Commander or designee. The General Counsel is available for consultation through the District Commander or designee via the chain of command.

3. **PRE-SEIZURE DUTIES AND RESPONSIBILITIES OF THE DEPUTY:**

a. Prior to instituting a seizure, the Deputy must:

- Determine the ownership of the property (co-owner, lienholder, or other person who claims an interest).
- Determine the nature of ownership interest, if applicable; contemplate the potential "innocent owner" defense.
- Any potential claimant that disclaims an ownership interest in any property seized (personal property or U.S. currency) shall be requested to sign a *Statement of Disclaimer of Interest or Transfer of Ownership and Waiver of Right to Notice of Seizure (Non Titled Property)* form or a *Transfer of Ownership of Motor Vehicle, Motor Home or Vessel and Waiver of Right to Notice of Seizure (Titled Property)* form.
- If property is other than U.S. currency, ensure it meets the minimum value standard, or there is a compelling law enforcement interest which indicates seizure is appropriate.

b. Immediately following the seizure of any currency of $200.00 or greater or any items intended for forfeiture will be documented on the *Notice of Seizure and/or Forfeiture* form. **Immediately** following seizure/forfeiture, the completed **Notice of Seizure Form** and completed VSO Property Report will be e-mailed to: **FloridaContrabandForfeitureActnotification@vcso.us**. Within twenty-four (24) hours after the seizure, the seizing Deputy shall forward completed and supervisor approved offense report, property report and forfeiture affidavit particularly describing the circumstances surrounding the seizure to the General Counsel.

c. The Sheriff or designee shall decide whether to file a forfeiture action.

d. As soon as practicable following seizure, the seizing Deputy or Detective shall make a diligent effort to determine ownership of the seized property, including the identification of the registered owner(s), title holder(s), and bona fide lienholder(s), if any.

e. Within five (5) business days of the seizure, the VSO through its General Counsel must notify, by certified mail (return receipt requested), the owner(s), bona fide lienholder(s), all claimants and potential claimants of the seizure of the property and their right to request an Adversarial Preliminary Hearing within fifteen (15) days of the notice. It shall be the Deputy's responsibility to email the completed **Notice of Seizure Form** and completed VSO Property Report to **FloridaContrabandForfeitureActnotification@vcso.us** immediately following the seizure so that notice may be given of property seized. Within ten (10) business days of seizure, the seizing Deputy must apply, with the assistance of the General Counsel, to a judge to determine if there is probable cause for the seizure. The **Probable Cause Application/Order Regarding Probable Cause, VSO Form # 071416.001** and the Forfeiture Affidavit must be presented to a judge (ex parte) in the same manner as you would an arrest warrant or search warrant. If the Judge finds probable cause and signs the Order Finding Probable Cause the

Sheriff's General Counsel shall retain the Order Finding Probable Cause which will be attached to the Complaint for Forfeiture in the event the complaint is filed.

f. If the Judge finds no probable cause for the seizure, the seized property shall be returned to the person from whom it was seized or to the owner of record.

g. If a determination not to proceed with the forfeiture is made, then the VSO shall release the seized property to the lawful owner or their legally authorized designee.

h. The VSO is required to set and provide notice of a hearing within ten (10) days, or as soon as practicable, after receiving a request from a claimant for an Adversarial Preliminary Hearing for sufficient Probable Cause Hearing.

B. STORAGE AND MAINTENANCE OF SEIZED VESSEL, VEHICLE & AIRCRAFT

1. At the time of seizure, the Deputy should have the vessels, vehicles, aircraft, etc. transported or towed to our storage facility.

2. A complete inventory of the seized property and all containers, open or closed, found therein shall be completed at the time of seizure and placed on the property form. As soon as practicable after seizure, a good faith attempt shall be made to release to the lawful owner all personal property (e.g., clothing) seized with items impounded pursuant to the FCFA and not being retained as evidence or for forfeiture. If the owner is unknown, has been arrested, or is otherwise unavailable to take possession of the property, the property shall be placed in separate packaging with separate property forms completed and submitted to the Evidence Section, to be released to the owner at a later date.

3. Any personal property seized as evidence shall be packaged and stored separately and handled in accordance with general orders *GO-083-01 Collection of Evidence* and *GO-084-01 Evidence Management*.

4. Reasonable attempts shall be made by the Evidence Section to maintain the property in the time-of-seizure-condition. Seized items shall not be used for any purpose until the rights, interest in, and title to the seized property are perfected pursuant to the FCFA This section does not prohibit use or operation necessary for reasonable maintenance of seized property.

5. If special maintenance is required to maintain seized property in time-of-seizure-condition, as may be necessary with aircraft and vessels, the VSO shall ensure that such maintenance is provided within a reasonable time after seizure, with such care continuing through the pendency of forfeiture action.

C. HANDLING OF FORFEITURE ACTIONS

1. The VSO General Counsel shall:

a. Promptly review copies of all reports describing the circumstances attendant to the seizure and make an independent evaluation of the Deputy's probable cause determination.

b. Determine as soon as practicable after the seizure whether to proceed with the forfeiture or to release the seized property to the lawful owner, bearing in mind that 90 days after seizure motions for return of property or other actions may lie.

c. Upon the determination to proceed with the forfeiture, coordinate the forfeiture process with the originating Division.

d. Promptly proceed against the seized property by filing a forfeiture action or entering into a settlement agreement.

e. Upon a determination not to proceed with a forfeiture action, absent evidentiary value to a pending criminal case and absent any settlement agreement to the contrary, ensure that the seized property is immediately released to the lawful owner or their designee.

f. All settlement agreements under the FCFA must be personally approved by the Sheriff or designee.

D. DISPOSITION OF SEIZED PROPERTY

1. If the claimant prevails at the conclusion of the judicial process, the seized property shall be released immediately to the lawful owner. Under these circumstances, the VSO shall not assess any towing charges, storage fees, administrative costs, or maintenance costs against the claimant.

2. In all other instances, if a seized vessel, vehicle, aircraft, etc. is to be released to the lawful owner, the VSO may assess against the owner the actual costs of towing, storage, and maintenance of the seized property. Absent settlement, administrative costs which do not reflect actual expenses shall not be assessed.

3. Refer to VSO *GO-042-10 Task Forces* and *GO-084-01 Evidence Management* for additional procedures concerning the disposition of property.

E. CASH HANDLING PROCEDURE

1. When it is determined that cash will be confiscated, the following procedures will be followed:

2. **Photographs** – Whenever possible the money is to be digitally photographed exactly as found prior to removal.

3. **Cash Seizures** – All cash seizures will be packaged in accordance with general order *GO-083-01 Collection of Evidence* and placed into custody of the Evidence Section in accordance with general order *GO-084-01 Evidence Management*. The Evidence Section will then arrange for transfer of the funds to the VSO forfeiture account via in consultation with the General Counsel's office.

4. **Required Signatures** – Whenever possible prior to leaving the scene, the Deputy will have the person(s) the money is being seized from sign a form acknowledging the money was sealed UNCOUNTED and placed in seizing Deputy's trunk for transport purposes. The person(s) signature will also acknowledge whether they will or will not follow the Deputy to the District Office or the Evidence Section for counting said monies.

   a. **Refusal to sign** – If the person(s) from whom the monies are being seized refuse to sign the form, the witness (the second Deputy) will witness the refusal on the form.

5. **Leaving the Scene** – The person(s) from whom money is being seized will be requested to follow the Deputy to the District Office or Evidence Section. If the person(s) from whom the money was seized follows the seizing Deputy to the District Office or Evidence Section, they will follow directly behind seizing Deputy, and be followed by the witness (second Deputy).

6. **DISTRICT OFFICE/EVIDENCE SECTION**

   a. Upon arriving at the District Office or Evidence Section the following procedures will be followed:

      (1) **Currency** – Currency is to be removed from transport bag in the presence of the person(s) from whom it was seized, by seizing Deputy and witness (second Deputy).

      (2) **Photographing of Currency** – Digital images will be taken of the currency before counting, denoting packaging and banding of currency.

      (3) **Currency Count** – Currency will be counted in the presence of the person(s) from whom seized (if available) and the witness (second Deputy).

      (4) **Signatures** – When the currency is counted, all present will sign the form attesting to the total amount. The seizing Deputy's supervisor will verify the amount of money prior to being turned in as evidence.

      (5) **Evidence** – The digital images of the currency, and wrappings (if any), will be stored in the digital evidence management system (DEMS).

      (6) **Reports** – Immediately following the seizure of currency intended for forfeiture, the Deputy or Detective will complete the **Notice of Seizure and/or Forfeiture** form. Immediately following the seizure, the completed **Notice of Seizure and/or Forfeiture** Form and completed VSO Property Report will be e-mailed to**notification@volusiasheriff.gov**.

7. All reports will be completed and turned in within twenty-four (24) hours of the seizure of monies.

V. FORMS (Click here to access forms)

- Statement of Disclaimer of Interest or Transfer of Ownership and Waiver of Right to Notice of Seizure (Non Titled Property), VSO Form # 082503.001
- Transfer of Ownership of Motor Vehicle, Motor Home or Vessel and Waiver of Right to Notice of Seizure (Titled Property), VSO Form # 112114.001

- Notice of Seizure and/or Forfeiture, VSO Form # 112415.001
- Probable Cause Application/Order Regarding Probable Cause, VSO Form # 071416.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-043-08**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **INTELLIGENCE EQUIPMENT**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the acquisition, use, maintenance and control of the Volusia Sheriff's Office (VSO) technical and electronic intelligence equipment.

II. DISCUSSION

Technical and electronic intelligence equipment are tools used by law enforcement for obtaining evidence not available through routine methods of visual surveillance, interviews, witnesses and crime scene evidence collection. Such tools often are extremely expensive to acquire and maintain. These tools also require a high level of training and experience to use effectively. In many cases the very existence of these tools, if known to the public, may compromise the future use of them.

III. POLICY

It is the policy of the VSO to utilize technical and electronic equipment within the constraints of State and Federal laws for the purpose of collecting evidence in criminal cases.

IV. PROCEDURE

A. TECHNICAL INTELLIGENCE EQUIPMENT

1. Technical and electronic intelligence equipment shall include:
    a. Radio transceivers used by the VSO personnel who operate on bands and frequencies not used by the VSO in general;
    b. Covert or disguised transmitters or digital/tape recorders;
    c. Radio receivers and recording equipment used with covert or disguised transmitters;
    d. Radio repeaters;
    e. Night vision equipment;
    f. Video cameras, video recorders, photographic equipment and accessories;
    g. Audio devices, audio recorders and accessories;
    h. Electronic countermeasure equipment;
    i. Dialed number recorders (pen registers) and related telecommunications intercept equipment;
    j. Surveillance vehicles containing installed electronic equipment;
    k. Computer equipment and software used with technical and electronic intelligence equipment.

B. TECHNICAL INTELLIGENCE OFFICER

1. Technical Intelligence Officer shall be located within the Special Investigations Section of the Law Enforcement Operations Division.
2. The Technical Intelligence Officer shall be responsible for:
    a. Control, use, repair and maintenance of technical and electronic intelligence equipment;
    b. Direct support of all Court ordered installation, monitoring and removal of technical and electronic intelligence equipment;
    c. General support of VSO operations and operations of other agencies, as approved by the Commanders of the Investigative Services or Special Investigations Sections, involving technical and electronic intelligence equipment;
    d. Training and assisting users of technical and electronic intelligence equipment;
    e. Setup and maintenance of an Audio-Video center where recordings may be enhanced or duplicated.
    f. Responsible for maintaining the Aerial Response Unit's equipment.
3. The VSO shall provide secure office and storage space for the Technical Intelligence Officer to accomplish the above duties.
4. The Technical Intelligence Officer shall maintain a high level of expertise in the use, maintenance and repair of technical and electronic equipment through initial and periodic training, practice and study of:
    - Radio communications;
    - Telecommunications;
    - Surveillance technology;
    - Computer technology;
    - Video technology;
    - Audio technology;
    - Automotive design;
    - Security systems technology.
5. The Technical Intelligence Officer shall perpetually collect and review information on the needs of the VSO in regard to technical and electronic intelligence equipment, research available vendors and then make recommendations, through the chain of command, for the purchase or lease of such equipment.
6. The Technical Intelligence Officer shall be authorized to purchase supplies, materials and parts for the repair and maintenance of equipment. The Technical Intelligence Officer shall also be authorized, subject to approval of the Commander of Investigative Services, to purchase or lease special equipment for the furtherance of investigations.
7. The Technical Intelligence Officer shall be available 24 hours a day for emergency technical assistance involving deployed technical and electronic intelligence equipment and for SWAT operations.

C. EQUIPMENT CONTROL

1. The Technical Intelligence Officer shall maintain central control of VSO technical and electronic intelligence equipment and shall be responsible for registering new equipment with Inventory Control and maintaining records of issue and use of the equipment.
2. The Technical Intelligence Officer may assign and delegate control of technical and electronic intelligence equipment, on an indefinite basis, to other units based upon the reoccurring needs of the unit needing such equipment. This does not relinquish the Technical Intelligence Officer of responsibility and control of the equipment.
3. Detectives, supervisors and other law enforcement agencies may make requests for the use of technical and electronic intelligence equipment directly to the Technical Intelligence Officer. The

Technical Intelligence Officer shall determine if the requested equipment is suitable for the objectives of the requester. The requester shall not be required to identify the identity of the target of the investigation or the exact location of the investigation.

4. The Technical Intelligence Officer may deny the use of technical and electronic intelligence equipment if the requested equipment will not accomplish the objective, if the use of the equipment would likely cause damage or loss, if the requested use of the equipment would violate VSO policy, State or Federal laws or if the equipment is in use or will be in use by prior arrangement with other units. The Commander of Investigative Services shall arbitrate over any conflicts.
5. Law Enforcement Operations Division Detectives shall have priority on the use of technical and electronic intelligence equipment over other personnel and other agencies, unless an emergency is stated.

D. EQUIPMENT RESTRICTIONS

1. All members of the VSO are prohibited from disclosing any of the following information to anyone except sworn personnel and then only on a need to know basis as determined by a supervisor:(Violation subject up to dismissal)
    a. The transmitting or receiving frequencies or Internet protocol addresses used by VSO technical and electronic intelligence equipment;
    b. The capabilities and limitations of VSO technical and electronic intelligence equipment;
    c. The description of any disguised VSO technical and electronic intelligence equipment;
    d. The location of any deployed VSO technical and electronic intelligence equipment;
    e. Any techniques or methods of deploying technical and electronic intelligence equipment on persons, vehicles or in structures.
2. This section does not prohibit the disclosure of this information pursuant to an Order of the Circuit Court or higher authority.
3. All defective or inoperable technical and electronic intelligence equipment must be returned to the Technical Intelligence Officer along with a written explanation of the problem. No one may take such equipment to other repair facilities without the approval of the Technical Intelligence Officer.
4. No technical and electronic intelligence equipment may be disassembled or modified from its original configuration without approval of the Technical Intelligence Officer.
5. VSO technical and electronic intelligence equipment may be used only for authorized criminal investigations or for authorized training.

E. INTERCEPTING COMMUNICATIONS

1. The Technical Intelligence Officer shall be included in all planning activities prior to clandestine installation of technical and electronic intelligence equipment or the use of telecommunication intercept equipment unless the case is being supported operationally and logistically by a senior State or Federal law enforcement agency.
2. No member of the VSO shall engage in any intercept of communications, as described in this general order, except during the authorized investigation of a criminal case.
3. All informants, or others who are not law enforcement officers, are required to execute the “Permission to Intercept Oral Communications” form for each and every separate operation where they will be using a transmitter or digital/tape recorder where all parties are not advised of such during the monitoring or recording. This form shall be witnessed by two law enforcement officers and the form shall be retained in the Detective’s case file.
4. No member shall reveal the content of any such communication to any other person without the Order of the Court or one-party consent.
5. Unintentional monitoring during lawful and normal maintenance, common eavesdropping which does not involve the use of technical or electronic intelligence equipment, or when such an intercept is an emergency involving possible grave injury or loss of life of a human being (and then an Order still must be obtained as soon as possible) are excepted from this general order (Florida Statute 934.03).

6. Authorized operations of the 911 Dispatch Center are also excluded from this general order.
7. No dialed number recorder or pen register may be activated on any target line without the prior issuance of an Order of the Court (Fla. Stat. § 934.31-33).
8. The exception to this general order is when such an intercept is an emergency involving possible grave injury or loss of life of a human being and then an Order still must be obtained as soon as possible. Note: Telephone companies are not required to assist law enforcement without an Order from the Court.
9. Violation of this section, Intercepting Communications is subject to dismissal or prosecution for a felony.

F. MOBILE TRACKING DEVICES

1. Mobile tracking devices shall be installed in compliance with the standards established by the United States Supreme Court, and Fla. Stat. § 934.42, which address the installation and monitoring of mobile tracking devices. In accordance with the requirements of Fla. Stat. § 934.42(2), use of a mobile tracking device to monitor a vehicle's movements constitutes a search under the Fourth Amendment and as such requires court application and order/authorization based on probable cause prior to attachment to the vehicle. (Refer to forms: Application for Mobile Tracking Device Authorization and Order Authorizing Installation and Use of A Mobile Tracking Device)

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 43.1.4

VI. FORMS (Click here to access forms)

- Application for Mobile Tracking Device Authorization, VSO Form # 013012.001
- Order Authorizing Installation and Use of A Mobile Tracking Device, VSO Form # 013012.002

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-044-01**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **JUVENILE OPERATIONS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide guidelines for Juvenile Investigations and delineate responsibilities within the Volusia Sheriff's Office (VSO).

II. DISCUSSION

There is a need for the development and perpetuation of programs designed to prevent and control juvenile delinquency.

The District Lieutenants should coordinate the development and implementation of programs that are designed to prevent and control juvenile delinquency.

III. POLICY

It is the policy of the VSO to develop, and perpetuate programs designed to prevent and control juvenile delinquency.

In addition, it is the policy that all of the VSO components and personnel share in the responsibility of participating in and supporting the Juvenile function within each District.

IV. PROCEDURE

A. ADMINISTRATION

1. Each District is staffed with one Juvenile Detective under the direct supervision of the Investigative Sergeant.
2. Each District Juvenile Detective shall be responsible for:
    - Designing and implementing programs intended to prevent and control delinquent and criminal behavior by youths;
    - Follow-up processing of youth arrests;
    - Coordinating or preparing court cases in which a juvenile offender is involved;
    - Diverting juvenile offenders out of the juvenile justice system and adjusting cases;
    - Reviewing cases involving juveniles as either victims, suspects or defendants, determining that the investigations are complete, and have been properly classified;
    - Ensuring victims are afforded all the juvenile justice system has to offer and that juvenile offenders are dealt with in the least coercive among reasonable alternatives, consistent with conserving public safety, order and individual liberty.

3. Each District shall be the repository for information related to the movement or relocation of juvenile offenders who have been adjudicated or had adjudication withheld for a violent misdemeanor or felony. The Juvenile Detective shall ensure that this information is disseminated to the other Districts and County law enforcement agencies.
4. The Sergeant supervising the Juvenile Detective shall ensure that they are properly trained.
5. The Detective Sergeant has the ultimate authority to return any case to the Juvenile Detective for additional follow-up.
6. The Juvenile Detective may be assigned other cases as the workload permits.

B. RESPONSIBILITIES

1. JUVENILE & COMMUNITY RELATIONS DIRECTOR

a. District Detective Sergeants shall be designated as Juvenile Case Managers.

b. The initial assignment of cases shall be accomplished by the Juvenile Case Managers.

c. The case shall be entered into RMS by the Case Manager showing the assignment and due dates.

d. When a case is completed, the complete case file shall be sent to the Case Manager for review and approval. An RMS entry will show;

- Closed;
- Juvenile arrest;
- Cases inactivated;
- Cases not assigned.

e. The Juvenile Case Manager shall document periodic checks to ensure that all juvenile cases are being dealt with.

f. If a trained case manager is not available for whatever reason, copies of all cases involving juveniles shall be delivered to the District Lieutenant within 24 hours for assignment.

2. JUVENILE DETECTIVES

a. Juvenile Detectives' case responsibilities are described in general order *GO-042-01 Criminal Investigation Administration*.

b. Juvenile Detectives will be provided with the training necessary and must demonstrate the ability to effectively function in both the criminal and non-criminal environments.

c. The Juvenile & Community Relations Director or designee shall act as the VSO liaison with the various social service agencies involved in delinquency prevention and enforcement programs.

d. The Juvenile & Community Relations Director will insure that any new or updated information regarding the handling of juvenile offenders is disseminated throughout the VSO on a timely basis.

3. CHILD EXPLOITATION UNIT

a. Juvenile cases involving severe child abuse or sex offenses shall be investigated by the Child Exploitation Unit as outlined in general order *GO-042-01 Criminal Investigation Administration*.

C. PROGRAM REVIEW

1. The Juvenile Services Director or designee shall forward a written annual evaluation of the VSO juvenile prevention and enforcement programs to the Sheriff, via the chain of command.
2. This evaluation/report shall contain both quantitative and qualitative elements of the program with recommendations regarding specific programs which should be modified or discontinued.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 44.1.1

- 44.1.3

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-044-02**	**Distribution** All Personnel	**Reissue/Effective Date** 6/10/2024
		Original Issue Date 01/05/2021	**Previous Revision Date** 05/12/2023
Title **JUVENILE ARREST AND INVESTIGATION PROCEDURES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines and procedures for the investigation and arrest of juveniles (persons under age 18).

II. DISCUSSION

Florida law provides exclusive original jurisdiction of proceedings in which a child is alleged to be delinquent. It further provides that the Judge, after a waiver hearing, may enter an order waiving jurisdiction, certifying the case for trial as if the child were an adult, if the child in question is fourteen (14) years of age or older.

The Juvenile Court has jurisdiction of juvenile traffic offenses if the Volusia County Traffic Court waives jurisdiction and certifies the case to the Circuit Court.

Any child under eighteen (18) years of age, charged with a violation of Florida law punishable by death or life imprisonment, is subject to the jurisdiction of the Juvenile Court unless and until an indictment on such charge is returned by the Grand Jury. In that event, the Juvenile Court is divested of jurisdiction under Florida law and the charge is made in the Circuit Court, Criminal Division. The child shall then be processed in every respect as if it was an adult.

A child younger than seven (7) years of age may not be adjudicated delinquent, arrested, or charged with a violation of law or a delinquent act on the basis of acts occurring before they reach seven (7) years of age, unless the violation of law is a forcible felony as defined in Fla. Stat. § 776.08.

III. POLICY [CALEA LE 44.1.1, 44.1.2]

It shall be the policy of the Volusia Sheriff's Office (VSO) to cooperate with the Department of Juvenile Justice (DJJ), Social Service Agencies, the State Attorney's Office, and Circuit Court (Juvenile Divisions) in handling juveniles in compliance with Fla. Stat. Ch. §§ 39 and 985, governing juveniles.

It shall further be the policy of the VSO to use the least coercive reasonable alternatives when dealing with juveniles, consistent with the preservation of public safety, order, and individual liberty.

IV. PROCEDURE

A. TAKING A CHILD INTO CUSTODY

1. A child under seven (7) years of age **<u>may not</u>** be taken into custody for a violation of law or a delinquent act except for forcible felonies, defined in Fla. Stat. § 776.08.
2. A child seven (7) years of age or older may be taken into custody under the following circumstances:
    - Pursuant to an order of the Circuit Court issued pursuant to the provisions of Fla. Stat. § 985.101, based upon sworn testimony, either before or after a petition is filed;

- For a delinquent act or violation of law on the basis of acts occurring after they have reached seven (7) years of age, pursuant to Florida law pertaining to a lawful arrest;
- For failing to appear at a court hearing after being properly noticed.

3. The Deputy taking a child into custody shall immediately attempt to notify the parent, guardian, or legal custodian of the child. [CALEA LE 44.2.2]
4. The Deputy taking the child into custody shall continue such attempt until the parent, guardian, or legal custodian of the child is notified or the child is delivered to an intake counselor. At that time the responsibility to notify the parent, guardian, or legal custodian of the child transfers to that intake counselor.
5. Taking a child into custody is not an arrest except for the purpose of determining whether the taking into custody or the obtaining of any evidence in conjunction therewith is lawful. [CALEA LE 44.2.2]
6. Cases with juveniles involved in such activities or circumstances that indicate that no crime has been committed, but in some other way the child is jeopardized shall be referred to the Florida Department of Children and Families. [CALEA LE 44.2.2]
7. Fla. Stat. § 985.101(d) authorizes a law enforcement officer to make an arrest when they have probable cause to believe that a child on community control, probation, or other court supervision is in violation of the conditions of the applicable supervision order.
    - The Juvenile Delinquency Division provides parents/guardians with a "Notice to Parents" form when a child is placed on court supervision, community control, after care supervision, furlough, etc.
    - The notice advises parents/guardians that when the juvenile is under this care and runs away from home or otherwise violates the order, a law enforcement officer with probable cause of such violation can take the child into custody. This would be a probable cause arrest for which neither a warrant nor an order to take custody is necessary.
    - It is important that, before making the arrest, you verify the child's current supervision status (i.e., by seeing a copy of the community control order) and that you have probable cause that the child has violated a condition of the order.
8. Juveniles shall be immediately notified of their constitutional rights when taken into custody. [CALEA LE 1.2.3, 1.2.5, 44.2.2]
9. Florida laws of arrest and interrogation do not distinguish between adults and juveniles. Juveniles must be warned of their constitutional rights prior to interview when the suspect is in violation of the law. Parents, legal custodians, or attorneys should be present, if possible, during interrogation of a juvenile suspect. [CALEA LE 1.2.3, 1.2.5, 44.2.2]

B. ARRESTED JUVENILES [CALEA LE 1.2.5, 44.2.1]

1. Deputies taking a juvenile into custody for criminal offenses (not including traffic offenses) and/or warrants shall follow the following procedure: [CALEA LE 44.2.2]
    a. Make every reasonable effort to contact the juvenile's parent(s) or legal guardian. [CALEA LE 44.2.2]
    b. Check for the existence of outstanding capias, pick-up orders, or violations of probation.
    c. Complete an SA-707. Ensure the SA-707 is signed and notarized.
        (1) Submit the 707 via Copperfire.
        (2) If a change is necessary to the SA-707 it will be noted in the incident report and on a SA 707-B.
    d. Prior to transport the Deputy will notify the DJJ Call Center that the juvenile is en route. Contact information for the DJJ Call Center and the VFRC is found in the REFERENCES section at the end of this general order.
    e. Transport the juvenile to the Volusia Family Resource Center (VFRC) for processing (fingerprinting/photographs), with the exception that juveniles referred to the Juvenile Prearrest Delinquency Citation Program for Volusia County shall not be fingerprinted or photographed.

C. JUVENILE INTERROGATION [CALEA LE 1.2.3, 44.2.2, 44.2.3]

1. Miranda warnings will be given to any child suspected of committing a violation of the law. It is important to remember that juveniles have all the basic rights of adults. A juvenile should be advised that they have the right to have a parent present during questioning just as they may have an attorney present. This is the child's right, not their parents. [CALEA LE 44.2.2, 44.2.3]

2. The investigating Deputy will make a reasonable attempt to notify the juvenile's parent or legal custodian as soon as practical and shall continue such attempts until the parent or legal custodian is notified or the child is delivered to an intake counselor. [CALEA LE 44.2.2, 44.2.3]

3. While it would be ideal to have a parent present during interrogation of a juvenile, appellate courts have held that admissibility of statements made by juveniles during interrogation depends upon whether Miranda warning was properly given, the child understood the warning and waived their rights and made the statement freely, voluntarily, knowingly, and intelligently. [CALEA LE 44.2.3]

4. Generally, there should be no more than two law enforcement officers present during the interrogation of a juvenile who is accused of a violation of the law. If circumstances warrant, a supervisor may authorize additional officers to sit in on an interrogation of a juvenile, but the number of interrogators should be limited to two Detectives. [CALEA LE 44.2.3]

5. The interviewing Deputy shall inform the juvenile and any parent/or legal guardian present of the procedure regarding interrogation and the juvenile justice system as it relates to their particular case. [CALEA LE 44.2.3]

6. Juveniles shall not be interrogated for an unreasonable length of time. The duration of an interrogation shall be governed by the nature and severity of the crime under investigation. [CALEA LE 44.2.3]

7. Supervisors shall be kept advised as to the nature of complicated investigations and the need for lengthy interrogation of a juvenile suspect. [CALEA LE 44.2.3]

8. Normally, the length of time for each session is 2 hours. The time between each session should be at least 15 minutes, but that can vary depending on how the interrogation and investigation are progressing. [CALEA LE 44.2.3]

9. If a juvenile has not been secured at any time within a VSO facility other than the Volusia Family Resource Center, a juvenile can be interrogated for as long as necessary following above guidelines. However, if a juvenile has been secured within the facility, either in a secured room/holding cell, or handcuffed to a stationary object, the interrogation session, including the time the juvenile was initially secured, will be a maximum of six (6) hours. **THERE ARE NO EXCEPTIONS TO THIS RULE.** [CALEA LE 44.2.3]

    a. When circumstances require a juvenile to be securely held as described above at any District location, then the *JJDPA Compliance Monitoring Reporting Form* must be notated with all appropriate information as requested on the form. Links to the form and instructions for completion are found at the end of this general order. If no juveniles are secured at the facility within a calendar month, then the log will be so noted in the box provided at the top of the form. When documenting information on the form, the case number will be utilized in place of the juvenile's name. All forms are to be completed as needed and turned in to the District Commander, or designee, by the 5th of the following month. The District Commander, or designee, will be responsible for forwarding this form to the Juvenile Services Unit by the 10th of the month; reports may be sent by interoffice mail, fax, or email to the Director of Juvenile & Community Relations Programs at the Volusia Family Resource Center.

D. TRAFFIC VIOLATIONS [CALEA LE 44.1.1]

1. Jurisdiction over juvenile misdemeanor traffic offenses, including traffic warrants and DUI's, rests with the Volusia County Court rather than the Juvenile Circuit Court.

2. The Department of Juvenile Justice (DJJ) is NOT statutorily obligated to take custody of any juvenile presented for misdemeanor traffic offenses. These juveniles should be released by law enforcement to a parent, guardian, or responsible adult within a reasonable period of time after being taken into custody. However, DJJ Intake personnel will assist law enforcement if all other reasonable attempts to contact a responsible adult have failed.

3. The following procedure will be adhered to prior to attempting to deliver the juvenile to the VFRC:

a. A diligent effort will be made to contact the parent or a responsible adult to take custody of the juvenile; all efforts to make such contact will be documented.

b. If all attempts to contact have been unsuccessful, the DJJ personnel will accept the juvenile and assist law enforcement by holding the juvenile for the sole purpose of establishing contact with a parent or responsible adult. The juvenile will not be processed into the detention facility.

c. In the case of DUI, this attempt to contact will be made after processing. The eight-hour rule specified in Fla. Stat. § 316.193 (9) does not apply to juvenile offenders, so the juvenile can be released to a parent, or responsible adult as soon as practicable after processing is completed. In such cases, if the juvenile cannot be released to a parent or responsible adult, medical clearance must be obtained and presented with the juvenile at the VFRC.

d. This process is an accommodation by DJJ to assist law enforcement and, therefore, should not be abused. If DJJ personnel refuse to accept the juvenile, or question their authority to do so, ask the staff member to contact the Juvenile Services Director.

4. Juveniles are issued uniform traffic citations and handled in the same manner as adults for traffic violations with the following exceptions: (see general order *GO-061-03 Traffic Law Enforcement*)

   a. If the charge is leaving the scene of a crash involving death or personal injury, Fla. Stat. § 316.027, a SA-707 will be completed in addition to the citation and the felony procedure outlined below will be followed.

   b. If the charge is leaving the scene of a crash with property damage, Fla. Stat. § 316.061; fleeing or attempting to elude a police officer, Fla. Stat. § 316.1935; reckless driving, Fla. Stat. § 316.192; making false crash report, Fla. Stat. § 316.067; willfully failing or refusing to comply with any lawful order or direction of any police officer or member of the fire department, Fla. Stat. § 316.072; or any driver's license violation listed in Fla. Stat. Ch. § 322, an SA-707 may be completed in addition to the citation and the misdemeanor procedure outlined below will be followed.

5. Deputies are encouraged to consider alternatives to the arrest or issuance of citations when appropriate. [CALEA LE 1.2.6, 44.2.1]

6. If an arrest is made, diversion programs should be considered. [CALEA LE 1.2.6, 44.2.1]

7. Deputies are encouraged to mail a copy of the citation(s) issued to the juvenile to the child's parents or contact the parents to advise them of verbal or written warnings. [CALEA LE 44.2.1]

8. Deputies shall follow the procedures outlined in general order *GO-061-03 Traffic Law Enforcement* in reference to juvenile citations.

E. PROCEDURE FOR PICKUP ORDER

1. The following procedure shall apply to a pickup order on juveniles:

   a. An Order to Take into Custody (OTIC) is received from Juvenile Division Assistant State Attorney.

   b. The OTIC and original SA-707 are taken before a juvenile judge for signature.

   c. The Deputy shall go to the Family Law Section of the Clerk's Office for case number to put on OTIC and original SA-707 and leave the original SA-707 and a copy of OTIC with the Clerk's Office.

   d. The original OTIC and copy of the SA-707 shall be taken to the Teletype Unit within the Communications Section to obtain a warrant number. The original OTIC will remain with the Teletype Unit, who will enter it into the appropriate crime information computer systems, such as CJIS, FCIC, and NCIC, per policy and procedure.

   e. Deputies should verify the warrant number on copies of OTIC.

   f. The warrant may be served upon contact with the juvenile.

   g. An SA-707 will be completed as a juvenile pickup order.

   h. A return of service on copy of OTIC must be completed.

   i. The Teletype Unit shall be notified of who served the warrant and the time and date of service.

2. In all juvenile pick-ups the original SA-707 will be transported to the VFRC.

F. TRANSPORTING JUVENILES

1. ADULTS AND JUVENILES

a. Adults and juvenile prisoners shall not be transported in the same vehicle unless the juvenile and the adult were involved in the same incident.

b. When a juvenile is transported, the transporting Deputy shall advise Communications of the juvenile's presence in the vehicle, the expected destination, and starting mileage.

c. Upon arriving at the destination, the transporting Deputy shall advise Communications and give the ending mileage.

G. RELEASE OR DELIVERY FROM CUSTODY

1. Pursuant to Fla. Stat. Ch. § 985, a child taken into custody shall be released from custody as soon as is reasonably possible.

2. Unless otherwise ordered by the court pursuant to Fla. Stat. Ch. §985, and unless there is a need to hold the child, a person taking a child into custody shall attempt to release the child as follows:

   a. To the child's parent, guardian, or legal custodian or, if the child's parent, guardian, or legal custodian is unavailable, unwilling, or unable to provide supervision for the child, to any responsible adult relative. When releasing a juvenile to persons other than the juvenile's parent or guardian, the Deputy will contact the Teletype Unit to have a criminal history background check conducted. Individuals who are not parents or guardians are not considered to be responsible adults if they have a prior felony conviction, or a conviction for child abuse, drug trafficking, or prostitution. The person to whom the child is released shall agree to inform DJJ or the person releasing the child of the child's subsequent change of address and to produce the child in court at such time as the court may direct;

   b. To a DJJ approved shelter or to a protective investigator.

3. If the child is believed to be suffering from a serious physical condition which requires either prompt diagnosis or prompt treatment, then the child shall be delivered to a hospital for necessary evaluation and treatment. [CALEA LE 44.2.1]

4. If the child is believed to be mentally ill as defined in Fla. Stat. § 394.463(1), then that child shall be taken to a designated public receiving facility, as defined in Fla. Stat. § 394.455, for examination. (CALEA LE 44.2.1]

5. If the child appears to be intoxicated and has threatened, attempted, or inflicted physical harm on themself or another, or is incapacitated by substance abuse, then the child shall be delivered to a hospital, addictions receiving facility, or treatment resource. [CALEA LE 44.2.1]

6. If the child is released, VSO shall make a written report or probable cause affidavit to the appropriate intake counselor or case manager within 3 days, stating the facts and reason for taking the child into custody. The written report or probable cause affidavit shall:

   - Identify the child, their parents, guardian, or legal custodian, and the person to whom they were released.
   - Contain sufficient information to establish the jurisdiction of the court and to make prima facie showing that the child has committed a violation of law or a delinquent act.

7. A Deputy taking a child into custody who determines, pursuant to Fla. Stat. 985.115, that the child should be detained or released to a shelter designated by DJJ, shall make a reasonable effort to immediately notify the parent, guardian, or legal custodian of the child, without unreasonable delay, and deliver the child to the appropriate intake counselor or case manager or, if the court has so ordered, pursuant to Fla. Stat. § 985.115, to a detention center or facility.

8. The Deputy taking the child into custody will complete a written report or probable cause affidavit showing:

   - Identity of the child and, if known, their parents, guardian, or legal custodian;
   - Establish that the child was legally taken into custody, with sufficient information to establish the jurisdiction of the court and to make prima facie showing that the child has committed a violation of law.

9. Upon taking a child into custody, a Deputy may deliver the child, for temporary custody not to exceed 6 hours, to a secure booking area of a jail or other facility intended or used for the detention of adults, for the purpose of fingerprinting or photographing the child or awaiting appropriate transport to DJJ, provided no regular sight or sound contact between the child and adult inmates or trustees is permitted and the receiving facility has adequate staff to supervise and monitor the child's activities at all times.

10. A copy of the probable cause affidavit or written report shall be filed with the Clerk of the Circuit Court for the County in which the child is taken into custody or in which the affidavit or report is made within 24 hours after the child is taken into custody and detained, within 1 week after the child is taken into custody and released, or within 1 week after the affidavit or report is made, excluding Saturdays, Sundays, and legal holidays.

H. DISCRETION [CALEA LE 1.2.6, 1.2.7, 44.2.1]

1. The VSO recognizes the importance of allowing the Deputies to use their discretion when handling calls for service. The proper use of discretion when involved with juveniles is crucial to the success of any juvenile program. The following are some guidelines to assist the Deputies with their discretionary decisions. [CALEA LE 1.2.6, 1.2.7]

2. Where permissible under Florida Statute and VSO Policy, Deputies may use discretion and release, with no further action, a juvenile offender to their parent, guardian, or legal custodian. If the child's parent, guardian, or legal custodian is unavailable, unwilling, or unable to provide supervision for the child; the child may be released to any responsible adult relative. [CALEA LE 1.2.6, 1.2.7, 44.2.1]

    a. When releasing a juvenile to persons other than the juvenile's parent or guardian, the Deputy shall contact the Teletype Unit to have a criminal history background check conducted. Individuals who are not parents or guardians are not considered responsible adults, if they have a prior conviction for any felony, child abuse, drug trafficking, or prostitution.

3. The Deputy shall document the incident by completing an incident report.

4. The Deputy's discretionary decisions will be restricted if the juvenile meets the following criteria, and the juvenile will be transported to the VFRC with the completed paperwork for:

    - All delinquent acts that if committed by an adult would be felonies;
    - All delinquent acts involving weapons;
    - All serious gang-related delinquent acts;
    - All delinquent acts involving aggravated assault and battery;
    - All delinquent acts committed by juveniles on probation or parole or by those with a case pending;
    - All repeated delinquent acts (within the preceding 12 months);
    - Juveniles who have been selected for a diversion program but have refused to participate;
    - Those cases in which it was determined that parental supervision is not effective.

I. DIVERSION [CALEA LE 1.2.6, 44.1.2, 44.2.1]

1. VSO is an active participant in the Juvenile Prearrest Delinquency Program for Volusia County (a diversion program). For further information see general order *GO-044-05 Juvenile Prearrest Delinquency Citation Program*.

J. RECORDING ACTION

1. Deputies will record actions taken on a report or field contact card as applicable and request a copy be forwarded to the District Juvenile Detective.

2. **RECORDS**

    a. All personnel accountable for the collection, dissemination, and retention of juvenile records maintained by the VSO shall comply with Fla. Stat. Ch. § 985.

    b. The Records Section supervisor shall be accountable for the collection, dissemination, and retention of juvenile records maintained by the Records Section.

c. The District Juvenile Detective shall be accountable for the collection, dissemination, and retention of juvenile records maintained by the Juvenile Detective.

K. SEPARATION

1. All arrest and identification records pertaining to juveniles shall be considered confidential and separated from adult files.

L. EXPUNGEMENT

1. Upon receipt of a court order to expunge or seal a criminal history record, the Records Section Supervisor shall ensure the requirements of the law are fulfilled:
   a. Confirm the order is appropriately signed and certified as a true copy;
   b. Ensure the arrest report, fingerprints and photographs are removed from the files;
   c. Ensure the arrest record is removed from the Record Management System;
   d. Mail a letter of transmittal and a copy to FDLE;
   e. Notify all agencies to whom the subject's affected record has been disseminated.
2. Expunged records shall be held in a pending status until a reply letter has been received from the FDLE. Upon receipt of the reply from the F.D.L.E. the process will be completed.
3. Sealed records shall be maintained by the Records Section.

M. DISPOSITION

1. Records may be purged in accordance with Fla. Stat. § 985.04.
2. The Records Section Supervisor shall make the determination as to which records are to be purged, and the method of disposition, in conformance with applicable law.

N. RECORDS CONTROL

1. Requests for obtaining records shall be for a valid reason and made to the records supervisor.
2. If the record is sealed the Records Supervisor shall permit law enforcement officers access to the file.
3. If the record has been expunged the requestor will be advised there is no record.

V. APPENDICES

- GO-044-02-A Florida JJDPA Compliance Monitoring Reporting Form Instructions

VI. REFERENCES

- Department of Juvenile Justice (DJJ) Call Center: (386) 254-1513
- Volusia Family Resource Center (VFRC)
  3747 West International Speedway Blvd.
  Daytona Beach, FL 32124
  Main: (386) 254-1512
  Fax: (386) 254-1521

VII. FORMS (Click here to access forms)

- JJDPA Compliance Monitoring Reporting Form, VSO Form # 052511.001

FLORIDA JJDPA COMPLIANCE MONITORING REPORTING FORM INSTRUCTIONS

The Report form should be filled out monthly and forward to the FL-JJDPA Compliance Monitoring Office, as soon as it is completed, and no later than the 20th of the next month. A new sheet should be started for each month. If no juveniles were held for the month, you are still required to submit an e-mail or Report to notify the Compliance Office. If you file the Report, there is a box at the top of the form that indicates no juveniles being held for the month. Please ensure that all areas of the form are completed and all information is legible.

1. Please enter the juvenile's last name and then first name, separated by a comma, **OR** a case number, ensuring that all letters/numbers are accurate and written legibly.
2. Enter the juvenile's date of birth. Please use the two-digit month and day and the four-digit year. Example: 05/10/1963
3. Enter the race of the juvenile. The codes are listed at the bottom of the form:
   - A – Asian
   - B – Black
   - H – Hispanic
   - I – Native American
   - O – Other, or
   - W – White
4. Enter the date that the juvenile was admitted into the agency. Please use the two-digit month, day and year. Example: 02/02/02
5. Enter the time that the youth was admitted into agency. Please use military time only and the colon must be utilized.
6. Enter the date that the juvenile was released from your agency. Please use the two-digit month, day and year. Example: 02/03/02.
7. Enter the time that the youth was released from your agency. Please use military time only and the colon must be utilized.
8. Enter the juvenile offender type:
   - F – Felony
   - M – Misdemeanor
   - N – Non-Offender, or
   - S – Status Offender
9. Enter whether or not the juvenile is an illegal alien.
10. Enter whether or not the juvenile is being held on a gun charge.
11. Enter whether or not the juvenile is an out-of-state runaway.
12. Enter whether or not the juvenile was held in a secure setting.
13. If held in a secure setting, enter whether or not the juvenile was held sight/sound separated from any adult offenders/trustees.
14. If the juvenile was moved to the adult system, enter the appropriate code as to how the transfer occurred. **THIS AREA OF CORRECTIONS/JAILS ONLY**:
    - D – Direct Filed
    - I – Indicted
    - W – Waived

G	**VOLUSIA SHERIFF'S OFFICE** **GENERAL ORDER** **GO-044-03**	**Distribution** All Personnel	**Reissue/Effective Date** 03/05/2026
		Original Issue Date 01/05/2021	**Previous Revision Date** 05/12/2023
Title **MISSING PERSONS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish uniform procedures and responsibilities regarding response to reports of missing persons and missing children, including investigation, recovery, and case closure. In addition, this general order will provide guidelines for the criteria, use, and activation of the Florida Amber, Missing Child, Silver, Purple, and Blue Alerts.

II. POLICY [CALEA LE 41.2.6]

VSO policy is to thoroughly investigate all credible reports of missing/abducted persons and children. Additionally, VSO holds that every missing person/child will be considered ***at risk*** until significant information to the contrary is confirmed.

The VSO shall act within the scope of its authority provided under Fla. Stat. Ch. §§ 937 and 984 and shall utilize internal and external resources to identify, locate, recover, and assist any person or child who is reported missing as further defined below.

III. DEFINITIONS

A Child Is Missing Inc. (ACIM) – is the activation arm, which mobilizes Child Abduction Response Teams (CART) for a swift response and hopefully a fast and safe resolution. ACIM continues to work with the law enforcement officer on the scene and/or agency communications section until the missing person has been found. For additional info visit ACIM's website at www.achildismissing.org.

Amber Alert – A program designed to broadcast critical information of a missing abducted child younger than eighteen (18) years of age believed to be in danger, using the emergency alert system via radio, television, and billboards.

At Risk/Endangered – A missing person is considered "at risk" when one or more of the unusual circumstances noted in the (Endangered) Unusual Circumstances definition found below are present.

Blue Alert Plan – A plan designed to broadcast critical information in response to the increasing number of law enforcement officers in the state who were killed, injured, or abducted in the line of duty. Under this plan, when established criteria are met, Florida Department of Law Enforcement (FDLE), Florida Department of Transportation (FDOT), and Florida Highway Patrol (FHP) will activate dynamic highway message signs to immediately broadcast important information about the offender/vehicle involved in an incident to increase the chances of capturing the suspect(s) responsible.

Child Abduction Response Team (CART) – Child Abduction Response Teams consist of members of all facets of law enforcement, emergency response, non-profit organizations, and civilian search groups that come together when a child is abducted.

Credible Report – A missing person report filed with a local law enforcement agency that has, upon preliminary investigation by the initial responding law enforcement officer, met one or more of the criteria for

missing persons/children as identified and adopted by the *National Center for Missing & Exploited Children* and the *Missing Endangered Persons Information Clearinghouse*, as defined herein.

(Endangered) Unusual Circumstances – For purposes of this general order, *Endangered/Unusual Circumstances* refer to: [CALEA LE 41.2.5 (g)]

1. A missing child younger than eighteen (18) years of age.
2. A missing adult younger than twenty-six (26) years of age.
3. A missing adult twenty-six (26) years of age or older who is suspected by a law enforcement agency of being endangered or the victim of criminal activity.
4. Whose disappearance involves circumstances that would cause a reasonable person to conclude that the child or person should be considered at-risk/endangered.
5. A child or an adult who is missing and believed to be one or more of the following:

    - *Out of the "zone of safety" for their age, physical, and mental condition* – The zone of safety will vary depending on age. In the case of an infant, for example, the zone of safety will include the immediate presence of an adult custodian or the crib, stroller, or carriage in which the infant was placed. For a school-aged child, the zone of safety might be the immediate neighborhood or route taken between home and school. In the case of an elderly person of diminished physical and/or mental condition, the zone of safety might include the close proximity and availability of a caregiver familiar with that individual's condition and needs.
    - *Mentally diminished* – If the person is developmentally disabled or emotionally disturbed or the victim of disease, they may have difficulty communicating with others about needs, identity, or address. The disability places the person in danger of exploitation or other harm.
    - *Drug dependent* – In the case of a child, the term "drug dependent" shall refer to dependence on either prescription or illicit substances since any drug dependency puts a child at substantially increased risk. In the case of an adult, the term "drug dependent" shall refer to a dependence on legally prescribed medicines vital to the adult's continued well-being. This in no way limit's a Deputy's discretion in determining exigent circumstances regarding an adult's use of illicit drugs.
    - *A potential victim of foul play or sexual exploitation* – Significant risk to the person can be assumed if the investigation indicates a possible abduction, violence at the abduction scene, or signs of sexual abuse.
    - *In a life-threatening situation* – The environment in which the person is missing may be particularly hazardous. Examples of a dangerous environment could be a busy highway for a toddler, an all-night truck stop for a teenager, or simply an outdoor environment in inclement weather for a child or the elderly.
    - *Believed to be with persons who could endanger their welfare* – A missing person in such circumstances is in danger not only of sexual exploitation but also of involvement in criminal activity such as burglary, shoplifting, and robbery.
    - *Is absent under circumstances with established patterns of behavior* – Most children, and adults to some degree, have established routines that are reasonably predictable. Significant, unexplained deviations from those routines increase the probability that the person may be at risk. A child or adult whose disappearance involves circumstances that would cause a reasonable person to conclude that the missing person should be considered at risk.
    - *Absence from home for more than 24 hours* – While some parents/individuals may incorrectly assume that 24 hours must pass before law enforcement will accept a missing persons case, a delay in reporting may also indicate the existence of neglect or abuse within the family.

Everbridge – A State of Florida funded statewide mass notification platform. One of the uses of Everbridge by VSO is as a neighborhood alert system that helps law enforcement locate missing children, the elderly (Alzheimer's/Dementia), the disabled, and college students missing on campus through a high-speed telephone alert system.

Family Abductions – A non-custodial family member flees with a child, usually in direct violation of a court-ordered custody arrangement.

Florida Abuse Hotline Information System (FAHIS) – This statewide, computerized Abuse Registry System, or Hotline, tracks allegations of abuse, neglect, and abandonment.

Jennifer Kessee & Tiffany Sessions Missing Person Act – A Florida law enacted July 1, 2008 amending Sections 937.0201, 937.021, and 937.022, Florida Statues. This law requires local law enforcement agencies to notify the Florida Crime Information Center and the National Crime Information Center within two (2) hours of receiving a credible police report of missing persons. In addition, amendments require specific written policies specifying the procedures to be used to accept, initiate, investigate, maintain, close, or refer such cases, collection and submission of DNA samples, and the maintenance and clearing of computer data on missing persons within Florida Crime Information Center/National Crime Information Center (FCIC/NCIC). Additional requirements are also placed on the Florida Department of Law Enforcement and the Missing Endangered Persons Information Clearinghouse.

Lost or Otherwise Missing – A child who becomes separated from parents, legal guardians, or caretakers under circumstances not indicating the likelihood of an abduction or voluntary absence.

Missing Adult – A person eighteen (18) years of age or older whose temporary or permanent residence is in or is believed to be in this state, whose location has not been determined, and who has been reported missing to a law enforcement agency.

Missing Child – A person younger than eighteen (18) years of age whose temporary or permanent residence is in, or is believed to be in, this state, whose location has not been determined, and who has been reported as missing to a law enforcement agency.

Missing Child Alert – This alert can be used when a child is missing and law enforcement has reason to believe that their life is in danger, but there is no indication that the child has been abducted.

Missing Endangered Person – Includes a missing child; a missing adult younger than twenty-six (26) years of age; or a missing adult twenty-six (26) years of age or older who is suspected by a law enforcement agency of being endangered or the victim of criminal activity.

Missing Endangered Persons Report – A report prepared on a form prescribed by FDLE by rule for the public and law enforcement agencies to report information to the *Missing Endangered Persons Information Clearinghouse* about a missing endangered person.

National Missing and Unidentified Persons System (NamUs) – Provides technology, forensic services, and investigative support to resolve missing person and unidentified remains cases. NamUs is a national repository for missing, unidentified, and unclaimed persons cases providing a resource hub for law enforcement, medical examiners and coroners, and investigating professionals.

Non-Family Abductions – A child taken by an unknown individual, through force or persuasion, usually in furtherance of additional victimization.

Purple Alert – Purple alerts are used to assist in the location of missing adults suffering from any combination of the following mental or cognitive disabilities and whose disappearance poses a credible threat of immediate danger or serious bodily harm:

- Intellectual disability;
- Developmental disability;
- Brain injury;
- Other physical, mental, or emotional disability not related to substance abuse.

Alzheimer's disease or a dementia-related disorder are not qualifying disabilities.

Once the missing person has been entered into FCIC/NCIC, and local law enforcement has notified media outlets in their and surrounding jurisdictions, a purple alert may be requested through the Florida Department of Law Enforcement (FDLE). The information will be broadcast on the dynamic highway message signs and by text and email to the public who have signed up to receive messages.

Runaway – Most often, a teenager, but may be younger than thirteen (13), who leaves home voluntarily for a variety of reasons.

Silver Alert – The Silver Alert has been developed to broadcast information of a missing elderly person who suffers from irreversible deterioration of intellectual faculties (dementia) in a timely manner to the general public. The Silver Alert Plan recognizes that the most effective response to a missing senior citizen leverages community resources for the search to augment the investigative response by the local law enforcement agency. The FDLE will ensure that the information is broadcast via dynamic highway message signs when applicable and via email/text through sign-up by public citizens and other resources.

Thrown Away – A child whose caretaker makes no effort to recover the child who has run away or been abducted or deserted.

Zone of Safety – The area or location where an individual is normally safe and secure for their age, physical, and mental condition.

IV. PROCEDURE

A. REPORTS OF MISSING PERSONS/CHILDREN [CALEA CM 6.2.13]

1. Due to the inherent potential danger and outcome of such calls, the VSO responds to all initial reports of missing persons of any age as if the person is at risk and will thoroughly investigate all credible reports of such incidents.
2. In accordance with Fla. Stat. § 937.021, upon the filing of a credible police report that a person is missing, the responding Deputy will ensure that immediately after receiving the report, the information gathered is transmitted for entry into the FCIC/NCIC. [CALEA LE 41.2.5 (c)]
3. The teletype operator who completes the entry will complete a supplement report indicating what was done. [CALEA LE 41.2.5 (c)]
4. The following procedures set forth the process for initiating, maintaining, closing, and referring a missing person investigation and provides standards for maintaining and clearing all missing person computer data stored in FCIC/NCIC. [CALEA LE 41.2.5 (c)]

B. COMMUNICATIONS CENTER RESPONSIBILITIES [CALEA CM 6.2.13, 6.2.14 (a, b)]

1. The Telecommunicator who receives the report of a missing child or missing person is responsible for ensuring that appropriate information is collected. This information includes the following:
   a. Determine if the circumstances of the report meet the definition of a missing child/person as set forth in the definitions section above.
   b. Prioritize the call based on the factors determining unusual circumstances and immediately dispatch Deputies accordingly. Handling missing persons reports over the phone, such as suspected runaways, is not permitted.
   c. Collect essential information from the caller: [CALEA LE 41.2.5 (a)]
      - Person's age, height, weight, hair, and eye color;
      - Clothing descriptions;
      - Location where person was last seen;
      - Mode of travel (e.g., on foot, in a vehicle, public transit, etc.);
      - Any information about a possible abductor, suspect, vehicle description, and direction of travel.
   d. Transmit appropriate radio alerts and notifications and provide information obtained from the caller. [CALEA LE 41.2.5 (b)]
   e. When applicable, inform the caller that they should not disturb or tamper with the location where the child might have been or any of the child's belongings.
   f. Notify the on-duty Patrol Supervisor and Communications Supervisor.
   g. Search agency records for related information that may facilitate the search and investigation:
      - History of violence or child abuse calls;
      - Complaints of attempted abductions, prowlers, suspicious persons, or other criminal activity in the area;
      - Sexual predators/offenders that reside, work, or are otherwise associated with the neighborhood and/or zone of safety;
      - Criminal activities of family members or others living at the address;
      - Runaway reports on the child and/or siblings;
      - Juvenile delinquency reports of the child or siblings;
      - If a juvenile runaway from a group home, attempt to determine if the runaway is local to the area or from another area.

h. Safeguard all pertinent records for future investigative reference, including communications related to the incident, written notes, radio broadcasts, and subsequent notifications.

C. FIRST RESPONDER RESPONSIBILITIES [CALEA LE 41.2.6 (e)]

1. The Deputy assigned as first responder to the report of a missing person shall:

   a. Unless acting in response to the person's immediate safety, respond directly to the scene of the report to conduct a preliminary investigation.

   b. Interview the parent(s) or the person who made the initial report regarding the circumstances surrounding the disappearance.

   c. Obtain and/or verify a detailed description of the missing person and sufficient pertinent information about the circumstances of the person's disappearance and relay descriptive updates to Communications for dissemination. Information should include, but not be limited to: [CALEA LE 41.2.5 (a, b)]

      - Person's name, age, race, sex, date of birth, height, weight, and eye color;
      - Clothing description;
      - Time and location last seen;
      - Any descriptive information about possible abductor/suspect;
      - Method of transportation used and description and direction of travel;
      - Possible destinations;
      - Physical and mental condition and any unusual circumstances;
      - Officer safety issues should law enforcement come in contact with the missing person.

   d. Collect available photograph(s) and digital media of the missing person to be forwarded to the assigned lead Detective. If photographs are unavailable at that time, the Deputy will clearly articulate the reason within their report.

   e. Determine if the missing person has social media accounts. Obtain as much information as possible regarding any and all accounts.

   f. Regardless of any search that may have been conducted previously by parents or others, verify that the person is missing by conducting a consensual search of the house and grounds to include places where the child/person could be hiding, trapped, or asleep.

   g. If a child under eighteen (18) years of age, confirm the child's custody status: whether a custody dispute or similar problem exists between the parents, whether a restraining order is in effect, or if the child has expressed an interest in living with the non-custodial parent.

   h. Identify the missing person's zone of safety for their age, developmental stage, and physical and mental state.

   i. Make an initial determination of the type of incident, as defined in this general order in the definitions section found above.

      Note: Deputies must be cautious in "labeling" or classifying a missing child case since the classification process shall affect the way in which initial information or evidence is gathered. Even if first indications suggest a "less urgent" incident, Deputies should consider all possibilities and always treat the case as at-risk/"urgent" until the case category is clearly determined.

   j. Determine the need for additional resources and whether the incident should be initially classified as a missing endangered person with "unusual circumstances," as defined in this general order.

   k. If it is determined that there are NO "unusual circumstances" present, the reporting Deputy will continue their preliminary missing person investigation and determine the correct FCIC/NCIC Missing Person File Category and ensure that a notification is promptly transmitted to both databases within the required two (2) hours from the filing of the report using one of the following categories:

      - *Disabled*: A person of any age who is missing and under proven physical/mental disability or is senile, thereby subjecting themself or others to personal and immediate danger.

- *Endangered*: A missing child; a missing adult younger than twenty-six (26) years of age, or a missing adult twenty-six (26) years of age or older who is suspected by a law enforcement agency of being endangered or the victim of criminal activity; a person of any age who is missing and is in the company of another person under circumstances indicating that their physical safety may be in danger.
- *Involuntary*: A person of any age who is missing under circumstances indicating that the disappearance may not have been voluntary, i.e., abduction or kidnapping.
- *Juvenile*: All persons under eighteen (18) with the circumstances dictating what juvenile MKE designations will be used, e.g., juvenile-runaway, juvenile-involuntary, juvenile-disabled.
- *Catastrophe Victim*: A person of any age who is missing after a catastrophe.
- *Other*: A person over the age of eighteen (18) not meeting the criteria for entry in any other category who is missing and for whom there is a reasonable concern for their safety.

Note: The circumstances of the disappearance govern category selection. Simply because the child is under eighteen (18) does not require that the juvenile category be used. NCIC suggests that family and non-family abductions be entered in the "involuntary" category. Runaways are most commonly entered in the "juvenile" category unless unusual circumstances exist. If a missing person is determined to be a runaway, refer to Fla. Stat. § 984.13.

l. The Deputy will immediately follow-up on any leads within their assigned area. If the leads exist outside their assigned area, the Deputy will advise their supervisor and follow their instructions. [CALEA LE 41.2.4, 41.2.5 (f), 41.2.6 (b, f)]

m. If it is determined that unusual circumstances ARE involved, the person shall be considered at risk, and an expanded investigation will commence at once. If not already on scene, the District Supervisor and District Detective shall be notified to respond directly. (Refer to sections on ***Supervisory Responsibilities*** and ***Detective Responsibilities***) [CALEA LE 41.2.4, 41.2.6 (b)]

n. If appropriate criteria is met, existing interagency response, including the Amber Alert system, Purple Alert, Silver Alert, and/or other community notification methods such as the Everbridge Notification System, shall be activated. (Refer to sections on *Supervisor's Responsibilities* and *Amber Alert*) [CALEA LE 41.2.4, 41.2.6 (c)]

o. If the child/person was abducted, obtain a description of the abductor(s) if available, vehicle description, and related information:
- Document witness information;
- If the abductor is a family member, obtain suspect photographs;
- If the abductor is known, obtain their telephone number;
- Determine if abductor has any social media accounts;
- If the scene involves a business or other public place, security video may supplement witness information.

p. Determine the correct FCIC/NCIC Missing Person File Category and ensure that a notification is promptly transmitted to both databases immediately after the filing of the report. [CALEA LE 41.2.4, 41.2.5 (c)]

q. Provide detailed descriptive information to Communications for broadcast updates. [CALEA LE 41.2.4]

r. Identify and interview everyone at the scene:
- Record the name, address, and home and work telephone numbers of everyone present at the scene, including their relationship to the missing person/child;
- Conduct each interview privately.

s. Conduct a criminal history check on all principal suspects and participants in the investigation.

t. Conduct a thorough home search, even if the child's disappearance occurred elsewhere:
- Obtain consent to conduct the search;
- Include the residence, outbuildings, other structures, vehicles, and related property.

u. Secure and safeguard the area as a potential crime scene.

v. Document if the child has access to the Internet, cellular telephone, pager, or other electronic messaging device.

w. Prepare necessary reports: [CALEA LE 82.2.1 (a, c, d)]

- A missing person report will be completed. [CALEA LE 82.2.1 (a)]
- The report shall be as accurate and complete as possible and will include any available photographs and leads the family can provide. [CALEA LE 82.2.1 (c)]
- The narrative shall include a chronological account of actions taken and information obtained, including why a photo is not attached if not submitted/available. [CALEA LE 82.2.1 (c)]
- The investigating Deputy shall immediately inform all on-duty Deputies of the existence of the missing child report and shall cause the report to be issued as a BOLO to every law enforcement agency in the county. [CALEA LE 82.2.1 (d)]
- A copy of the FDLE Missing Persons report form will be left with the reporting party with instructions for its completion.

x. If the missing person is not located by the end of the work shift, then the reporting Deputy is to turn in their completed report; the report will then be forwarded without delay to the District Detective for further investigation. (Refer to Detective Responsibilities) [CALEA LE 82.2.1 (d, e)]

D. SUPERVISOR RESPONSIBILITIES [CALEA LE 41.2.6 (b), 46.2.5]

1. The supervisor assigned to the report of a missing child/person shall: [CALEA LE 46.2.5]

a. Obtain a briefing from the first responder(s) and other VSO personnel at the scene. [CALEA LE 46.2.5]

b. Conduct the briefing away from family, friends, or any other individuals who may be present. [CALEA LE 46.2.5]

c. Determine if additional personnel and resources are needed to assist in the investigation, such as: [CALEA LE 46.2.5]

- Additional Deputies, K-9 Unit, Air One, additional special equipment;
- School Resource Officers (SRO), School Guardians, or School Staff;
- Other District Juvenile Detectives;
- State Attorney's Office;
- Department of Juvenile Justice;
- Department of Children and Family Services;
- Everbridge;
- Missing Endangered Persons Information Clearinghouse - 1-888-FL-MISSING(356-4774);
- Other law enforcement agencies and social service organizations.

d. If a child, evaluate whether circumstances of the child's disappearance meet existing Amber Alert or missing child alert criteria, refer to the Florida Amber Alert and Missing Child Alert sections below and/or other immediate community notification protocols (e.g., Everbridge Emergency Notification). Advise the Investigative Services Captain or designee and appropriate Staff members of the activation. [CALEA LE 41.2.6 (d), 46.2.5]

e. If a person eighteen (18) years of age or older, evaluate whether the circumstances meet existing Purple Alert criteria, refer to the Florida Purple Alert section below.

f. If an elderly person age sixty (60) or above, or any person age eighteen (18) to fifty-nine (59) for whom there is established irreversible deterioration of intellectual faculties, evaluate whether circumstances of the disappearance meet existing Silver Alert criteria, refer to Florida Silver Alert section below. [CALEA LE 46.2.5]

g. When circumstances dictate, establish a command post as close as possible to, but at least a block away from, the missing child's residence or location the child was last seen. [CALEA LE 46.2.5]

h. Appoint a search coordinator to organize and coordinate search efforts. [CALEA LE 46.2.5]

i. Ensure all required notifications have been made: [CALEA CM 6.2.14 (c)]

- Chain of command;
- Investigative personnel;
- Operations support personnel;
- Other law enforcement agencies and investigative networks;
- Available community resources.

j. Notify the Public Information Officer (PIO). The PIO will deal with media inquiries and, if appropriate, solicit media assistance in locating the child.

k. Establish a liaison with the family who can explain law enforcement efforts and work with the family to assist search efforts.

l. Confirm that all VSO general orders and procedures are observed.

E. FLORIDA AMBER ALERT [CALEA CM 6.2.14 (c)]

1. If in the initial investigation, it is determined that the child's life is in danger, the Florida Amber Alert may be activated. In order to activate the Amber Alert, the following criteria must be met:

- The child must be under eighteen (18) years of age;
- There must be a clear indication of abduction;
- If not a clear abduction, the law enforcement agency investigation must conclude that the child's life is in danger;
- There must be a detailed description of the child and/or abductor/vehicle to broadcast to the public (photo when available);
- Authorization to activate the Florida Amber Alert must be obtained from the shift supervisor.

Note: Not to be used for Runaway or Parental Abduction unless investigation determines the child's life is in imminent danger.

2. Additional information on the Amber Alert may be found online on FDLE's Amber Plan web pages.

3. **STEPS FOR ACTIVATION OF THE FLORIDA AMBER ALERT:**

a. The Amber Alert can only be activated by law enforcement.

b. The local law enforcement agency will telephone the Florida Department of Law Enforcement (FDLE) Missing Endangered Persons Information Clearinghouse (MEPIC) at 1-888-356-4774.

c. FDLE will work in conjunction with the local law enforcement agency of jurisdiction to determine if information is to be broadcast on a regional or statewide basis.

d. FDLE, in conjunction with the local law enforcement agency, will prepare information for public distribution.

e. FDLE will ensure that the information is broadcast through the Emergency Alert System, Dynamic Message Signs, lottery machines, http://missingchildrenalert.com, and other sources.

F. FLORIDA MISSING CHILD ALERT

1. If investigation has determined the following criteria have been met, then the Deputy/Detective, with shift supervisor authorization, may request FDLE to activate a Missing Child Alert:

- The child must be under eighteen (18) years of age;
- Law enforcement has a well-founded belief, based on an active investigation, that the child is in danger of death or serious bodily injury;
- There is a detailed description or photograph of the child to broadcast to the public;
- Authorization to activate the Florida Amber Alert must be obtained from the shift supervisor.

2. Additional information on the Missing Child Alert may be found online on FDLE's Amber Plan web pages.

3. **STEPS FOR ACTIVATION OF THE FLORIDA MISSING CHILD ALERT:**

   a. Only law enforcement can request activation of a Missing Child Alert.

   b. The local law enforcement agency will telephone the Florida Department of Law Enforcement (FDLE) Missing Endangered Persons Information Clearinghouse (MEPIC) at 1-888-356-4774.

   c. FDLE will ensure that the information is distributed to the media as well as to the public via text message and email through www.missingchildrenalert.com and other resources.

G. FLORIDA PURPLE ALERT

1. If investigation has determined the following criteria have been met, then the Deputy/Detective, with shift supervisor authorization, may request FDLE to activate a Purple Alert:

   - The person is eighteen (18) years of age or older and does not qualify for a Silver Alert.
   - The person has any combination of an intellectual or developmental disability, brain injury, or another physical, mental, or emotional disability that is not related to substance abuse.
   - The person does not have Alzheimer's disease or a dementia related disorder.
   - Is there a detailed description of the missing person suitable for distribution?
   - The person has been entered into the FCIC/NCIC system.

2. Additional information on the Purple Alert may be found online on FDLE's Amber Plan web pages.

3. **STEPS FOR ACTIVATION OF THE FLORIDA PURPLE ALERT:**

   - Only law enforcement can request activation of a Purple Alert.
   - Local law enforcement agency must enter the person into FCIC/NCIC.
   - Local law enforcement agency must notify media outlets in their area and/or surrounding jurisdictions.
   - Once the above steps have been completed, the local law enforcement agency may request a Purple Alert by calling the FDLE Missing Endangered Persons Information Clearinghouse (MEPIC) at 1-888-356-4774.
   - The FDLE will ensure that the information is broadcast via dynamic highway message signs when applicable and via email/text through sign-up by public citizens and other resources.

H. FLORIDA SILVER ALERT [CALEA LE 41.2.5 (d)]

1. The **Silver Alert System** may be activated if all of the following criteria are met:

   a. The investigating officer has entered the missing person in FCIC/NCIC and issued a statewide BOLO to other law enforcement/911 centers;

   b. The missing person is sixty (60) years of age or older and there is a clear indication that the individual has a diagnosed cognitive impairment, such as dementia, as verified by law enforcement; or

   c. Under extraordinary circumstances, when a person age eighteen (18) to fifty-nine (59) has irreversible deterioration of intellectual faculties and law enforcement has determined the missing person lacks the capacity to consent and that the use of dynamic message signs may be the only possible way to rescue the missing person.

2. Authorization to activate the Florida Silver Alert must be obtained from the shift commander.

3. Additional information on the Silver Alert may be found on the Internet at FDLE's Silver Alert web pages.

4. **STEPS FOR ACTIVATION OF THE FLORIDA SILVER ALERT:**

   a. The Silver Alert can only be activated by law enforcement.

b. There must be a description of the vehicle and a tag number; this information must be verified by law enforcement.

c. The local law enforcement agency will telephone the FDLE Missing Endangered Persons Information Clearinghouse (MEPIC) at 1-888-356-4774.

d. FDLE will work in conjunction with the local law enforcement agency of jurisdiction to determine if information is to be broadcast on a regional or statewide basis.

e. FDLE, in conjunction with the local law enforcement agency, will prepare information for public distribution.

f. The FDLE will ensure that the information is broadcast via dynamic highway message signs when applicable and via email/text through sign-up by public citizens and other resources.

g. Additional resources may also be contacted for assistance:

- Everbridge;
- Florida Department of Elder Affairs (850) 414-2000; law enforcement may provide the Department of Elder Affairs with the missing persons flyer or information via SilverAlert@ElderAffairs.org.

I. FLORIDA BLUE ALERT (LAW ENFORCEMENT OFFICERS) [CALEA LE 41.2.5 (d)]

1. The **Florida Blue Alert** was established to ensure that information will be broadcasted through dynamic highway message signs and other appropriate notification methods to increase the chances of capturing the suspect(s) responsible for injuring, killing, or abducting a law enforcement officer.

2. **the following criteria must be met to activate a Blue Alert:**

   a. A law enforcement officer must have been seriously injured or killed by an offender(s) or is missing while in the line of duty under circumstances evidencing concern for the law enforcement officer's safety.

   b. The investigating law enforcement agency must determine that the offender(s) poses a serious risk to the public or to other law enforcement officers, and dissemination of available information to the public may help avert further harm or assist in the apprehension of the suspect.

   c. A detailed description of the offender's vehicle or other means of escape, including vehicle tag or partial tag, must be available for broadcast to the public.

   d. The local law enforcement agency of jurisdiction must recommend issuing the Blue Alert.

3. **In addition to the criteria being met, the following steps must occur in order to activate a Blue Alert:**

   a. The local law enforcement agency of jurisdiction calls FDLE's Florida Fusion Center (FFC) Watch Desk at (850) 410-7645 or (800) 342-0820, which is manned twenty-four (24) hours a day, seven (7) days a week.

   b. FDLE's on-call supervisor will work with the investigating agency to offer assistance, ensure that the activation criteria has been met, and determine if the alert will be displayed regionally or statewide.

4. The same activation steps will be used if there is revised vehicle information or a broadcast area is changed.

5. Once FDLE is notified that the offender(s) have been captured, FDLE will contact the appropriate parties to cancel the alert.

J. DETECTIVE RESPONSIBILITIES [CALEA LE 41.2.5 (f), 41.2.6 (f)]

1. The District Detective/Juvenile Detective or designee shall review all missing person/child cases directly upon receipt.

2. The Detective assigned to conduct the follow-up investigation of a missing person/child shall:

   a. Review the report and any supplements that may have been completed. The District Detective/Juvenile Detective will check with other District Detectives to see if other reports have been turned in to them.

b. Upon completion of reviewing the written report(s), the District Detective/Juvenile Detective will, without delay, complete an information flyer in NC4 to include a photograph. [CALEA LE 41.2.5 (b)]

c. The flyer will then be distributed to respective personnel to include the PIO, posted in each District office, and disseminated to all area law enforcement agencies. Under the direction of Investigative Services, the PIO will arrange for expedient media release/coordination activities. [CALEA LE 41.2.5 (b)]

d. If the case is still active, obtain a briefing from personnel that were at the scene prior to interviews with family members and/or witnesses.

e. Re-contact the reporting party directly after receipt of the report to: [CALEA LE 41.2.5 (e)]

- Advise the reporting party that the Detective will be handling the case and will be the point of contact for any further questions or information regarding the case.
- Verify the accuracy of all descriptive information concerning the child/person with the reporting party; gather any new/additional information that has developed.

3. If the child has already returned home, ask if any assistance is needed.
4. Inquire from either the child (preferable) or the reporting party where the child stayed while away from home.
5. If the child has not returned home, initiate a neighborhood investigation without delay:

   a. Canvass the neighborhood to identify and interview residents and others within the abduction zone.

   b. Identify all vehicles parked within the neighborhood.

   c. Determine if individuals designated as sexual predators/offenders reside, work, or are otherwise associated with the area.

6. Obtain a brief history of recent family dynamics from family members, neighbors, classmates, teachers, school counselors, and other persons who may have had close personal interaction with the child and/or family.
7. Conduct in-depth fact-finding interviews. Identify any conflicting information offered.
8. Evaluate the need for additional resources and specialized services not yet activated that include, but may not be limited to:

   - Everbridge Alert;
   - Florida Missing Endangered Persons Information Clearinghouse;
   - FBI;
   - National Center for Missing and Exploited Children.

9. If the child is still enrolled in the school system, the District Juvenile Detective will locate which school and contact the school officials. If a School Resource Officer is assigned to the school, the District Juvenile Detective will work with that Deputy or Officer.
10. The District Detective/Juvenile Detective will routinely and frequently re-contact the reporting party to keep the case file updated and the reporting party informed. All activity and contacts/attempts to contact will be documented for the case file. [CALEA LE 41.2.5 (e)]
11. When a reported missing person is located, the District Juvenile Detective will schedule an interview with the child. The results of the interview will be included in the case file. (Refer to the Recovery/Return of a Missing Child/Person section found below.)
12. If it appears the case will not be promptly resolved, ensure that descriptive records and those entered into the state and federal missing persons databases are updated. Include dental characteristics, scars, marks, tattoos, fingerprints, and additional articles of clothing, jewelry, or unique possessions.
13. It is the District Detective/Juvenile Detective's responsibility to update active cases and cancel closed cases.

14. If at the end of twenty-one (21) days the case is still active, the District Detective/Juvenile Detective will assist the family or legal guardian in completing the dental history information packet. The District Detective/Juvenile Detective will retain the dental history packet with the case file.

15. If at the end of thirty (30) days the case is still active, the District Detective/Juvenile Detective will submit the completed and signed *Missing Person Dental Records Packet* to the Teletype Unit at FCIC@volusiasheriff.gov. The Teletype Unit will enter the dental records or lack thereof into the FCIC/NCIC system in accordance with Fla. Stat. § 937.031.

16. If at the end of forty-five (45) days the case is still active, the District Detective/Juvenile Detective will review the case file with the Major Case Sergeant. If at that time there are no other leads to follow-up on or action to take, the case file will be put on inactive status. The District Juvenile Detective will advise the parent and/or legal guardian of the case status.

17. If a person who has been reported as missing has not been located within ninety (90) days after the missing person report is filed, Detectives will attempt to obtain a biological specimen approved by FDLE for DNA analysis from the missing person, or appropriate family members of the missing person. (Refer to *DNASample Collection & Submission Procedures found* below)

18. Based on the circumstances, the attempt to obtain a biological specimen as noted above may be conducted before the ninety (90) day period expires with approval from the Detective's supervisor.

19. The investigative supervisor or designee shall review each missing person/child case (both active and inactive) at least monthly to determine whether the case should be maintained in FCIC/NCIC and ensure information integrity within the system. Determination of the removal of missing person/child entry information will not be made based solely on the missing person's age.

K. DNA SAMPLE COLLECTION & SUBMISSION PROCEDURES

1. VSO understands the benefits of DNA and will utilize DNA to further investigations. DNA analysis is available, at no cost, to all Florida law enforcement agencies through FDLE.

2. All DNA sample collection and submission procedures will be in accordance with VSO and FDLE guidelines.

3. DNA can be collected for three different categories associated with Missing Persons' Cases:

   - **Direct Reference Samples (DRS)** – obtained directly from the missing person and consist of medically obtained blood cards, whole blood, or a tissue specimen that was collected from the missing person or a toothbrush used only by the missing person.

   - **Family Reference Samples (FRS)** – obtained from family members of the missing person. Close relatives and/or maternal relatives' samples are the most useful and are collected using buccal/oral swabs and/or blood cards.

   - **Unidentified Human Remains Samples (UHR)** – obtained from unidentified human remains, including bones (skeletal remains), tissue, and teeth.

4. These DNA samples will be submitted to the Evidence Section. The case agent is responsible for requesting laboratory analysis of collected DNA.

5. **DIRECT/PERSONAL/SECONDARY REFERENCE SAMPLES (DRS)**

   a. The following process will be utilized when collecting DRS:

      (1) The following samples are considered acceptable for submission and analysis:

         - Any medically obtained blood cards, whole blood, or a tissue specimen that was collected from the missing person (preferred, if available);
         - A toothbrush used only by the missing person;
         - A razor used only by the missing person;
         - Hairbrush, if nothing else, is available. (Note: This source is not preferred due to potential sharing/multiple users and subsequent cross-contamination.)

      (2) The assigned Detective will collect and package the DRS as DNA evidence in accordance with existing procedures in general order *GO-083-01 Collection of Evidence*, the VSO *Property & Evidence Submission & Packaging Manual*, and the *FDLE Crime Laboratory Evidence Submission Manual* guidelines.

(3) The Detective must complete the *Personal/Direct Reference Sample Evidence Registration* form, ensuring that the Evidence Submitted and the Chain of Custody sections contain all the required information. Include the NCIC number on the form.

(4) All submitted paperwork must be complete before the processing of samples can begin.

6. **FAMILY REFERENCE SAMPLE (FRS)**

a. Family reference sample or samples should be collected whenever possible.

(1) Obtain consent for the sample and complete the *DNA Investigative Collection Form* (VSO 011410.001). The form is found on the intranet's agency forms page listed as DNA Consent Form.

(2) Collect and package the DNA sample per *GO-083-02 DNA Evidence and Reference Samples*. Submit the sample to the Evidence Section.

(3) Contact FDLE and attempt to obtain approval to have the DNA sample submitted, analyzed, and entered into CODIS.

(4) For an FDLE approved sample, request Evidence submit the sample to FDLE.

L. UNIDENTIFIED CHILDREN/PERSONS/REMAINS

1. A Deputy/Detective assigned to the report of an unidentified person/child, whether living or deceased, shall:

a. Obtain a complete description using FCIC/NCIC Unidentified Persons File Worksheets.

b. Enter the unidentified child's description into the FCIC/NCIC Unidentified Persons File.

c. Utilize available resources to identify the person/child, including:

- The National Center for Missing and Exploited Children;
- Florida Missing Endangered Persons Information Clearinghouse;
- State Medical Examiners Office and organizations;
- National Missing and Unidentified Persons System.

d. When identification has been made, cancel all notifications.

e. Major Case Detectives shall coordinate with the Volusia County Medical Examiner's Office in cases involving unidentified human remains.

M. RECOVERY/RETURN OF A MISSING CHILD/PERSON

1. A Deputy/Detective assigned to the recovery or return of a missing child/person shall: [CALEA LE 44.2.2 (b), 82.2.1 (a, d)]

a. Verify the identity of the returned child. Assess the child's safety and gather any intelligence about possible predators; this may assist in preventing future episodes. [CALEA LE 44.2.2 (b)]

b. Request medical assistance if needed. [CALEA LE 44.2.2 (b)]

c. If the child indicates that either physical or sexual abuse was the reason, then contact the District Detective Sergeant or on-call Detective Sergeant after hours for instructions; the Detective shall contact the Child Sex Abuse Hotline at 1-800-96-ABUSE. [CALEA LE 44.2.2 (b)]

d. Secure intervention services, if indicated: [CALEA LE 44.2.2 (b)]

- Physical and/or mental health examinations;
- Family counseling.

e. If the case originated from another jurisdiction, advise that law enforcement agency verbally and in writing.

f. Refer to ***Fla. Stat. § 984.13, Taking into custody a child alleged to be from a family in need of services or to be a child in need of services***.

g. If the child indicates that they do not want to go home during the interview, there is no sign of any abuse, and the Deputy believes the child can benefit from talking to a Department of Juvenile Justice Intake Counselor, the child should be transported there.

h. Prior to leaving the District Office, the Deputy conducting the follow-up will call the intake counselor and will provide the counselor with the available background information; the Deputy will attempt to contact the parent or guardian of the child and advise them that the child is being transported and request that they contact the intake counselor. [CALEA LE 44.2.2 (d, e)]

i. If the child indicates that there is no problem at home during the debriefing and they want to return home, the Deputy will transport the child home or arrange for a parent or legal guardian to pick up the child. Before arranging transport of the child home, the Deputy will attempt to contact a parent or legal guardian and advise them of the child's recovery and that they are being transported home. [CALEA LE 44.2.2 (d, e)]

j. If the Deputy is unable to contact a parent or legal guardian to take custody of the child, then an alternative responsible adult needs to be located. An alternative responsible adult can be any responsible adult relative willing to take custodial control of the child. Adult relatives are not considered responsible if they have a conviction for a felony, child abuse, drug trafficking, prostitution, or are sexual offenders or predators. Deputies should contact the Records Section or teletype operator and have personnel conduct a criminal history background check. Efforts to contact the parent or legal guardian will continue until they are notified.

k. In the case of a runaway or a missing child located in another jurisdiction and who is not wanted on a warrant or another law violation, arrange the child's return to their legal guardian or an appropriate children's shelter.

l. In the case of a runaway from another jurisdiction or out-of-state who has been located and for whom a warrant exists; or for whom an FCIC/NCIC missing person "hit" is verified, place the child in custody and transport them to the appropriate facility for admission.

m. Complete the required incident/supplemental reports, documenting the child's activities while missing and the circumstances of the recovery/return: [CALEA LE 82.2.1 (a, c)]

- Location where the subject was found;
- Subject's physical and mental condition;
- How identity was verified;
- Synopsis of any criminal charges contemplated.

n. Cancel all outstanding notifications to include any teletypes, BOLOS, FCIC/NCIC Missing Person File, and state clearinghouse entries. [CALEA LE 82.2.1 (d)]

o. Advise the original complainant of the relevant case details and the subject's location. [CALEA LE 82.2.1 (d)]

NOTE: Deputies are cautioned in this regard that every case presents different problems and that discretion will be exercised where deemed appropriate in furnishing information.

p. If it develops that the missing person has been the subject of foul play or has been located either deceased or in severely deteriorated physical or mental condition, personal contact will be made with the complainant after advising the respective supervisor; the VSO Volunteer Chaplain may also be utilized in such cases. In all other cases, telephone contact will suffice.

q. Return any photographs/videos in VSO Custody to the owner if necessary.

N. CASE CLOSURE

1. Before final closing, the cases will be reviewed by the District Detective/Juvenile Detective or designee to: [CALEA LE 82.2.1 (e)]

   a. Ensure that procedures were followed in the handling of the case. [CALEA LE 82.2.1 (e)]

   b. Check for files/juvenile files on any previously reported cases involving the same person/child.

   c. In the case of a child identified as a habitual [three (3) or more reports in a six (6) month period] missing person, then the District Juvenile Detective will make contact with the child at a designated location for an interview, i.e., the office of the School Resource Deputy, or the like.

   d. Depending on the outcome of the interview, the District Juvenile Detective may develop a plan of action to help the child, e.g., referral to community-based services.

2. The District Juvenile Detective will complete a supplement, closing a case when the child has been located and/or returned home. The District Juvenile Detective will check to confirm the cancellation of the FCIC/NCIC entry and all issued information flyers and BOLOS.

O. FCIC/NCIC INFORMATION MAINTENANCE AND CLEARING [CALEA LE 41.2.5 (c)]

1. The following procedures shall be applied to maintaining and clearing computer data of missing person information stored in the FCIC/NCIC databases:

   a. Once missing person information is received and entered into FCIC/NCIC, no missing person or missing child entries will be removed prior to confirmation from the law enforcement officer.

   b. The investigating Deputy/Detective shall conduct at least monthly a case review and status determination to include reports and FCIC/NCIC data. An update of any additional or omitted information will be completed. This review shall be documented in the case file.

   c. A cancellation will be completed if appropriate; determination of the removal of missing person/child entry information will not be made based solely on the age of the missing person.

   d. The law enforcement agency having jurisdiction over a case involving a missing person shall, upon locating the child or adult, immediately purge information about the case from the FCIC/NCIC databases and notify the clearinghouse.

2. **FCIC/NCIC MISSING PERSON VALIDATIONS**

   a. Central Communications in coordination with the Investigative Services Section will:

      (1) On the Monday following the first full weekend of the month, the new validation reports will be available in the CJIS Validations System.

      (2) Under the Print Validations section, select the current month, Missing Person validation category, and sort by OCA. All VSO missing person cases will be validated each month by CID or Major Case. The Teletype Unit will NOT contact reporting parties of missing people for Validation purposes.

      (3) In the Warrants Teletype Unit channel within Teams, go to: Files > Records Teletype Unit Forms > Validations > VSO.

      (4) Within the Letters folder, each missing person will have their own validation letter already created. Change the date on the letter and who it is being sent to (if needed), print and sign, then scan and email to the appropriate Validation point of contact.

      (5) Missing person entries less than ninety (90) days old will be sent to the designated District Sergeant.

      - Northwest Detectives Unit (D2);
      - Southwest Detectives Unit (D6);
      - Deltona Detectives Unit (D4);
      - Eastside Detectives Unit (D3S & D3N).

      (6) After ninety (90) days, all missing person validations will be sent to Major Case Unit Supervisor. Missing person cases over ninety (90) days will be verified in NamUs by the Warrants Specialist and updated if necessary.

      (7) The investigative supervisor shall verify form data accuracy, make corrections if applicable, sign and return the form back to validations@volusiasheriff.gov.

      (8) Once the letters have been sent, update the VSO Missing Persons spreadsheet in Teams with the date and your DID.

      (9) The letters must be returned by CID or Major Case by the 7th of the following month. After the letter has been returned and signed by CID or Major Case, update the spreadsheet with the date it was received and your DID.

      (10) A supplement will need to be written in ERMS by warrants documenting the steps taken to validate the record and the current status (as is, modified, canceled) and the case will need to be validated in the CJIS Validations System.

3. **NamUs (National Missing and Unidentified Persons System)**

a. Upon receiving dental information from CID, approximately thirty (30) days after entry, the missing person will be entered into NamUs by the Teletype Unit.

b. When notified that a missing person has been recovered, the Teletype Unit will be responsible for removing or ensuring the removal of the missing person from NamUs.

c. All VSO NamUs entries will be reviewed annually on October 1st to ensure only active cases are maintained in this database. Any recovered missing person entries found to have not been removed from NamUs will be cleared during this review.

d. Any NamUs entries found with discrepancies will be forwarded to the Major Case supervisor for review prior to them being cleared. Once the information has been validated the Major Case supervisor will notify validations@volusiasheriff.gov with the outcome.

P. JURISDICTION

1. In accordance with Section 937.021(3), Florida Statutes, "A report that a child or adult is missing must be accepted by and filed with the law enforcement agency having jurisdiction in the county or municipality in which the child or adult was last seen. The filing and acceptance of the report impose the duties specified in this section upon the law enforcement agency receiving the report. This subsection does not preclude a law enforcement agency from accepting a missing child or missing adult report when agency jurisdiction cannot be determined."

2. If the missing person or child resides in this jurisdiction but was last seen in another jurisdiction and that law enforcement agency does not take a report, or the jurisdiction is unclear, this agency will assume reporting and investigative responsibility.

V. REFERENCES

- Florida Amber Alert
- Florida Blue Alert
- Florida Crime Laboratory Evidence Submission Manual
- Florida Purple Alert
- Florida Silver Alert
- Missing Endangered Persons Information Clearinghouse
- National Center for Missing & Exploited Children
- National Missing and Unidentified Persons System (NamUs)

VI. FORMS (Click here to access forms)

- DNA Investigative Collection Form, English and Spanish Versions, VSO Form # 011410.001
- FDLE Missing Endangered Persons Information Clearinghouse Report Form
- Person Bulletin Template
- Personal/Direct Reference Sample Evidence Registration form

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-044-04**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **SCHOOL RESOURCE PROGRAM**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish and delineate guidelines and responsibilities for the Volusia Sheriff's Office (VSO) School Resource Program.

II. DISCUSSION

The School Resource Program provides a forum through which students, parents, faculty and law enforcement officers can become acquainted and, as a result, earn mutual respect. Such programs demonstrate to the parents and faculty that the VSO has a genuine interest in the community's youth.

III. POLICY

It shall be the policy of the VSO to maintain a school resource program to act as a resource with respect to delinquency prevention, provide guidance on ethical issues, provide individual counseling to students and to explain the rule of law enforcement in society to students.

IV. PROCEDURE

A. ADMINISTRATION

1. The School Resource Program shall be under the administrative control of the Support Operations Division.
2. The School Resource Deputy (SRD) Sergeant shall be responsible for the coordination and supervision of the program. The liaison between school officials and the VSO shall be coordinated through the Support Operations Division Chief's office.
3. The SRD Sergeant shall implement and ensure:
   - The program is utilized as a resource for delinquency prevention;
   - School Resource Deputies (SRDs) provide guidance on ethical issues in a classroom setting;
   - Individual counseling or mentoring is available to students;
   - The program has provisions for explaining the role of law enforcement in society to students.
4. School procedures specifically governing the actions of a SRD in a particular school do not conflict with the policies of the VSO.
5. Deputies shall not operate outside VSO policies and procedures. Any agreements or operating procedures with school officials shall be reviewed and implemented in accordance with the VSO policies and procedures.

6. Deputies shall be required to act within the scope and authority of the VSO policies and procedures.
7. The SRD Sergeant shall compile a daily report and submit it to Command Staff from the SRDs daily activity reports.
8. Each SRD Sergeant shall submit a quarterly School Resource Program activity report to the Support Operations Division Chief.

B. SCHOOL RESOURCE DEPUTIES

1. SRDs are under the supervision and accountable directly to the SRD Sergeant and shall have the following specific duties:
    a. Submit a record of daily activities to the SRD Sergeant daily. All activity sheets will be maintained at the school SRD office;
    b. Keep the Communications Section Telecommunicator informed of duty status in accordance with current procedures;
    c. Keep the school advised of unscheduled campus departures;
    d. Shall not act as a school disciplinarian. Rule violations shall be reported to the dean or principal;
    e. Report or take necessary enforcement action for violations of Florida Statute or County Ordinance as appropriate;
    f. Will coordinate all activities with the Principal and staff members concerned, and will seek permission, advice, and guidance from the Principal and their VSO Supervisor before enacting any new programs within the school;
    g. Will research and prepare presentations related to law enforcement and community social problems for student, faculty, and community audiences;
    h. Request to give classroom presentations on ethical issues and the role of law enforcement in society;
    i. Will coordinate all extracurricular activities and outside overtime work details, both compensation time and pay, with the SRD Sergeant;
    j. When possible and with an equitable allocation of time, participate in school activities, including athletic events, plays, parades, social functions and school organizations like Students Against Destructive Decisions (SADD);
    k. Will conduct investigations and write reports as required. All reports shall be forwarded via the SRD Sergeant;
    l. Will maintain a liaison with local law enforcement agencies and cooperate with them in law enforcement matters, including cooperation with school security officers;
    m. Will adhere to VSO procedures, in interviewing juveniles in relation to law enforcement investigations and procedures on releasing juvenile information or reports;
    n. Will adhere to the VSO assigned vehicle procedures;
    o. Will serve as a liaison between the school and the surrounding community to give advice or support to residents, businesses, and officers who work the area on problems with traffic, trespassing, etc. which relate to the school and its students;
    p. Will make themselves available for conferences with students, parents, and faculty members to offer assistance and advice on problems of a law enforcement or crime prevention nature;
    q. Will be familiar with community agencies to provide a resource for further professional counseling if necessary;
    r. As time and duty permits, attend student, parent, faculty, and community meetings to coordinate and provide an understanding of School Resource Program goals and objectives;
    s. Perform other duties during summer vacation as assigned by the Support Operations Division Chief.

2. SRDs shall wear a uniform while on duty. The uniform will not be worn if participating in athletic events, plays, or other functions making such wear inappropriate for such activity. Exceptions may be made by supervisory approval.
3. Rumors involving gang fights, conflicts, or any major felony will be reported to the Principal and their VSO Supervisor as soon as possible.
4. Incidents involving gang fights, conflicts, or any major felony will be recorded and the appropriate action taken.
5. Monthly logs will be provided to the School Board administrative coordinators and to the Juvenile Services Director.
6. Vacations shall be in conjunction with school holidays or during summer break; exceptions to be made must have approval of the Support Operations Division Chief, or designee and the school principal.
7. School Resource Deputies shall be required to complete 40 mandatory retraining hours every four (4) years. Training may include FASRD, NASRD and of appropriate related training as determined by the Support Operations Division Chief.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 44.1.1
- 44.2.4

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-044-05**	**Distribution** All Personnel	**Reissue/Effective Date** 06/10/2024
		Original Issue Date 01/05/2021	**Previous Revision Date** 02/09/2024
Title **JUVENILE PREARREST DELINQUENCY CITATION PROGRAM**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines associated with participating in the Seventh Judicial Circuit's "*Juvenile Prearrest Delinquency Citation Program*."

II. DISCUSSION [CALEA LE 1.1.3, 44.1.1, 44.1.2]

The *Juvenile Prearrest Delinquency Citation Program* will: [CALEA LE 44.2.1 (c)]

- Promote accountability and immediate intervention;
- Provide swift consequences for qualified juvenile offenders;
- Increase public safety by assessing and referring "at risk" qualified juvenile offenders to intervention programs to reduce recidivism;
- Ensure appropriate resource allocation;
- Prevent life-long consequences from arrest, adjudication, or conviction;
- Result in no arrest record upon successful completion of the Juvenile Prearrest Delinquency Citation Program;
- Assist in obtaining consistent treatment of juvenile offenders throughout the Seventh Judicial Circuit;
- Seek to reduce repeat offenses by qualified juvenile offenders;
- Encourage more efficient use of law enforcement, the court system, and the State Attorney's Office;
- Reduce the number of juvenile offender referrals to the justice system;
- Reduce costs associated with the administration of the criminal juvenile justice system; and
- Reduce the number of pending cases within the criminal juvenile justice system.

III. POLICY [CALEA LE 1.1.3, 44.1.1, 44.1.2]

It shall be the policy of the Volusia Sheriff's Office (VSO) to participate in the *Juvenile Prearrest Delinquency Citation Program for Volusia County*, as provided herein.

IV. DEFINITIONS

Juvenile Offender – Any person alleged to have committed a misdemeanor or municipal law violation before they reached the age of 18 years.

Qualified Juvenile Offender – A juvenile offender who commits a qualifying offense and who:

1. Has two or fewer prior juvenile prearrest delinquency citations;

2. Does not have a pending juvenile prearrest delinquency citation, an outstanding warrant, or custody order;
3. Has never been adjudicated delinquent for a felony or been convicted of a misdemeanor or felony as an adult; and
4. Is not a gang member as defined in Fla. Stat. § 874.03(3).

Qualified Offense – Any misdemeanor or municipal ordinance violation except any offense involving the use or possession of any firearm or deadly weapon or any traffic offense proscribed by chapters 316, 230, or 322, Florida Statutes.

V. PROCEDURE

A. GENERAL [CALEA LE 1.1.3, 44.1.1, 44.1.2, 44.2.1 (c)]

1. Deputies shall issue a juvenile prearrest delinquency citation to a juvenile offender in lieu of arrest if the juvenile:
   a. Commits a qualifying offense;
      (1) Pursuant to Fla. Stat. § 985.031, a child younger than seven (7) years of age may not be arrested or charged with a violation of law or delinquent act based on the act occurring before they reach seven (7) years of age, unless the violation of law is a forcible felony as defined in Fla. Stat. § 776.08.
   b. Meets all four (4) criteria established under the qualified juvenile offender as defined above;
   c. Offender and parent/guardian agree to participate in the Juvenile Prearrest Delinquency Citation Program.

B. JUVENILE PREARREST DELINQUENCY CITATIONS [CALEA LE 1.1.3, 44.1.1, 44.1.2, 44.2.1 (c)]

1. When a Law Enforcement Officer has probable cause to believe a juvenile offender has committed a qualifying offense, the Law Enforcement Officer shall determine whether the juvenile offender meets the requirements to be issued a juvenile prearrest delinquency citation by contacting the Florida Department of Juvenile Justice (DJJ) at (386) 254-1513: [CALEA LE 44.1.2, 44.2.1 (c)]
2. **Do not** email or fax the paperwork to DJJ.
3. The following charges do **Not** qualify for participation in the Juvenile Prearrest Delinquency Citation Program: [CALEA LE 44.1.2]
   - Firearm offenses;
   - Felony offenses;
   - Sexual offenses, i.e., exposure of organs, prostitution, or lewd and lascivious behavior.
4. The Law Enforcement Officer shall issue a prearrest delinquency citation to a qualified juvenile offender in accordance with the criteria listed in section V.A. above. [CALEA LE 44.1.2]
5. While some youths may be eligible for a pre-arrest diversion program, there may be a specific and legitimate reason why the Law Enforcement Officer is not able to utilize a pre-arrest diversion or juvenile prearrest delinquency citation for a youth.
6. When a Law Enforcement Officer presents a youth to DJJ for processing that was eligible for a juvenile prearrest delinquency citation or similar pre-arrest diversion but not referred, pursuant to Fla. Stat. § 985.12, the Law Enforcement Officer must articulate in the incident report why an arrest in lieu of diversion is warranted.
7. The following reasons are the most frequent, but not all inclusive, for youth not receiving a juvenile prearrest delinquency citation: [CALEA LE 44.1.2]
   - Investigating Law Enforcement Officer suspects gang association;
   - Offense involved cruelty to animals;
   - Offense involved weapons or firearms;
   - Parent declined/refused to participate;

- Youth declined/refused to participate;
- Juvenile prearrest delinquency citation or alternative diversion program was not available;
- Youth was not eligible based on local policy:
  - Ineligible offense type;
  - Offense involved domestic violence;
  - Offense involved drugs/narcotics;
  - Youth charged with multiple misdemeanor offenses;
  - Offense involved resisting arrest;
  - Victim requested formal arrest processing.
- Reason not available or provided by the Law Enforcement Officer;
- The Law Enforcement Officer has knowledge that the youth previously participated in a pre-arrest diversion.

8. If the Law Enforcement Officer determines the juvenile offender is a qualified juvenile offender, the Law Enforcement Officer will advise the qualified juvenile offender that they may participate in the Juvenile Prearrest Delinquency Citation Program subject to DJJ approval. [CALEA LE 44.1.2]
9. The Law Enforcement Officer will advise the qualified juvenile offender of their rights and confirm they agree to participate in the Juvenile Prearrest Delinquency Citation Program. [CALEA LE 44.1.2]

C. RESTITUTION [CALEA LE 44.1.1]

1. If restitution is owed and can be determined at the time the citation is issued, the Law Enforcement Officer will request the victim or the parent/guardian of the victim to provide an estimate of the amount of restitution due.
2. If restitution is owed and cannot be immediately determined, the Law Enforcement Officer shall include on the citation that payment is “due and owing” to the victim in an amount to be determined by DJJ.

D. REFERRALS

1. No juvenile referred to the Juvenile Prearrest Delinquency Citation Program shall be fingerprinted or photographed.
2. All juveniles referred to the Juvenile Prearrest Delinquency Citation Program shall be turned over to a parent/guardian following the guidelines described below.
3. The Law Enforcement Officer shall advise the qualified juvenile offender that they have the option to refuse the citation and instead be referred to the State Attorney’s Office for criminal prosecution: [CALEA LE 44.1.1, 44.1.2]
   a. This option may be exercised at any time before completion of the Juvenile Prearrest Delinquency Citation Program.
   b. The juvenile and the parents/guardian shall also be advised that the juvenile prearrest delinquency citation is subject to review by the State Attorney.
   c. Upon review, the State Attorney may reject the referral to the Juvenile Prearrest Delinquency Citation Program and proceed with criminal prosecution.
4. In cases where there is a victim, the Law Enforcement Officer will advise the victim, or the parent/guardian of the victim, that the qualified juvenile offender will be issued a citation in lieu of an arrest. If the victim, or their parent/guardian, does not agree with the issuance of the citation, the Law Enforcement Officer shall advise that an objection may be submitted to the Volusia Family Resource Center (VFRC) and that the VFRC will mail them a notification letter containing directions for filing the objection and that it must be filed within five (5) business days of receipt of the letter. [CALEA LE 44.1.1, 44.1.2]

E. JUVENILE PREARREST DELINQUENCY CITATION PROCESSING [CALEA LE 44.1.1, 44.1.2]

1. The charging affidavit (707) shall be used as the juvenile prearrest delinquency citation form. The form will be printed and **is not to be completed in the same manner as a regular charging affidavit or notice to appear (NTA)**. The form will be saved by pressing the “submit it” button.
2. Once the Law Enforcement Officer confirms a juvenile prearrest delinquency citation will be used, open a Juvenile Master Affidavit, Click the Event Tab, click the drop-down menu, and click the Juvenile Prearrest Delinquency Citation box will be selected, and the charging affidavit will be filled out, signed, notarized, and printed.
3. **Do not** email or fax the juvenile prearrest delinquency citation to DJJ.
4. Bring the original juvenile prearrest delinquency citation with the youth to the VFRC.
5. The parent will complete and sign the juvenile prearrest delinquency citation release packet and receive a signed copy of the packet.
6. The original charging affidavit (juvenile prearrest delinquency citation) and the original signed juvenile prearrest delinquency packet shall then be forwarded to the arresting agency’s records department.
7. The VSO Director of Juvenile Services shall be responsible for documenting and maintaining records of each rejection for the Juvenile Prearrest Delinquency Citation Program and the reason(s) for said rejection.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-044-06**	**Distribution** All Personnel	**Reissue/Effective Date** 05/12/2023
		Original Issue Date 11/08/2022	**Previous Revision Date** 11/08/2022
Title **VOLUSIA FAMILY RESOURCE CENTER**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE [CALEA LE 44.1.1]

The Volusia Family Resource Center (VFRC) is a full-scale assessment center that offers high-quality services to juveniles and their families. The objectives are to divert as many juveniles as possible from being managed by the juvenile justice system while ensuring the public's safety. The VFRC offers comprehensive assessments of needs, early intervention, and referrals to services tailored to meet each family's needs, while reducing future law enforcement contacts.

II. DISCUSSION [CALEA LE 44.1.1]

Utilizing evidence-based strategies to improve community and law enforcement relations, the Volusia Sheriff's Office (VSO) has implemented the VFRC for prevention, intervention, and diversion of potentially troubled juveniles. The VFRC model provides critical prevention, intervention, assessment, and services to juveniles and their families, who may be engaging in behavior that could result in the criminal justice system's involvement. The VFRC is joined by the Department of Juvenile Justice (DJJ), Volusia County Schools (VCS), Halifax Behavioral Services (HBS), and the Children's Home Society of Florida (CHS) to reduce recidivism and minimize duplicated efforts while increasing the accountability of providers serving the community.

Furthermore, the VFRC will be a resource for facilitating better relationships between juveniles, their families, and the law enforcement community in Volusia County.

Objectives include, but are not limited to:

- Reducing juvenile crime;
- Reducing truancy;
- Reducing the number of juveniles determined to be ungovernable;
- Reducing the number of runaways;
- Assisting with the recovery of missing juveniles;
- Preventing aggressive, defiant, or violent behaviors;
- Assisting with improving mental health;
- Reducing the number of at-risk juveniles that enter the juvenile justice system;
- Assisting parents in need of services.

III. POLICY [CALEA LE 44.1.1]

It is the policy of the VSO to provide for the safe and secure operation of the VFRC. The VSO works with community partners providing resources and services to juveniles and their families.

IV. PROCEDURE [CALEA LE 44.1.1]

A. JUVENILE JUSTICE AND DELINQUENCY PREVENTION ACT (JJDPA)

1. The Juvenile Justice and Delinquency Prevention Act (JJDPA) provides for:

   - A nationwide juvenile justice planning and advisory system spanning all states, territories, and the District of Columbia;
   - Federal funding for delinquency prevention and improvements in state and local juvenile justice programs and practices; and
   - The operation of a federal agency, the Office of Juvenile Justice and Delinquency Prevention, which is dedicated to training, technical assistance, model programs, and research and evaluation, to support state and local efforts.

2. The JJDPA has four Core Requirements:

   - **Deinstitutionalization of Status Offenders (DSO)**

     A status offender is a juvenile charged with or adjudicated for conduct that would not, under the law of the jurisdiction in which the offense was committed, be a crime if committed by an adult. The most common examples of status offenses are chronic or persistent truancy, running away, violating curfew laws, or possessing alcohol or tobacco. This JJDPA requirement focuses on alternatives to placing juveniles into detention facilities for status offenses. Status offenses are offenses that only apply to minors whose actions would not be considered offenses if they were adults. The most common are skipping school, running away, breaking curfew, and possession or use of alcohol. Under the JJDPA, status offenders may not be held in secure detention or confinement.

   - **Adult Jail and Lock-up Removal**

     This requirement focuses on removing juveniles from adult jails and detention facilities. Under the JJDPA, a juvenile may not be securely held in excess of six (6) hours for processing or release while awaiting transfer to a juvenile facility or in which period such juveniles make a court appearance. (See *GO-044-02 Juvenile Arrest and Investigation Procedures*)

   - **Sight and Sound Separation**

     This requirement ensures that accused and adjudicated delinquents, status offenders, and non-offending juveniles are not detained or confined in any institution where they may have contact with adult inmates.

   - **Racial and Ethnic Disparities**

     This requirement focuses on helping states address and eliminate racial and ethnic disparities within the juvenile justice system.

B. GENERAL

1. Location and contact information for the VFRC is listed in the REFERENCES section at the end of this general order.
2. Volusia Deputies assigned to the VFRC and/or working at the VFRC will follow all standard operating procedures developed for the VFRC.
3. Per the JJDPA, juveniles will not be held at the VFRC longer than six (6) hours from the time the juvenile was received by the VFRC.
4. It shall be the policy of the VSO to search each arrested person in accordance with Fla. Stat. § 901.21, Fla. Stat. § 901.211, and *GO-001-08 Body Searches*. A VFRC Deputy will search all juveniles under arrest entering the VFRC. All property taken from a juvenile shall be inventoried using the Prisoner Property Inventory form completed as outlined in *GO-041-03 Patrol Operations*.
5. All juveniles entering the VFRC for non-criminal violations will be pat-down searched for weapons and contraband.
6. All Juveniles brought into the VFRC, either as arrested individuals or as individuals detained due to a non-criminal violation, shall be given an overview and introduction of the VFRC, including their responsibilities and behavioral expectations to the VFRC Deputies.
7. Juveniles brought to the VFRC for criminal violations will receive an assessment screening to determine their needs. The assessment will be as specific as possible in detecting and identifying

problem areas so that the juvenile may be safely and efficiently processed through the VFRC, released or detained at the Volusia Regional Juvenile Detention Center based on the DJJ screening decision.

C. PRELIMINARY INTAKE PROCEDURES (NON-CRIMINAL)

1. Non-criminal detention of a juvenile occurs when a Law Enforcement Officer takes a juvenile into custody for:
    - Truant;
    - Runaway;
    - In-State missing juveniles;
    - Victim or potential victim of child abuse (protective custody situations);
    - Companion of an arrested individual, and there is no recourse left for the Law Enforcement Officer because there is no responsible adult to release the juvenile to (Safe Place).
2. A non-criminally detained juvenile brought to the VFRC will not be within sight or sound of juveniles at the VFRC for criminal violations. This does not apply to recovered out of state missing juveniles.
3. Juveniles brought to the center in non-criminal situations will enter through the secure sally port.
4. Before a juvenile is left at the VFRC by a Law Enforcement Officer, receiving staff members will ensure that they have obtained all completed necessary information/report(s) prior to the officer leaving.
5. If an accepted juvenile is not being placed in secure detention, the Deputy will follow the procedures outlined in *GO-044-02 Juvenile Arrest and Investigation Procedures*.

D. PRELIMINARY INTAKE PROCEDURES (CRIMINAL AND/OR RECOVERED OUT-OF-STATE MISSING JUVENILES)

1. Juveniles arrested on criminal charges will only be admitted to the VFRC through the sally port entrance.
2. VFRC Deputies will ensure arresting officers secure their less lethal weapons, lethal weapons, and ammunition in the rear of their vehicle before entering the secured area of the VFRC.
3. If, upon arrival at the VFRC, the juvenile is discovered to have been previously adjudicated as an adult, received adult sanctions, or been arrested as a result of a Direct File Capias for a criminal violation, the juvenile will not be accepted by the VFRC. Instead, Deputies will advise the arresting Officer to transport the juvenile to the Volusia County Branch Jail.
4. Before transport, searches will be conducted of detained juveniles in order to disclose the presence of contraband that could adversely impact the security of the VFRC or the safety of staff, personnel, and detainees. Searching procedures will adhere to general orders. (See *GO-001-08 Body Searches*)
    a. Immediately upon entering the controlled intake area, the receiving VFRC Deputy will conduct a search for contraband items.
    b. Body cavity and strip searches will not be conducted at the VFRC.
5. If an accepted juvenile is not being placed in secure detention, the Deputy will follow the procedures outlined in general order *GO-044-02 Juvenile Arrest and Investigation Procedures*.
6. **Acceptance Prescreening**
    a. All juveniles will remain in the custody of the transporting Officer until the screening process is completed and DJJ and VFRC staff have accepted the juvenile. Additionally, any required paperwork corrections are the responsibility of the agency submitting the paperwork.
    b. The process will include a review by DJJ of all required paperwork, including a correct and complete 707 and the accepted Probation Medical and Mental Health Clearance form, if applicable.
    c. Juveniles whose prescreening determines they do not meet the requirements for acceptance will remain in the custody of the transporting Officer and will not be accepted by the VFRC until a medical or mental health facility clears them.

E. ACCEPTED JUVENILES

1. If a juvenile becomes seriously ill (life-threatening) or injured, the receiving staff member will immediately contact the Volusia County's emergency medical service (EMS) by calling 9-1-1 or contacting the VSO Communications Section directly by radio.
    a. Until the arrival of EMS, staff members will administer first aid to the best of their abilities.
    b. The VFRC on-duty Sergeant or Deputy in charge will be informed of the situation as soon as practical. The Sergeant will immediately notify the Chain of Command and the Director.
    c. If the juvenile is transported to a hospital, a Deputy will accompany the juvenile inside the ambulance. Once at the hospital, a Deputy will guard the juvenile at all times.
    d. Juveniles detained for criminal violations, before being transported to a hospital, handcuffs, leg irons (cuffs), and belly band will be placed on the juvenile and will not be removed while at the hospital unless they interfere with the administration of medical aid. If the restraints interfere with the administration of medical aid, one or the other (the handcuffs or the leg irons) should still be left in place on the juvenile if possible (Unless a physical condition prohibits use of a restraining device, Sergeant or someone of higher authority must be notified for approval).
    e. Juveniles detained for non-criminal violations will not be secured unless needed for officer safety.
    f. Prior to use, any Deputy utilizing a belly band will be trained on its proper use.
2. Juveniles may be released from the hospital directly for transport to the Juvenile Detention Center (or to their parents if being detained on a non-criminal violation), but only if they have completed their processing through the VFRC staff at the hospital. If the processing has not been completed, the juvenile must be returned to the VFRC, where the intake processing will be completed.
3. If juveniles need medical attention for a non-life-threatening injury or illness, they may be transported to a medical facility by a Deputy in a Sheriff's Office vehicle.
4. If a juvenile meets the Baker Act criteria after admittance, the Deputy will follow the procedures outlined in *GO-046-04 Responding to Individuals with Mental Illness/CIT*.

F. DOCUMENTATION OF MISSING JUVENILES THAT ARE BROUGHT TO THE VFRC:

1. **In-state recovered Missing Juveniles:**
    a. Deputies assigned to the VFRC will receive the juvenile and treat them as a Non-Criminal Detention.
    b. Deputies at the VFRC will conduct a basic interview and work with partners to determine the resources needed to meet the juvenile's needs. The VFRC Deputy will document their findings from the assessment and the juvenile's appearance in Picture Link.

G. JUVENILE PROPERTY

1. Property will be handled in accordance with general orders. (See *GO-041-03 Patrol Operations*)

H. FACILITY SECURITY, SAFETY, AND MAINTENANCE

1. The commander of Judicial Services Section shall be responsible for the facility security, safety, maintenance, and operation of the VFRC. (See the Standard Operating Procedure)

I. JUVENILE RECORDS

1. The arresting agency will handle all public records requests.

J. MEDIA ACCESS

1. Media access to the VFRC is managed by the VSO Office of Public Affairs and Media Relations.

K. BODY WORN CAMERAS

1. Body Worn Cameras will be worn and used in accordance with general order *GO-041-20 Body Worn Cameras*.

V. REFERENCES

- Department of Juvenile Justice (DJJ) Call Center: (386) 254-1513
- Volusia Family Resource Center (VFRC)
  3747 West International Speedway Blvd.
  Daytona Beach, FL 32124
  Main: (386) 254-1512
  Fax: (386) 254-1521

VI. FORMS (Click here to access forms)

- Prisoner Property Inventory Report/Currency Verification
  - Currency Verification Form, VSO Form # 071410.001
  - Prisoner Property Inventory Report, VSO Form # 071014.003
- Probation Medical and Mental Health Clearance Form, Outside Agency Form

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-045-01**	**Distribution** All Personnel	**Reissue/Effective Date** 04/06/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **COMMUNITY RELATIONS AND EDUCATION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish the mission of the Volusia Sheriff's Office (VSO) Community Relations Unit (CRU) and its role in community engagement, education and crime prevention activities.

II. DISCUSSION

Effective law enforcement agencies strive to create an integrated, responsive and proactive approach. Maintaining a community relations component is an effective means of integrating responsive enforcement functions and anticipatory preventative programs to propagate a coordinated approach toward achieving the VSO strategic and tactical goals.

It is also important for every member of VSO to be committed to a policy of serving the communities' needs in a professional and courteous manner while providing opportunities to educate, collaborate and build community partnerships with the community.

III. POLICY

It shall be the policy of VSO to develop and perpetuate a firm commitment to proactive community engagement and crime prevention programs.

VSO shall maintain close ties with and respond to the needs of the community in a courteous and professional manner.

It shall further be the policy of VSO to take steps to correct practices, actions or attitudes that may contribute to community tensions and grievances. This approach involves skills and participation of all agency personnel at all levels and assignments.

IV. PROCEDURE

A. Mission

1. The Community Relations Unit's mission is to strive to build positive relationships and lasting trust between the VSO and the diverse communities of Volusia County through community outreach, crime prevention and engagement opportunities. Through collaborative measures with VSO and community members, the goal is to educate, prevent crime, build safer communities and advance the quality of life in Volusia County.
2. The mission is achieved through the following objectives:
   - Developing relationships with community based organizations, leaders, groups and stakeholders;
   - Attending community events and functions;

- Educating the public regarding the VSO overall mission of providing protection and service to the community;
- Utilizing social media outlets to keep the public, stakeholders and community informed of VSO outreach efforts;
- Partnering with community groups to address public safety issues;
- Offering crime prevention lectures, security assessment survey concepts and distributing educational materials addressing various law enforcement related topics;
- Coordinating Citizen's Academies which provide community members an opportunity to be exposed to the many facets of services provided by the VSO;
- Working closely with other law enforcement agencies regarding community policing efforts;
- Coordinating within the VSO to ensure consistent correspondence on key community concerns and issues and assisting in developing community education policies for the VSO as needed.
- Assist internal recruitment teams (sworn and communications) through partnering at different community events, recruiting opportunities, educational events, etc.

B. Staffing

1. The Training Section Assistant Commander serves as the Community Relations Unit Supervisor.
   - The CRU Supervisor will continually assess the CRU's efficiency in providing community oriented programs and concepts bridging the gap between the VSO and the public will be identified and documented through an annual analysis.
   - The CRU annual report will be submitted at the end of the calendar year by the CRU Supervisor.
2. The Community Relations Unit is comprised of at least two assigned members whose primary responsibilities are to achieve goals established by the unit's mission.
   a. *Community Relations Unit Crime Prevention Liaison* – a civilian position responsible for scheduling and organizing CRU outreach programs.
      - The Crime Prevention Liaison will maintain an automated calendar of events documenting all services rendered by the CRU and its members. The calendar will be accessible to all CRU members and the CRU Supervisor.
      - Information relating to community outreach efforts, instructions, demonstrations and literature will be submitted by the CRU Crime Prevention Liaison for approval by the CRU Supervisor.
      - Statistics and debriefing notations will be maintained monthly by the Crime Prevention Liaison.
   b. *Community Relations Unit Crime Prevention Specialist* – A sworn position responsible for creating new and updating existing crime prevention programs.
      - The Crime Prevention Specialist prepares lesson plans, bulletins, pamphlets, folders and other printed material related to the VSO crime prevention programs. All materials associated with the programs will be submitted to the CRU Supervisor for approval.
      - The Crime Prevention Specialist will review daily consolidated report in an effort to identify trends and areas being effected by crime. The data can assist in identifying areas which may be prime locations for crime prevention programs.

C. Community Relations Unit

1. The Community Relations Unit has the fundamental responsibilities related to community relations, education and crime prevention activities. However, every VSO employee is responsible for conscientious efforts in community relations and crime prevention activities, when engaged with the public.
2. The Community Relations Unit shall coordinate with the Communications Center on attending various events involving recruitment and community education activities with the goal of improving agency practices and policy bearing on the public safety communications-community interaction.

3. The VSO will assist in organizing, establishing, maintaining and promoting crime prevention/community relations programs in targeted areas.
4. The Community Relations Unit is responsible for:
    a. Development and coordination of the VSO community relations/crime prevention functions.
    b. Raising citizen awareness of crime prevention through education and public/private participation.
    c. Maintaining and creating new programs to enhance citizen knowledge on crime prevention awareness.
    d. Author and distribute pamphlets, fliers and articles concerning public and private safety regarding crime prevention matters.
    e. Holding public or private meetings related to safety and crime prevention upon request from VSO personnel or individuals in the general public.
    f. Monitoring and submitting reports of current concerns voiced by the community and any potential problems that have a bearing on law enforcement activities within the community to the CRU Supervisor. Community concerns will be included in the quarterly report to the Sheriff.
    g. Establishing and maintaining liaison with existing community organizations and other community groups.
    h. Establishing community groups where such groups do not exist.
    i. Target crime prevention programs by type and geographic areas based on empirical analysis of crime data identified through the VSO CompStat program.
    j. Maintaining a close working relationship with the Public Information Officer to ensure that VSO objectives, problems and successes are published at least annually to inform all personnel via internal electronic report, as well as informing the public via social media applications, postings, etc.
    k. Shall maintain liaison with various entities and actively seek the opportunity to provide crime prevention through environmental design (CPTED) input into development or revisions into the zoning policies, building codes and residential and commercial building permits, security surveys, etc.
    l. Coordinating and managing all duties, tasks and assignments related to the VSO Citizens Academy and its events.
    m. Reporting to and advising the Community Relations Unit Supervisor on a monthly basis regarding community relations matters and conveying information transmitted from citizens/organizations.
    n. Completing and submitting the CRU quarterly report through chain of command to the Sheriff.
    o. Prepare the documented biennial evaluation of all crime prevention programs that determines the effectiveness, need for modification, or possible discontinuance for of each program in use.
    p. Conducting the biennial Community Survey.
    q. Due to the nature and fluidity of community engagement, interaction and problem solving, direct collaboration with the Sheriff may be required in responding to community engagement activities, requests for the Sheriff's attendance at various events, meetings, etc. In these cases, CRU members shall keep the CRU Supervisor apprised of these activities and will include a summary in the monthly report to the CRU Supervisor.

D. Quarterly Report Submitted to Sheriff

1. The CRU Supervisor, or designee, shall prepare and submit quarterly to the Sheriff via chain of command a report that includes, at a minimum, the following:
    a. An overview of community meetings attended
    b. A description of concerns voiced by the community;

c. A description of potential problems which have a bearing on law enforcement activities;

d. A statement of recommended actions to address concerns and problems noted in 3. And 4., above; and

e. A statement of progress toward addressing previously identified concerns and problems.

2. The above report on community concerns and problems should provide information on conditions in the community to allow the Sheriff to react in a timely manner to alleviate identified concerns, avert potential problems and build community trust.

E. Biennial Community Survey

1. A documented Community Survey of citizens' attitudes and opinions shall be conducted at least once every two years and shall include at a minimum:

   a. The overall VSO performance;

   b. The overall competence of VSO employees;

   c. Citizens' perception of personnel's attitudes and behavior;

   d. Concerns with safety and security;

   e. Citizens' recommendations and suggestions for improvement.

2. The results of the survey shall be compiled and a documented summary provided to the Sheriff.

3. The CRU Supervisor shall review the survey results with the Law Enforcement Operations Division Chief, the Support Operations Division Chief, and the Communications Director in order to identify any concerns that require deployment of resources, change in protocols, procedures, training based on input from citizens, etc.

4. Reports and verbal updates shall be made available to the Chief Deputy. The Public Information Officer will compile a summary of the survey results and forward to the Sheriff for review.

F. Results from Community Input/Information

1. Results from surveys, quarterly reports and general CRU interactions with the community may be used in conjunction with other internal reviews and supervisory input in the development of new or revised training, goals and objectives, policies and practices to ensure the needs of the community are being met as concerns, potential problems and new trends emerge.

V. ACCREDITATION STANDARDS

A. CALEA COMMUNICATIONS ACCREDITATION

- 2.6.1

B. CALEA LAW ENFORCEMENT ACCREDITATION

- 45.1.1
- 45.1.2
- 45.1.3
- 45.2.1
- 45.2.2

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-046-01**	**Distribution** All Personnel	**Reissue/Effective Date** 03/05/2026
		Original Issue Date 01/05/2021	**Previous Revision Date** 05/12/2023
Title **ALL-HAZARDS PLAN [CALEA 46.1.2]**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish the Incident Command System (ICS) as the method of response to organize both short-term and long-term field-level operations for an "All-Hazards" approach to a broad spectrum of emergencies ranging from small to complex incidents, both natural and man-made.

II. POLICY

It is the policy of the Volusia Sheriff's Office (VSO) to use the ICS model of response at disasters and various critical incidents that require more than routine emergency response by the VSO. This general order describes the ICS and explains the activation and functions of the Incident Command process. Not all components of ICS will need to be activated when the system is operational. Component activation and deactivation will depend upon changing circumstances; only those that are needed in the situation should be used, as determined by the Incident Commander (IC). It shall further be the policy of VSO to sustain and maintain integrated operational coordination between specialized units and other operational components during special operations.

III. DEFINITIONS

Action Plan – See Incident Action Plan.

Agency Representative – An individual assigned to an incident from an assisting or cooperating agency who has the authority to make decisions about that agency's participation. Reports to the Liaison Officer.

Area Command (Unified Area Command) – Activated only if necessary, depending on the complexity of the incident and if the incident management span-of-control considerations so dictate. The purpose of an Area Command is to oversee the management of multiple incidents each being handled by a separate ICS organization or to oversee the management of a very large, or complex incident that has multiple incident management teams engaged. Most often used when there are several incidents in the same area and of the same type that may compete for the same resources. Area Command becomes Unified Area Command when incidents are multi-jurisdictional. [CALEA LE 46.1.3 (e)]

Assisting Agency – An agency contributing tactical or other direct resources.

Base – The location at which primary logistics functions for an incident are coordinated and administered. There is only one base for an incident. The base may be co-located with the Incident Command Post. [CALEA LE 46.1.3 (b)]

Branch – The organizational level having functional or geographic responsibility for major parts of incident operations. For example, the Law Enforcement Branch composed of several sections (Operations, Planning, Logistics and Finance/Administration), reports to a higher division or group Operations Commander while in a Unified Command operation, along with the Fire Suppression Branch, Public Works Branch, etc.

Casualty Collection Point (CCP) – A location near the incident, which provides an area to triage, treat and transport victims.

Check-In – The process through which resources first report to an incident. Check-in locations include the incident command post, staging areas, or directly on the site.

Chief – The ICS title for individuals responsible for command of the five basic ICS functional sections (Command, Operations, Planning, Logistics and Finance/Administration).

Clear Text – The use of plain English in radio communications transmissions. **(CODES and SIGNALS ARE NOT USED)**.

Command Post – See Incident Command Post

Command Staff – The ICS title for a group consisting of the Information Officer, Safety Officer, and Liaison Officer. They report to the Incident Commander.

Cooperating Agency – An agency assisting with other than tactical or other direct resources, includes but is not limited to the Red Cross, the telephone company, power company, etc.

Function – Under ICS, the structure includes Command, Operations, Planning, Logistics and Finance/Administration functional sections.

General Staff – The ICS title describing the incident management team that reports to the Incident Commander. Consists of the Chiefs of the five functional sections.

Incident Action Plan (IAP) – An oral or written plan that contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. When written, there may be specific sub-plans for traffic, communications, safety operations, etc.

Incident Command Post (ICP) – The field location at which the primary tactical-level, on-scene command functions are executed. The ICP may be co-located with other incident facilities.

Incident Commander (IC) – The individual responsible for the management of all incident operations at the incident scene.

Incident Management Team (IMT) – The Incident Commander and appropriate Command and General Staff, as defined by this, assigned to the incident.

Information Officer (IO) – A member of the ICS command staff responsible for contact with the media or other agencies requiring direct information. There is only one IO per incident.

Joint Information Center (JIC) – The facility established to coordinate all incident related public information activities, functions as the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the designated JIC.

Joint Information System (JIS) – Integration of incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during times of crisis or incident operations. The mission of JIS is to provide structure and a system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Commander and advising the Incident Commander concerning public affairs issues that could affect a response effort. This system also assists in controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort.

Liaison Officer (LO) – A member of the ICS command staff responsible for coordinating with representatives from cooperating and assisting agencies.

Managers – Under ICS, individuals who are assigned specific responsibilities for certain activities, e.g., Staging Area Manager.

N95 Disposable Particulate Respirators (Filtering Face Pieces) – mask blocks about 95% of particles that are 0.3 microns in size or larger.

Operational Period – The time set for a given set of actions as specified in the Incident Action Plan. Can be of various lengths but usually not over 24 hours.

Pandemic – an epidemic (an outbreak of an infectious disease) that spreads through human populations across a large region (e.g., a continent), or worldwide. Examples of a pandemic include but are not limited to:

- Influenza;
- SARS-CoV;
- H1N1 virus (Swine Flu);

- H3N2 virus;
- Smallpox;
- H5N1 (Avian Flu);
- COVID-19.

Policy Group – Comprised of the County Manager, Sheriff, Emergency Management Director, etc.

Safety Officer (SO) – A member of the ICS command staff responsible for monitoring and assessing safety hazards or unsafe situations and for developing measures for ensuring the safety of assigned personnel.

Span of Control – The number of individuals a supervisor is responsible for, usually expressed as a ratio of supervisors to individuals. (Under NIMS, the recommended span of control is between 1:3 and 1:7)

Staging Area – Location (s) during an incident where resources can be placed while awaiting tactical assignment.

Transfer of Command – The process of moving the responsibility for incident command from one Incident Commander (IC) to another. It should be recognized that transition of command on an expanding incident is to be expected and the transfer does not reflect on the competency of the current IC. [CALEA LE 46.1.2]

Unified Command – An application of ICS used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the UC, often the senior person or CEO from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single IAP. Unified Command allows agencies with different legal, geographic, and functional authorities and responsibilities to work together effectively without affecting individual agency authority, responsibility, or accountability. [CALEA LE 46.1.2]

Unity of Command – The principle that a subordinate report to only one supervisor at any given time, providing a clear channel of authority and accountability. [CALEA LE 46.1.2]

IV. PROCEDURE

A. INCIDENT COMMAND SYSTEM

1. ICS is a standardized management tool for meeting the demands of small or large emergency or non-emergency situations and ensures command, control, and coordination of resources.
2. The concept of “Incident Command” is practiced routinely by both law enforcement deputies and supervisors as they respond daily to citizen calls for service:
    - Small incidents are resolved by the on-scene deputy and/or supervisor as they respond to citizen calls for service.
    - Larger, or more serious incidents, result in many deputies and/or units functioning under the command of a designated “Incident Commander”, who may elect to handle all elements of the ICS, or appoint one or more persons to assist them.
3. ICS may be used for planned events, or for a large range of critical incidents such as natural and man-made disasters, civil disturbances, mass arrests, bomb threats, hostage/barricaded person situations, acts of terrorism, and other unusual incidents. Although the very nature of such unusual incidents precludes addressing every aspect of a given occurrence, additional information specific to these respective incidents are addressed within sections of this plan.
4. ICS operations are predicated upon the principles of:
    - Protecting life and providing for the safety of emergency responders and the public;
    - Stabilizing the incident by developing a strategy that will minimize the effect it has on the surrounding area;
    - Conservation of property by minimizing the effect(s) on the environment while accomplishing the action plan developed to bring closure to the incident.
5. Based on these principles, the first on-scene responder is authorized to implement the ICS and function as the IC until authority is transferred to more experienced command. (Refer to Transfer of Command)
6. ICS provides: [CALEA LE 46.1.3 (e)]

a. Unified Command – A common organizational structure across all agencies that can expand and contract as dictated by the situation, including: [CALEA CM 6.3.1 (d, e)]
   - A modular organization;
   - A unified command structure;
   - Common terminology; e.g. during radio communications and for functional identities.

b. Standardized emergency management principles that work across all types of emergency incidents, including:
   - Integrated Communications;
   - A manageable span of control and unity of command;
   - Creation and distribution of Incident Action Plans in a common format;
   - Comprehensive resource management.

B. INCIDENT COMMAND STRUCTURE [CALEA LE 12.1.2 (b)]

1. The ICS structure is extremely flexible and can expand or contract to meet demands faced in resolving an incident regardless of size or complexity.
2. The Incident Commander is responsible for overall incident management and oversees the functional areas of ICS, which include:
   - Command;
   - Operations;
   - Planning;
   - Logistics; and
   - Finance and Administration.

C. INCIDENT COMMANDER [CALEA LE 46.1.3 (b, c, f)]

1. All events have an Incident Commander who is responsible until authority is transferred to another. The Incident Commander is responsible for activating the ICS, requesting and designating staff, as necessary, and the subsequent management of all incident operations and resources at the incident scene, including, but not limited to: [CALEA LE 46.1.3 (b, c, f)]
   a. Ensuring incident safety.
   b. Establishing an ICP. [CALEA LE 46.1.3 (b)]
   c. Obtaining a briefing from the prior IC and/or assessing the situation.
   d. Establishing immediate priorities and directing initially arriving resources.
   e. Determining incident objectives and strategy(ies) to be followed.
   f. Establishing a staging area, when necessary, and maintain accountability for the safety of personnel and the public and for task accomplishment. [CALEA LE 46.1.3 (f)]
   g. Establishing the level of organization needed, and continuously monitoring the operation and effectiveness of that organization.
   h. Maintaining an effective span of control. In emergency planning, effective span of control is considered to be three to seven persons, with five being the optimal assignment; however, under less-than-ideal circumstances, the span of control may exceed these guidelines for short durations, as deemed necessary by the IC.
   i. Managing planning meetings, as required.
   j. Approving and implementing the Incident Action Plan (IAP) based on the concept of Management by Objectives.
   k. Coordinating the activities of the ICS Command and General Staff.
   l. Approving requests for additional resources or for the release of resources. [CALEA LE 46.1.3 (c)]

m. Establishing necessary liaison with other agencies and the Emergency Operations Center (EOC) or Sub-EOC, when activated.

n. Directing the expansion or contraction of the ICS organization based on the three priorities of life safety, incident stability and property conservation and activating other sections, as needed, e.g., Operations, Planning, Logistics, or Finance/Administrative Sections.

o. Identifying contingencies, which may affect ongoing operations and plan accordingly, making necessary notifications and requesting resources that could reasonably be expected to offset contingent actions.

p. Ordering demobilization of the incident when appropriate.

q. Ensuring incident after-action reports are complete. [CALEA LE 46.1.3 (i)]

r. Transferring the command in an orderly manner and briefing the incoming commander on the incident status.

D. TRANSFER OF COMMAND

1. There are five important steps in effectively assuming command of an incident in progress:

   a. **STEP 1:** The incoming IC should, if possible, personally perform an assessment of the incident situation with the existing IC.

   b. **STEP 2:** The incoming IC must be adequately briefed by the current IC; the briefing will cover the following:

      - Incident history;
      - Priorities and Objectives;
      - Current plan (written or oral, depending on incident size, requirements);
      - Resource Assignments;
      - Incident Organization;
      - Resources ordered/needed;
      - Facilities Established;
      - Status of Communications;
      - Any Constraints/limitations;
      - Incident Potential;
      - Delegation of Authority.

      Use of *ICS Form 201* will expedite exchange of the above information and provide written documentation of the incident.

   c. **STEP 3:** Determine appropriate time for transfer of command.

   d. **STEP 4:** At the appropriate time, notice of change in IC shall be made to:

      - Sheriff and Chief Deputy;
      - ICS Command Staff, if designated;
      - ICS General Staff, if designated;
      - All incident personnel.

   e. **STEP 5:** The incoming IC may give the outgoing IC another assignment on the incident thus providing the new IC with first-hand knowledge at the incident site. In addition, this strategy allows the initial IC to observe the incident progress and gain experience for future critical incidents.

E. COMMAND STAFF

1. Command Staff are assigned to carry out staff functions needed to support the Incident Commander and those not specifically identified in the General Staff functions. These positions include designation of Liaison Officer (LO), a Safety Officer (SO) and an Information Officer (IO). Additional assistants and command staff positions may be assigned, as determined by the Incident Commander.

2. The Command function addresses the following areas: [CALEA CM 7.1.2 (b, c, d, e, f, h); LE 46.1.3 (a, b, c, d, f, g, h, i)]
    - Activating the incident command system; [CALEA CM 7.1.2 (c); LE 46.1.3 (a)]
    - Establishing a command post; [CALEA CM 7.1.2 (d); LE 46.1.3 (b)]
    - Initiating the notification and mobilization of additional agency personnel; [CALEA CM 7.1.2 (c); LE 46.1.3 (c)]
    - Obtaining support from other agencies; [CALEA CM 7.1.2 (e); LE 46.1.3 (d)]
    - Establishing a Staging area, if necessary; [CALEA LE 46.1.3 (f)]
    - Providing public information and maintaining media relations; [CALEA CM 7.1.2 (f); LE 46.1.3 (g)]
    - Maintaining the safety of all affected personnel; [CALEA CM 7.1.2 (b); LE 46.1.3 (h)]
    - Preparing a documented after-action report. [CALEA CM 7.1.2 (h); LE 46.1.3 (i)]

F. GENERAL STAFF

1. General Staff is comprised of the respective Section Chiefs who oversee the remaining four functional areas of ICS: Operations, Planning, Logistics and Finance and Administration. The General Staff forms the incident management team and is responsible for reporting to the Incident Commander the status and needs of the following functions under their respective control:
2. **OPERATIONS SECTION** [CALEA LE 46.1.2, 46.1.4 (a, b, c, d, e, f)]
    a. Operations Section Chief will address the following: [CALEA LE 46.1.4 (a, b, c, d, e, f)]
        - Establish Perimeters; [CALEA LE 46.1.4 (a)]
        - Ensure the safety of assigned personnel;
        - Conduct Evacuations; [CALEA LE 46.1.4 (b)]
        - Maintain command post and scene security; [CALEA LE 46.1.4 (c)]
        - Provide for detainee transportation, processing, and confinement; [CALEA LE 46.1.4 (d)]
        - Direct and controlling traffic; [CALEA LE 46.1.4 (e)]
        - Conduct post-incident investigation(s); [CALEA LE 46.1.4 (f)]
        - Direct and coordinate all tactical operations as required by the primary mission;
        - Request (or release) resources with the acknowledgement of the IC;
        - Implement the activities specified in the IAP;
        - Keep the IC advised of the status of the situation and resources; resources are considered either:
            - “Assigned” (to carry out some specific task);
            - “Available” (in a staging area); or
            - “Out of service” (for rest and recuperation).
3. **PLANNING SECTION** [CALEA LE 46.1.2, 46.1.3 (i), 46.1.5 (a, b, c)]
    a. The Planning Section Chief is responsible for the collection, evaluation, dissemination, and use of information about the development of the incident and the status of resources. The Planning Chief will address the following: [CALEA LE 46.1.3 (i), 46.1.5 (a, b, c)]
        - Prepare a documented Incident Action Plan, which defines response activities and use of resources for a specified time period; [CALEA LE 46.1.3 (i), 46.1.5 (a)]
        - Gather and disseminate information and intelligence; [CALEA LE 46.1.5 (b)]
        - Plan post-incident demobilization. [CALEA LE 46.1.5 (c)]
    b. The Planning Chief will be responsible for all aspects of the planning meeting.
4. **LOGISTICS SECTION** [CALEA CM 7.1.2 (e); LE 46.1.2, 46.1.6 (a, b, c, d, e)]
    a. The Logistics Section provides manpower, facilities, services, and materials in support of the critical incident. The Logistics Chief will address the following: [CALEA CM 7.1.2 (e); LE 46.1.6 (a, b, c, d, e)]

- Communications; [CALEA LE 46.1.6 (a)]
- Transportation; [CALEA LE 46.1.6 (b)]
- Medical support; [CALEA LE 46.1.6 (c)]
- Food Services and supplies; [CALEA LE 46.1.6 (d)]
- Specialized team and equipment needs. [CALEA LE 46.1.6 (e)]

b. In a large-scale or long-term incidents, the Section Chief will identify a logistics base of operation. The Section may be further divided into Support and Service Branches with subordinate Units to provide facilities, ground support (vehicle/equipment repair), and a medical unit for the care of assigned personnel.

c. Logistics personnel shall develop a plan that will provide the necessary resources through the duration of the event/incident.

d. The Communications Unit Leader (COML) shall be assigned all communication tasks and shall ensure that communications are established with all necessary agencies and personnel. They shall also be responsible for notifying required personnel, as directed by the Incident Commander. [CALEA LE 46.1.6 (a)]

e. The Communications Unit Leader (COML) shall ensure that the mobile command post is kept in proper working order and readily available. [CALEA LE 46.1.6 (a)]

f. The Communications Unit Leader (COML) shall call out the required communications personnel and assign responsibilities. [CALEA CM 7.1.2 (c); LE 46.1.6 (a)]

g. Communications within law enforcement agencies will be on normally assigned channels, unless otherwise directed. Communications will be in “clear text/plain talk.” [CALEA LE 46.1.6 (a)]

5. **FINANCE/ADMINISTRATION SECTION** [CALEA CM 7.1.2 (h); LE 46.1.2, 46.1.7 (a, b, c, d, e)]

a. The Finance/Administration Section Chief oversees: [CALEA LE 46.1.7 (a, b, c, d, e)]

- Recording personnel time; [CALEA LE 46.1.7 (a)]
- Procuring additional resources; [CALEA LE 46.1.7 (b)]
- Recording expenses; [CALEA LE 46.1.7 (c)]
- Documenting injuries and liability issues; [CALEA LE 46.1.7 (d)]
- Any other cost analysis/recuperation activities and compensation/claims. [CALEA LE 46.1.7 (e)]

b. The Finance Section Chief is responsible for tracking incident costs and reimbursement accounting. [CALEA LE 46.1.7 (e)]

c. In large-scale and/or long-term incidents the Section may be further divided into individual Time, Procurement, Compensation/Claims and Cost Units. [CALEA LE 46.1.7 (e)]

d. Some functions are especially important to provide documentation if the incident results in a Disaster Declaration and for the establishment and monitoring of cost-sharing agreements. [CALEA LE 46.1.7 (e)]

G. BRANCHES, DIVISIONS AND GROUPS [CALEA LE 46.1.3 (d)]

1. When an Area Command is activated, all law enforcement emergency services will comprise the Law Enforcement Branch of the Unified Area Command. Additional branches may include Fire, Medical, etc.

2. Divisions and groups may be established based on need when the number of resources exceeds the manageable span of control of the IC and the Operations Section Chief.

- Divisions will be utilized when dividing an incident into a physical or geographical area.
- Groups will be utilized to when dividing responsibilities into functional areas of operation that may serve multiple geographic areas/divisions. (e.g. Logistics Section may be grouped into specialty areas such as Medical Group, Food Group, Topic-Specific Specialty Teams, etc.)

H. CRISIS COMMUNICATION - JOINT INFORMATION SYSTEM [CALEA CM 2.6.6 (f), 7.1.2 (f); LE 46.1.3 (g)]

1. During times of crisis or mass law enforcement/public safety events that are handled by or involve the VSO, it shall be the policy of the VSO to inform the community and work cooperatively with the news media to facilitate the flow of factually consistent information on a timely basis through the implementation of Crisis Communication procedures. The VSO shall not interfere with the legitimate right of the media to collect and report information, provided such news-gathering efforts do not disrupt, interfere with, or jeopardize ongoing operations or endanger the safety of citizens, public safety officers or news reporters. [CALEA LE 46.1.3 (g)]

2. Considering the extent and severity of the incident, the impact on the public safety of the community and the information demands of the news media, the Sheriff, in consultation with the Public Information Officer, will determine the necessity to activate Crisis Communication procedures on a case-by-case basis. [CALEA CM 7.1.2 (a); LE 46.1.3 (g)]

3. Based on the size and magnitude of the incident, a Joint Information System may be implemented as a coordinated information management response and a Joint Information Center (JIC) designated to include representatives of each jurisdiction, agency, private sector and other organizations involved in incident management activities. Multiple JICs may be required for complex incident(s) spanning a wide geographic area or multiple jurisdictions. The VSO Public Information Officer shall ensure the proper coordination and dissemination of official information. [CALEA LE 46.1.3 (g)]

4. During activation of the Crisis Communication, or Joint Information System, the VSO Public Information Officer shall report to the scene of extreme emergencies and be responsible for coordinating news media activities.

5. To fulfill the responsibilities under this plan, the Public Information Officer shall:

    a. Work at the direction of the Sheriff and the Incident Commander or their designee.

    b. At all times adhere to general order *GO-054-01 Public Affairs and Media Relations*.

    c. Respond to the scene, obtain a briefing from the Incident Commander or their designee and prepare an initial information summary upon arrival.

    d. Act as liaison and coordinate all activities with Public Information Officers from other responding agencies and jurisdictions.

    e. Establish a staging area for the news media to obtain information safely without interfering in tactical operations. When selecting a staging area, consideration shall be given to providing the news media with the ability to observe public safety operations when practical, while ensuring that the news media does not disrupt ongoing operations. Consideration also shall be given to ensuring that the staging area is separate from the Command Post, yet close enough to facilitate the flow of information. The Public Information Officer shall be responsible for the control of the news media within the staging area and shall have the authority to eject individuals disrupting or hampering law enforcement activities.

    f. Coordinate all media briefings. Every effort shall be made to conduct media briefings at regular and continuing intervals to facilitate the flow of timely, accurate, consistent, updated information and control rumors and misinformation to the maximum extent possible. Every effort will be made to include representatives from the various responding agencies at all media briefings.

    g. Seek approval of the Sheriff, Command Staff or Incident Commander or their designee prior to the release of all information. All media briefings shall be conducted by the Sheriff or their designee, Incident Commander or their designee or the Public Information Officer or their designee and shall be in accordance with established General orders.

    h. Via the news media, relay special bulletins, instructions and other public safety messages requested by agencies responsible for various activities related to the emergency situation.

6. The Public Information Officer, at their discretion, shall request on-scene response of mutual aid PIOs from other public safety agencies, as the need arises. Upon request of the Public Information Officer, the County's Community Information Director shall provide mutual aid to the extent possible. In addition to general PIO duties as directed by the Public Information Officer, County Community Information shall act as liaison to the County Manager/County Council. All mutual aid PIOs shall act at the direction of the VSO Public Information Officer and may be directed to collocate at the JIC, if so designated.

7. The Public Information Officer or their designee shall be included in all briefings at the Command Post to facilitate the flow of timely, updated information to the news media.
8. Whenever practical, the Public Information Officer shall coordinate and arrange media interviews with incident personnel to provide the news media with first-hand information on the operations.
9. In addition to on-scene media briefings, the Public Information Officer shall cause to have the VSO web site and the automated media telephone line updated during regular intervals throughout the duration of the incident.
10. The Incident Commander or their designee, on a case-by-case basis, shall consider requests by the news media for access to restricted areas. If approved, the Incident Commander or their designee will specifically identify the access area, and said access will be accommodated by PIO-escort.
11. To the extent that a public safety crisis event impacts the County as a whole and/or other County Government services/resources in addition to law enforcement, the Sheriff shall serve as liaison to the County Manager in coordinating the release of information to the news media to the maximum extent possible. [CALEA CM 7.1.2 (a)]

I. ACTIVATION OF THE INCIDENT COMMAND SYSTEM [CALEA LE 46.1.3 (a)]

1. With a decision to implement the Incident Command System, the Incident Commander shall:
    a. Identify a Safety Officer (SO), an Information Officer (IO) and a Liaison Officer (LO)
        (1) The SO is responsible for:
            (a) The immediate safety of assigned personnel;
            (b) Correct unsafe acts through the chain of command; however, the SO may exercise emergency authority to stop unsafe acts when such action is immediately required to protect life.
        (2) The IO is responsible for implementing and following the procedures outlined in the Joint Information System (JIS). The agency's Public Information Officer will function in this role and will function as the agency's liaison in coordination with the Sheriff whenever Unified Area Command is required/activated.
        (3) The LO is the primary contact for coordinating with agencies assisting in an incident. The LO will coordinate with the agency's General Counsel (if not already functioning in that capacity), who will function as the agency's Court and Prosecutorial Liaison and advise the Sheriff on all legal matters.
    b. Ensure notifications to the chain of command are instituted in accordance with existing procedures.
    c. Retain the elements of the Incident Command process unto themself or appoint one or more Section Chiefs to carry out the General Staff functions, if necessary, for the coordination of incoming resources.
    d. Oversee the development and implementation of an Incident Action Plan (IAP) to resolve the event/incident.
        (1) Refer to existing written general orders, the County's Comprehensive Emergency Management Plan (CEMP), the Continuity of Operations Plan (COOP), and the Florida Incident Field Operations Guide.
        (2) Consider the immediate implementation of emergency staffing configurations to better provide personnel and other resources.
        (3) For short-term events, the IAP need not be written. A written plan is required when:
            (a) Resources from multiple agencies from within or outside the County are used;
            (b) Several jurisdictions are involved;
            (c) The incident is complex, i.e., changes in shifts of personnel or equipment are expected/required.
    e. If not already operating in that mode, ensure that all radio communications take place in "clear text"; [CALEA CM 6.3.1 (d, e)]

- Direct Communications to establish a radio channel to initially handle the event;
- Ensure that Communications advises any responding agencies of the channel being used;
- Remain mindful that electronic data communications (CAD to MDC) are not available to all agencies responding to a request of mutual aid assistance.

f. Follow directions from the Policy Group, or Area Command upon activation. The IC is responsible at the scene, while the Area Command is responsible for countywide or multiple jurisdictional activity. There can be more than one scene, and thus, more than one Incident Command Team reporting to the Area Command.

g. Consider activation of the Crisis Intervention Teams and other Tactical Teams (SWAT, Bomb Team), as needed.

h. At the appropriate time, plan for an orderly demobilization of all resources and the gathering of necessary documents and materials to provide the ability to closely review and evaluate operations.

2. Command protocol will exist at all stages of the ICS command structure and during the administration of the incident.

3. Commanders shall be assigned as needed to ensure adequate supervision and authority, considering the need for rest and recuperation.

4. Principles of span of control, unity of command and unified command shall be followed during ICS operations.

5. Incident Commanders will cooperate fully when functioning in a unified command mode.

6. The Sheriff shall authorize all requests for State or Federal assistance.

7. Various standard ICS forms are available for use by the IC and functional Section Chiefs to manage the incident in an organized manner. These forms are available on the I Drive and VSO Intranet, hyperlinks to the forms are found at the end of this general order in the forms section.

J. UNIFIED COMMAND UNDER ICS [CALEA LE 46.1.3 (e)]

1. The Incident Command System is designed to expand to include other County services, other jurisdictions, both inside and outside of the county, and state and federal agencies, should the situation(s) dictate.

2. One or more functions of the ICS structure may be placed into operation, as needed.

3. The Incident Command Structure within this general order describes the Law Enforcement Branch of operations as represented by the VSO. Similar branches and sections exist for other services such as Fire/Rescue, medical, health and other support services.

4. Refer to the *Unified Command Structure* document for an example diagram depicting the Unified Command concept for a major incident. A hyperlink to the diagram is found below in the references section of this general order. In such cases, all agencies contribute to the command process and the management of resources in achieving the objectives of the Incident Action Plan (IAP).

5. In large-scale events, an Area Command may be established to coordinate and oversee the response to multiple events/incidents. In such scenarios, the agency's PIO will function as the agency's liaison whenever the Unified Area Command is activated and will be located at the designated Joint Information Center (JIC).

6. Under a Unified Area Command, it will be the responsibility of the Area Command to set overall incident-related priorities, allocate critical resources and ensure incident management. The Law Enforcement Branch will maintain ICS protocols in full cooperation and incorporation within the Area Command.

K. LEGAL CONSIDERATIONS

1. The Sheriff or their deputies shall suppress tumults, riots, and unlawful assemblies and have the authority to raise the power of the county and command any person to assist them, when necessary. The VSO shall act within the scope and authority provided in Chapters 30 and 870, Florida State Statutes.

2. The Sheriff shall authorize the declaration of a state of emergency.

3. **CHAPTER 870, FLORIDA STATUTES**

   a. Florida Law Provides for Affrays, riots, routs and unlawful assemblies in Chapter 870, Florida Statutes.

   b. **FLA. STAT. § 870.043**

   Declaration of emergency. – Whenever the Sheriff or designated city official determines that there has been an act of violence or a flagrant and substantial defiance of, or resistance to, a lawful exercise of public authority and that, on account thereof, there is reason to believe that there exists a clear and present danger of a riot or other general public disorder, widespread disobedience of the law, and substantial injury to persons or property, all of which constitute an imminent threat to the public peace or order and to the general welfare of the jurisdiction affected or a part or parts thereof, he or she may declare that a state of emergency exists within that jurisdiction or any part or parts thereof.

   c. **FLA. STAT. § 870.044**

      (1) The following acts are prohibited during the period of a state of emergency:

         (a) The sale of firearms or ammunition;

         (b) The display of firearms or ammunition by or in any store or shop;

         (c) The possession of a firearm in a public place, except by law enforcement or military personnel.

   d. **FLA. STAT. § 870.045**

      (1) During a state of emergency the Sheriff may order and promulgate all or any of the following in whole or in part:

         (a) Establish curfews, prohibit or restrict pedestrian or vehicular movement;

         (b) Prohibit the sale and distribution of alcoholic beverages;

         (c) Prohibit the possession of alcoholic beverages in a public place;

         (d) Close places of assemblage;

         (e) Prohibit the sale of gasoline or flammable or combustible liquids, except by delivery to gas tanks properly attached and necessary for propulsion;

         (f) Prohibit the possession of portable containers containing gasoline or any flammable or combustible gas.

4. The Sheriff, as the chief law enforcement official in Volusia County, shall exercise command and control over all civil law enforcement resources committed to unusual occurrence/large-scale critical incident operations within Volusia County, Florida. [CALEA LE 2.1.4]

5. The Sheriff or designee shall be the VSO liaison with the Volusia County Government, military authorities, and civil defense officials as it relates to law enforcement activities. [CALEA LE 2.1.4]

6. **MARTIAL LAW** [CALEA LE 2.1.4]

   a. All requests for military support shall be made through the Sheriff, in compliance with State Statute. [CALEA LE 2.1.4]

   b. Chapter 250, Florida Statutes identifies the power of the Governor to preserve the public peace, execute the laws of the State, suppress insurrection, repel invasion, and respond to an emergency or imminent danger thereof.

L. DOCUMENTATION AND TRAINING

1. Activation of the Incident Command System requires the preparation of a written After-Action Report. The report explaining and evaluating the activation may either be separate from the standard after-action report required by existing general orders, or it may be included as an identified section within the larger report about the incident/event. If separate, it shall be submitted by the Incident Commander to the Executive Officer of the Law Enforcement Operations Division within fifteen (15) days of the conclusion of the event. The after-action report will address specific objectives and will be used in developing future assignments, plans, procedures, and protocols. Any noted training issues will be coordinated through the Training Director.

2. All sworn officers receive NIMS certification training; all supervisory personnel who may be called upon to participate in an event or incident as part of the All-Hazards Plan, shall receive NIMS certification training and participate in annual training on the agency's All-Hazards Plan. Special coordination and training may also include tabletop, actual scenario exercises, and/or multiple agency involvement; the Director of Training will be provided with a copy of all after action reports associated with all such training to ensure the effectiveness of future training provided. [CALEA LE 46.1.9 (a)]

3. All sworn and telecommunicator members receive documented annual retraining on the agency's All-Hazards Plan. The All-Hazards Plan and appendices are available as a standalone document on the VSO intranet and within the General Orders Manual.

4. Biennially, a documented training scenario consisting of a tabletop or full-scale exercise shall be conducted to assess the agency's capabilities with the All-Hazards Plan and the Incident Command System. Critique of the training exercise will be utilized to identify areas for improvement in policies, procedures, additional training, and equipment needs. [CALEA LE 46.1.9 (b)]

M. EMERGENCY PLANNING

1. DEVELOPMENT

a. The VSO is responsible for developing and maintaining an All-Hazards Plan in addition to and in augmentation of those provided in Volusia County's Comprehensive Emergency Operations Plan (CEMP) and to participate in the annual Volusia County Emergency Management exercises.

b. The Law Enforcement Operations Division Chief shall be responsible for developing and planning the VSO response to critical incidents. In developing such plans, the use of measurable objectives will be utilized to ensure fulfillment of the incident management goals as determined by the Sheriff and their Command Staff. [CALEA LE 46.1.1]

c. The Support Operations Division Chief is responsible for the annual updating, if necessary, of the VSO ESF 16 annex to the Comprehensive Emergency Management Plan (CEMP) and the VSO Continuity of Operations Plan (COOP). The Support Operations Division Chief shall further be responsible for coordinating the ESF 16 participation in all county Emergency Management preparatory exercises in conjunction with the County's Comprehensive Emergency Management Plan.

d. Elements of the Comprehensive Emergency Management Plan shall be reviewed, coordinated, and updated annually as required by the Florida Division of Emergency Management under the rules of the Florida Administrative Code. The Support Operations Division Chief shall be responsible for this review and will coordinate revisions as necessary with Emergency Management Staff.

e. The Support Operations Division Chief or designee shall maintain liaison with Emergency Management personnel (civil defense) and correlate the VSO All-Hazards Plan with those prepared by the Emergency Management Director.

f. A copy of the current All-Hazards Plan is always maintained in the mobile command post.

2. RESOURCE AVAILABILITY & READINESS

a. The Law Enforcement Operations Division Chief or designee shall annually prepare a list of emergency equipment and resources used in emergency operations. This list shall show the numbers and locations of equipment and resources and shall be submitted annually to the Florida Department of Law Enforcement (FDLE) for inclusion in the State's Manpower, Assets and Resource System (MARS).

b. The Chief of the Division to which emergency equipment is assigned shall ensure that equipment for use in emergency operations is inspected quarterly and kept in good working order to ensure operational readiness. Any non-functioning equipment or replacement needs will be restored to fully functional capability and ready for mobilization. [CALEA LE 46.1.8]

c. All nonexpendable resources will be fully accounted for at the incident site during check-in and again upon return to the issuing/responding component. Post-incident, it shall be the responsibility of the respective Division Chief, or designee, to ensure that all resources are restored to full operational readiness as soon thereafter as practicable. Broken and/or lost

items will be replaced through coordination with the Administrative Services Division or the respective agency responsible for invoicing, as may be defined in mutual aid agreements.

d. It is important that adequate rest and recuperation time and facilities are provided for human resources. Mobilization plans will incorporate appropriate rest and recuperation time guidelines within functional areas of deployment configurations. Personnel will be monitored for occupational health and mental health issues, both short and long-term. Any identified issues will be addressed accordingly through appropriate medical protocols and/or mental health providers, such as the Employee Assistance Program.

3. **MAPS**

a. The Communications Unit Leader (COML) shall ensure that situation maps are available for use in plotting operational commitments during unusual occurrences. These maps can be either paper or electronic.

b. These maps shall be of a scale, small enough to permit ease in plotting logistical installations, high priority protective areas, force commitments, command posts, "hot spots," and similar items of interest.

N. NATURAL & MAN-MADE DISASTERS

1. **EMERGENCY CALL-OUT** [CALEA LE 11.3.3]

a. During any natural and man-made disasters/critical incidents, a large number of resources must be activated quickly and efficiently. In such instances when the All-Hazards Plan is implemented, including appendix GO-046-01-A Hurricane Operations Plan in cases of a hurricanes, the IC will ensure notification of the following key personnel:

- Sheriff
- Chief Deputy
- Law Enforcement Operations Division Chief
- Support Operations Division Chief
- Incident Commander
- First Supervisor on scene
- General Counsel
- Public Information Officer
- Communications Supervisor

2. **TRAFFIC CONTROL**

a. The Incident Commander, or Operations Section Chief as applicable, shall designate the agency's Traffic Unit Supervisor responsible for:

- Directing and controlling traffic,
- Maintaining traffic equipment and manpower,
- Coordinating and maintaining outer perimeters,
- Coordinating traffic routes for evacuations, and
- Functioning as liaison with the traffic units of other affected agencies.

3. **EVACUATIONS**

a. The Logistics Section Chief shall coordinate the evacuation of residents during natural and man-made disasters and advise the IC of the approximate number of individuals needing to be evacuated, to include those residents without transportation.

b. The IC shall coordinate with the County's Emergency Management Director to ensure transportation arrangements are made, as necessary.

c. If the Volusia County Comprehensive Emergency Management Plan (CEMP) is activated, the VSO shall provide evacuation broadcasts via mobile PA systems, provide traffic control, and secure the area against vandalism/theft/looting. Evacuation procedures at this level are described in the CEMP.

4. **PUBLIC FACILITY SECURITY**

a. The Court Services Section Commander shall be designated to coordinate security for the courts, judicial buildings, and the County Council and keep the IC or Operations Section Chief apprised of the status and any changes.

b. The Court Security/PT Lieutenant shall be designated to provide security for shelters and other designated public facilities, as required, and shall keep the IC or Operations Section Chief apprised.

c. Emergency Response Teams shall be available to provide additional assistance and security as required. [CALEA CM 7.1.2 (b)]

5. **CUSTODIAL TRANSPORTATION**

a. The arresting Deputy or available Reserve Deputy transportation units shall transport persons arrested to the designated processing center.

6. **AGENCY PERSONNEL**

a. All agency personnel shall respond to the designated staging area with assigned vehicles and check-in. The IC shall determine the transportation methods to be employed.

7. **EQUIPMENT**

a. Equipment shall be transported by the Division charged with its' care and maintenance.

b. The Communications Unit Leader (COML) has the responsibility of maintaining and coordinating the agency's emergency communication equipment, including the mobile command post. [CALEA CM 7.1.2 (d)]

c. The Traffic Unit Supervisor shall coordinate escort services for large pieces of machinery or equipment required at the scene of an emergency.

d. All resources utilized during any natural or man-made disaster will be checked-in at locations designated by the IC; locations may include the incident command post, staging areas, or directly on the site.

e. The Communications Unit Leader (COML) has the responsibility of maintaining and coordinating the VSO emergency communication equipment, including the mobile command post, which will be kept in stand-by status at a secure location designated by the Communications Commander and approved by the Sheriff or designee when not in service. [CALEA CM 7.1.2 (e)]

f. The County Comprehensive Emergency Management Plan contains an emergency equipment list, which has provisions for barricade rental, generators, sandbag supplies, the Beach Safety and Beach Ranger equipment and manpower.

8. **SEARCH AND RESCUE/RECOVERY**

a. During search and rescue/recovery operations, the Incident Commander shall coordinate the VSO role in the operation.

b. The Logistics Section Chief shall coordinate special team and equipment needs during any large-scale search and rescue/recovery operations. Search and rescue/recovery operations may include other agencies including but not limited to:

- Other Law Enforcement Agencies;
- Fire departments;
- Public Works;
- Civil Air Patrol.

c. The SWAT Team and other emergency response/tactical team equipment may be utilized for high-risk rescue operations.

d. All requests for utilization shall be through the Incident Commander.

O. PANDEMIC SCENARIOS

1. Members anticipated to face occupational exposures will be considered "high risk". During a Pandemic outbreak, members in the high-risk category will have occupational exposure to potentially infectious materials. These members will include law enforcement deputies, crime scene technicians, property/evidence technicians, and some civilian employees.

2. The occupational actions that create the expectation of an occupational exposure to the influenza virus may include, but are not limited to the following:

   - Providing first aid;
   - Processing crime scenes where infected citizens are present;
   - Hospitals/Quarantine locations;
   - Entering an area where the presence of body fluids can be expected;
   - Gathering and handling evidence contaminated with body fluids;
   - Arrest situations involving physical confrontations or other force;
   - High profile/interactive contact with the public.

3. All employees are encouraged to take universal protective steps to maintain health and minimize risk of exposure during pandemic scenarios. The VSO will assist in providing appropriate supplies for employees while in the performance of their official duties (refer to the section below under "Protective Measures").

4. The following pandemic periods and phases are established by the Center for Disease Control (CDC) and as announced will determine activation of the All-Hazards Plan:

5. **INTER-PANDEMIC PERIODS**

   a. **Phase 1**: No new influenza virus subtypes have been detected in humans. An influenza virus subtype that has caused human infection may be present in animals. If present in animals, the risk of human infection or disease is considered to be low.

   b. **Phase 2**: No new influenza virus subtypes have been detected in humans. However, a circulating animal influenza virus subtype poses a substantial risk of human disease.

      NOTE: The distinction between **phases 1** and **2** is based on the risk of human infection or disease resulting from circulating strains in animals.

6. **PANDEMIC ALERT PERIOD**

   a. **Phase 3**: Human infection(s) with a new subtype but no human-to-human spread, or at most, rare instances of spread to a close contact.

   b. **Phase 4**: Small cluster(s) with limited human-to-human transmission but spread is highly localized, suggesting that the virus is not well adapted to humans.

   c. **Phase 5**: Larger cluster(s) but human-to-human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans but may not yet be fully transmissible (substantial pandemic risk).

      NOTE: The distinction between **phases 3**, **4**, and **5** is based on an assessment of the risk of a pandemic. Various factors and their relative importance according to current scientific knowledge may be considered. Factors may include rate of transmission, geographical location and spread, severity of illness, presence of genes from human strains (if derived from an animal strain), and other scientific parameters.

7. **PANDEMIC PERIOD**

   a. **Phase 6**: Increased and sustained transmission in general population.

8. **PLAN ACTIVATION**

   a. The Florida Department of Health along with the Volusia County Health Department will establish liaison with the Center for Disease Control (CDC) and give directions as to what Pandemic Phase is being entered. Health officials will officially announce the phased alerts. In the absence of guidance from local or state health agencies, the VSO will activate the All-Hazards Plan when the CDC announces a Phase 5 alert.

   b. Once the alert is announced, the Sheriff or designee can activate one or all of the stages listed below to protect the agency's employees and the community:

9. **STAGE 1 (CDC PHASE 5)**

a. Educating agency personnel to reduce fear, rumors, and give guidance on family planning during the pandemic. Personal Protective Equipment supplies will be checked, and estimates will be made if additional purchases are needed. Steps will be taken to ensure the VSO is a "clean environment." Hand washing stations will be established at all entrances to all facilities. Custodians will be re-tasked to focus additional attention on high traffic areas, to change HVAC filters, daily wipe down of surfaces with antiseptic sprays, restrooms will be cleaned daily, and trash picked up twice daily. The Sheriff or designee will meet with County officials to discuss the Continuity of Operations Plans (COOP) and the Volusia County CEMP.

10. **STAGE 2 (CDC PHASE 6)**

a. All personnel that deal directly with the public will be issued a minimum of two N95 masks and two pairs of rubber gloves and bacterial hand wipes. Command will establish a public hand-washing station outside lobby doors. The Sheriff or designee will identify core agency functions that must be maintained during the pandemic as well as functions that can be suspended. Should the need arise, all vacations, education classes, scheduled leave requests, outside details, etc., will be cancelled and essential members/employees will transfer and work the mobilization response plan until further notice. The Sheriff or designee will identify specialty units that can no longer be effective when significant size reduction occurs. Reassignments will be made accordingly.

11. **STAGE 3 (CDC PHASE 6)**

a. Agency-wide staffing levels are at 70%. Steps are already underway to ensure actions in stage one and stage two are being completed. A liaison officer will be assigned to work with the County EOC. Personnel interacting with the public will be mandated to wear the N95 mask. The Incident Command System will be activated and will be running daily activities. An Incident Action Plan is required for every Operational Period. The IC has the authority at this phase to:

- Change call priority working with Central Communications.
- Re-task deputies and administrative personnel to different duties to accomplish daily objectives.
- Limit or discontinue briefings and/or group meetings to avoid cross contamination and further reduction in personnel resources.
- Establish mandatory use of hand-washing stations before entering a VSO facility by all VSO personnel.
- Close District Offices and other VSO facilities from public access.
- Deputies not assigned to a take home vehicle may be assigned a vehicle (for their use only) to avoid cross contamination that can occur during a pandemic.
- Decrease law enforcement services that would overly expose healthy personnel to the public, i.e., civilian training academies, PAL activities, Neighborhood Watch meetings, etc.

12. **COMMUNITY RESPONSIBILITIES**

a. Due to stresses placed upon the health care system and other critical functions, civil disturbances and breakdowns in public order may increase. Emergency call centers may be overwhelmed with calls for assistance, including requests to transport influenza victims. Local law enforcement agencies may be called upon to enforce movement restrictions or quarantines, which could divert resources from traditional law enforcement duties. To add to these challenges, law enforcement and emergency response agencies can also expect to have their uniform and support ranks reduced significantly because of the pandemic. As the need arises, the Law Enforcement Incident Commander will determine the most effective utilization of available personnel and will disseminate this information in a timely manner as circumstances arise.

b. **In the event of a mandatory quarantine, the Department of Health (DoH) will have the power given by Fla. Stat. § 381.00315 (4) to** *"…declare, enforce, modify, and abolish the isolation and quarantine of persons, animals, and premises as the circumstances indicate for controlling communicable diseases or providing protection from unsafe conditions that pose a threat to public health, except as provided in ss. 384.28 and 392.545-392.60. Any order of the department issued pursuant to this subsection shall be immediately enforceable by a law enforcement officer under s. 381.0012."* The VSO will work closely with the DoH to assist them, if requested. If at all

practical, the VSO will consider using sworn deputies to assist the DoH, however such assistance may be minimal or unavailable as dictated by limited availability of manpower.

13. **GOVERNMENT ENTITIES**

    a. Procedural and operational changes occurring in agencies and offices outside of the control of the VSO may dictate adjustments in daily operations. Such changes will be identified and communicated as quickly as possible. Examples include but are not limited to:

    - Volusia County Branch Jail;
    - All aspects of the 7th Judicial Circuit;
    - Volusia County Government offices (including vehicle maintenance and facility service/repairs);
    - Area hospitals;
    - Department of Highway Safety and Motor Vehicles (DHSMV);
    - Florida Department of Law Enforcement (FDLE);
    - Pre-designated Homeland Security high-risk facilities.

14. **NON-GOVERNMENTAL ENTITIES**

    a. The VSO relies on outside non-governmental agencies to support services to the community. Some of these agencies may be unable to perform their normal services due to depletion of healthy staff. These services should be considered during the planning by command staff. Examples include but are not limited to:

    - Fuel deliveries;
    - Utilities;
    - Technology Support (vendors).

15. **MONITORING**

    a. The IC or designee will continually reassess the effectiveness of deployed staffing every operational period and adjust as needed.

    b. On duty staff that has not been affected by the Pandemic shall be evaluated for signs of stress due to employee shortages and working extended hours/shifts.

16. **COMMUNICATIONS & PUBLIC INFORMATION**

    a. The Crisis Communications plan will be implemented according to the procedures herein.

17. **PROTECTIVE MEASURES**

    a. A major objective is to reduce the risk of exposure and to minimize the subsequent quarantine through appropriate protective equipment and universal precautions, including frequent hand washing with antibacterial hand wash, N95 surgical masks, and antimicrobial gloves. Risk reduction through appropriate protective equipment will help to minimize the potential number of employees in quarantine.

    b. The use of the N-95 mask will not be mandatory until ordered by the IC. However, employees will be provided with information that will fully inform them of the protection provided by the mask as well as general instructions on the proper use and sizing of the mask in the event of an emergency contact or situation requiring the use of the mask. Examples of situations where the wearing of a mask is encouraged will be calls for service, particularly calls where confined spaces are likely to be encountered, such as a residence, apartment, or home; service of arrest warrants; interviews with witnesses and suspects; crime scenes, etc. It is not possible to specify each situation that will expose the deputy to someone who is potentially contagious with the Pandemic Flu. Deputies will have to use their judgment in determining which situations will require wearing a mask.

    c. Employees will be provided with information concerning the protection afforded by the use of gloves and will be strongly encouraged to use same. The agency will provide non latex gloves for use by employees that are allergic to latex.

    d. Hand hygiene is very important in preventing the spread of the virus. Use antibacterial hand soap in the same manner as other soap. In addition to hand washing after use of restrooms, hands will be washed when protective gloves are removed and before a new pair is donned.

e. Antibacterial hand sanitizer will be provided to all civilian personnel at the central office and in each of the districts. There will be a supply of hand sanitizer staged in each District and at the main VSO for Deputies and civilians. Civilian employees are encouraged to utilize the hand sanitizer to cleanse hands after contact with others as well as documents brought to the agency by the public. The sanitizing wipes will be used to sanitize such surfaces as telephone headsets, doorknobs, desktops, pens and other surfaces that may have been exposed to the virus unless latex gloves are utilized. There is no list of situations that employees will encounter in the performance of their duties. Employees will have to be especially aware of situations that present the possibility of exposure and govern themselves accordingly.

f. When in doubt, use common sense and take preventative precautions and health courtesies in dealing with others.

P. CIVIL DISTURBANCES AND MASS ARRESTS

1. The VSO conducts civil disturbance operations by rapid assembly, movement to and deployment of law enforcement personnel in the objective area to assist in the restoration of law and order.

2. Areas of operations include:

- Unincorporated Volusia County;
- Municipalities within Volusia County;
- Neighboring jurisdictions under mutual aid agreements.

3. **RESTORATION OF LAW AND ORDER**

a. The primary rule in the restoration of law and order is the application of minimum force. This paramount principle should control the selection of operational tasks and techniques and the choice of operations for VSO personnel.

b. Use of force shall be in accordance with general orders *GO-001-01 Use of Force Guidelines*, *GO-001-02 Firearms*, and *GO-001-03 Use of Less-Lethal Weapons and Devices*.

c. Only properly trained and authorized personnel shall utilize riot control agents and only under the direction of the Incident Commander.

4. **CROWD CONTROL/DISPERSAL PROCEDURES**

a. Law enforcement protection must extend to all people.

b. Whenever possible, local community leaders should be utilized to calm the crowd.

c. After an order is given, it must be executed by the letter of the law. Primary concern must be preservation of the public peace and protecting the life and property of citizens to ensure the basic rights of all people.

d. If a hostile crowd is gathering, never hesitate to request assistance. In these circumstances, it is safer to overstate the number of personnel needed to restore order than to act alone or to underestimate resource needs.

e. A show of force has a restraining effect on the crowd and will also provide the necessary manpower. Underestimating needs may result in losing control of the situation, escalating force, and requiring more assistance than would have originally been necessary to handle the incident.

f. Establish order. Approach the more vocal individuals in a crowd; when addressing these individuals, be firm and carefully phrase commands. Do not make threats, use profanity, or become involved in an argument.

g. Use simple language and inform these persons of the violations of the law the group is committing. Command that the violations stop and the group disperse. Allow the crowd the opportunity to withdraw by leaving an avenue of escape open.

h. If the crowd refuses the lawful order to disperse, arrests should be made. Remember when dealing with an excited or hostile crowd, that it is a volatile and potentially dangerous situation and may require only a slight incident to turn the crowd into an unruly mob. Establishing and maintaining order are the best deterrents to mob action.

5. **RULES OF PERSONAL BEHAVIOR**

a. Every effort should be made to avoid provoking the crowd.

b. Deputies shall stand ground without yielding, maintain order, and protect life and property.

c. Avoid all unnecessary conversation, act with firmness and neutrality.

d. Maintain professional presence and stance.

e. Do not apologize for VSO actions; grant no special privileges.

f. Place violators under arrest.

- Do not overlook violations or defiance of lawful orders.
- Do not bluff. If a lawful order is given and not obeyed, make immediate arrests.

g. Use reasonable force to enforce the law.

- Sufficient manpower does not mean undue force.
- Do not use excessive force as this often incites a crowd that would normally otherwise be passive or curious.

h. Remain on the fringe of the crowd.

i. Keep violators who have sought refuge in the crowd under observation and wait until sufficient manpower is available.

j. Assist fellow law enforcement deputies/officers:

- Immediately assist any officer that is physically attacked; make an immediate arrest if possible.
- To permit such a person to escape will encourage others to assault or attempt to overpower other officers.

6. **MASS ARREST PROCEDURES**

a. The theory of establishing a perimeter around the affected area and withdrawing law enforcement officers from the interior is contrary to the responsibility of maintaining the peace. When arrests become necessary, they shall be done quickly and directed at the leaders of a group.

b. Upon becoming aware of an imminent mass arrest situation, the IC shall ensure sufficient field manpower is gathered before the enforcement action is taken at the scene.

c. Forces shall be committed only when they are sufficiently strong to overwhelm the rioters swiftly and decisively.

d. Riot personnel shall remain together; individual deputies will not pursue a subject into a crowd or group.

e. The IC will designate Arrest Teams. Arrestees will be removed immediately from the scene by arrest teams and taken to the field-processing center.

7. **CHEMICAL AGENTS**

a. Factors to be considered before utilizing chemical agents include:

- Wind conditions;
- Direction the crowd should be moved;
- Type of area the group members might disperse into;
- If said dispersal will expose innocent residents and businesses to vandalism, destruction, or danger;
- What effects the chemicals will have on innocent persons, merchandise, supplies, materials, and property of innocent persons in the affected area.

8. **SNIPER FIRE**

a. When possible, protection against sniper fire should be provided by assigning one or more Deputies to observation posts in a high position above the affected area.

b. Observers can also provide valuable information to the IC or Operations Chief.

9. **RIOT EQUIPMENT**

a. Riot helmets, shields and batons are maintained by Law Enforcement Operations Division and are distributed when needed to those Deputies who have received training in their use.

b. The current model issued with the PPE equipment is the 3M, M-7800 and has a weight of nine (9) pounds. All training will be based on this model.

c. Only Deputies meeting the guidelines set forth in general order *GO-041-18 Respiratory Protection Plan* will be utilized in situations requiring protective respirators.

d. The SWAT Team maintains Two (2) 37 mm CS gun and projectiles.

10. **PROCESSING**

a. The IC shall have authority to request assistance from the Department of Corrections and set up a temporary processing center.

b. The Department of Corrections Director or designee shall establish procedures for the receipt, confinement, processing, and identification of all arrestees.

c. The Department of Corrections personnel shall be responsible for security at the prisoner processing area.

d. When possible, Arrest Teams Deputies will complete the necessary paperwork and depending on the location of the processing site, transfer arrestees to an available prisoner transport unit or walk the arrestee to the processing site.

e. The arresting Deputy shall be photographed and videotaped with each arrestee. B.A.T. personnel will provide the video (with sound) recording.

f. A control number shall be assigned to each individual arrestee. This control number shall be reflected on all associated paperwork and photographs.

g. The arresting Deputy shall conduct a search of the arrestee for weapons and/or contraband and evidence.

h. Arrest Team members shall return to duty as quickly as possible.

i. Persons not taken into custody will be afforded an escape route by which they can leave the area on foot or vehicle.

j. Defense counsel visits at the processing site are rare occurrences. Normally, arrestees are detained at the processing site for a short period of time before being transported to the County Correctional facility. However, if an arrestee's attorney requests a visit while the arrest is at the processing site, the Liaison Officer/General Counsel shall coordinate the arrangements for such a visit, when possible.

11. **EVIDENCE**

a. Evidence shall be placed in an evidence bag, sealed and a chain-of-custody initiated and maintained at the processing site or prisoner transport unit.

b. An evidence technician will be present in the central processing area. They will receive, login and maintain all evidence collected by Deputies during the incident.

c. Each prisoner's personal property shall be placed in a property bag. The prisoner's name, case number and the Deputy's name will be written on the bag and transferred with the prisoner via the transport unit, if applicable.

12. **JUVENILE OFFENDERS**

a. It is the policy of the VSO to use the least coercive reasonable alternatives when dealing with juveniles, but consistent with the preservation of public safety, order, and individual liberty.

b. All juveniles who are arrested and detained will be treated in accordance with Chapter 985, Florida Statutes and chapter 044 of the General Orders Manual.

c. In emergency mass arrest situations, the Sheriff may require intake officers to respond to a designated staging area set up for processing juvenile offenders.

13. **HANDLING OF THE INJURED**

a. Fire Services or EVAC personnel shall examine any person injured during arrest on a timely basis dictated by the seriousness of the injury.

b. Evaluation of injured arrestees shall be conducted at the prisoner processing area.

c. Evaluation and treatment of injured law enforcement personnel and innocent civilians shall be conducted separately from the prisoner processing area, as established by the IC and or IC Team (ICT).

d. Injured persons requiring care beyond the scope of those medical personnel on scene shall be transported to the nearest hospital, or hospital designated by the ICT. Aviation units will be on scene for air medivac of individuals requiring immediate life saving measures.

e. Designated VSO personnel will be responsible for providing security for injured arrestees who are admitted to the hospital or while in the emergency room.

14. **DEMOBILIZATION** [CALEA LE 46.1.5 (c)]

a. Deputies will be assigned specific areas of responsibility with instructions to check persons who have no legitimate reason for being in the area.

b. If a state of emergency has been declared, these persons will be directed to leave the area, and Deputies will record the contact utilizing filed contact cards and photographs.

c. Deputies shall strictly enforce laws protecting the lives and property of those within the affected area.

d. The IC or ICT will take immediate steps to prevent reoccurrence, or reescalation.

Q. USE OF EMERGENCY TACTICAL TEAMS

1. The VSO maintains the following Emergency Response Teams:

- Special Weapons and Tactics Team (SWAT);
- Crisis Negotiation Team;
- Bomb Team;
- Emergency Response Team (ERT).

2. When activated, it is the responsibility of each respective tactical team leader to coordinate all tactical activities with the Incident Commander and in accordance with ICS protocols. [CALEA LE 46.2.1 (b, c)]

R. SPECIALIZED VEHICLES [CALEA LE 46.1.8]

1. A variety of specialized use vehicles are available for use by those respective units activated during critical incidents or special operations. While the Incident Commander may activate and coordinate a particular unit or tactical team based on need, the responsibility for operating and maintaining operational readiness of the vehicle(s) remains with the respective Unit/Team Supervisor in accordance with general order *GO-041-15 Special Purpose Vehicles*. These special purpose vehicles include the following:

a. **MOTORCYCLES**

(1) Motorcycle units may be used in a variety of situations, including but not limited to, rapid deployment in vehicular or pedestrian congestion, escort services, and message delivery.

b. **PRISONER TRANSPORT VEHICLES**

(1) The Court Security Section maintains prisoner transport (mass arrest) vehicles that may be used for evacuation, prisoner transport, transport of VSO personnel, supplies, and equipment.

c. **BOATS**

(1) The Special Operations Section maintains emergency equipped boats, which may be utilized as directed.

d. **HELICOPTERS**

(1) The Aviation Unit utilizes helicopters to provide aerial observation and support in areas such as damage assessment, medivac transport, search and rescue, fire command and firefighting.

e. **FOUR WHEEL DRIVES**

(1) The VSO has four-wheel-drive vehicles that may be employed to transport equipment and personnel in rough terrain or high-water situations.

f. **ARMORED VEHICLES**

(1) The armored vehicles may be used in high-risk situations, including but not limited to, rescue operations, inner perimeter riot transportation and the transportation of SWAT Team personnel and equipment.

g. **SWAT VAN**

(1) The SWAT van has the necessary communications equipment and may be employed in emergency situations as a mobile field command post, or to transport personnel and equipment.

h. **MOBILE COMMAND CENTER**

(1) The mobile command center is equipped with the necessary equipment to set up and man a command post.

i. **BOMB TRUCK**

(1) The bomb truck is used for the transport of Bomb Team members and equipment.

j. **BOMB ROBOT**

(1) The bomb robot's primary function is explosive disposal, but may be used for SWAT, hostage negotiations, and hazardous materials operations.

k. **BOMB TRAILER AND TOTAL CONTAINMENT UNIT (TCU)**

(1) The bomb trailer and TCU are used for transportation of suspected explosive devices.

l. **CRISIS NEGOTIATIONS TRAILER**

(1) The crisis negotiations trailer is used to contain equipment and provide a mobile on-scene post from which the crisis negotiators may work.

m. **UNMANNED AIRCRAFT SYSTEMS (UAS)**

(1) UAS are used in search and rescue and to reduce or prevent imminent danger to life or serious property damage.

S. SPECIAL OPERATIONS [CALEA CM 7.1.2 (c)]

1. EMERGENCY DEPLOYMENT COORDINATION [CALEA CM 7.1.2 (c); LE 46.2.1 (c)]

a. In order to alleviate misunderstandings and provide for officer safety, as well as ensure the success of special operations, the commanders of all operational units likely to be affected should be informed of special operations and use of any tactical teams. [CALEA CM 7.1.2 (c); LE 46.2.1 (c)]

b. The dissemination of information regarding special operations should be on a "need to know" basis; however, this reasoning should not be used to withhold information from units or personnel when it may adversely affect the safety of personnel or success of the operation or lead to misunderstandings that may jeopardize the VSO integrated operational readiness.

c. In cases involving the emergency response of special operational units, the commanders of all other operational components that may be affected shall be kept informed of the situation. These components include, but are not limited to: [CALEA CM 7.1.2 (f)]

- Law Enforcement Operations;
- Communications;
- Community Relations;
- Public Information Officer.

d. Commanders of the respective components shall disseminate the information regarding the operation on a "need to know" basis. Consideration should be given, but is not limited to:

- The assistance requested;

- The effect on the emergency response of zone Deputies to calls unrelated to the operation, i.e., detours, use of siren, areas to avoid or concentrate on;
- The need for prisoner transport or holdover for duty.

2. **NON-EMERGENCY DEPLOYMENT COORDINATION** [CALEA LE 46.2.1 (b)]

   a. Normally, Special Investigations or Detectives conduct undercover stakeouts/surveillance; however, the SWAT Team will be utilized in those situations that present a high risk. [CALEA LE 46.2.1 (b)]

   b. Commanders of components that may be affected by special operations shall be informed of such operations and involved in the tactical planning phases. These operations include, but are not limited to:

      - Undercover operations;
      - Surveillance/stakeouts;
      - The service of arrest warrants on dangerous persons;
      - The execution of search warrants.

   c. It shall be the responsibility of the Commander of the special operation to inform the affected component commanders of the operation, preferably involving operational unit commanders in the planning. [CALEA LE 46.2.1 (f)]

   d. All units or personnel whose actions may influence the safety or success of the operation shall be briefed on the operation. [CALEA LE 46.2.1 (f)]

3. **ROLL-CALL BRIEFINGS**

   a. Whenever feasible, a representative of the component conducting the operation should attend the briefing in the District where the operation is to take place. The intent is to alleviate potential misunderstandings that may arise.

   b. Discretion should be used in disseminating information to operational components that might jeopardize the tactical operation; however, normal street narcotic operations, warrant service and other operations should involve the zone units in some manner.

T. BOMB THREATS AND EXPLOSIVE/INCENDIARY DEVICES [CALEA LE 46.2.1 (b)]

1. The VSO maintains a well-equipped and professionally trained Bomb Team. The VSO will procure assistance or render aid and equipment, as needed, to other bomb technicians in accordance with mutual aid agreements. [CALEA LE 46.2.1 (b)]
2. When the Communications Section receives a bomb threat, the person receiving such call shall gather and record as much intelligence information as possible, in accordance with established procedures outlined in the Communications Call handling Guide.
3. The Communications Supervisor shall ensure the appropriate District Law Enforcement Operations Supervisor is advised of all available information by telephone.
4. The Communications Supervisor shall ensure that attempts to notify the target of the threat have been made.
5. If possible, a contact person should be identified and relayed to the supervisor.
6. The dispatched Deputy shall evaluate the threat and if needed request a supervisor. [CALEA LE 46.2.1 (a)]
7. Deputies assigned to respond to the targeted area shall advise communications via radio of the response to a special detail. [CALEA LE 46.2.1 (a)]
8. All radio and cellular phone communications shall be discontinued within one thousand (1,000) feet of the threatened area. [CALEA LE 46.2.1 (a)]
9. Responding Deputies should: [CALEA LE 46.2.1 (a)]

   - Contact a representative of the targeted area;
   - If necessary, establish a command post with telephone communications;

- Determine if evacuation is necessary; if there is no suspicious package or device, the facility manager or representative should be advised and shall normally make the determination to evacuate or not;
- Evacuate suspected areas of the facility to be searched prior to search by Explosive K-9;
- Ensure there is one certified Bomb Technician on scene in the event the Explosive K-9 handler requires assistance;
- Conduct a search of the targeted area, assisted by individuals familiar with the business or facility;
- Consideration should be given to detonation times.

10. If no explosive device is located, the decision to return persons to the area shall normally be the responsibility of the facility management. [CALEA LE 46.2.1 (a)]
11. If a destructive device or suspect object is discovered, the area will be evacuated for a minimum of 1000 feet and no personnel shall be allowed within the evacuated area, without the expressed permission of the Bomb Team Commander. [CALEA LE 46.2.1 (a)]
12. The Deputy shall notify communications by telephone and request a supervisor and fire department. [CALEA LE 46.2.1 (a)]
13. The supervisor shall respond to the scene, notify the Watch Commander if at night or a weekend or the District Commander during duty hours. The supervisor will assume incident command until relieved by higher authority. [CALEA LE 46.2.1 (d)]
14. The Incident Commander shall have overall command responsibility in all phases of an operation and follow the ICS protocols within this plan; however, all tactical decisions relating to the actual bomb disposal and inner perimeter shall be the responsibility of the Bomb Team Commander. [CALEA LE 46.2.1 (d)]

U. BOMB TEAM [CALEA LE 46.2.1 (d)]

1. The Bomb Team Commander shall be responsible for all activities within the evacuated area, until the device is rendered safe, including but not limited to: [CALEA LE 46.2.1 (d)]
   - Identification of suspected materials.
   - Rendering the device safe.
   - The transport and disposal of dangerous or potentially dangerous explosive or incendiary materials by utilizing the VSO bomb trailer. Hazardous materials shall be conducted in conjunction with the Hazardous Materials Team.
   - Determining if the area is safe for post-blast or post-disposal investigations and advising the Incident Commander.
2. Bomb Technicians shall be readily available to respond to emergency situations in accordance with established Hazardous Device Team Standard Operating Procedures, on and off-duty. [CALEA LE 46.2.1 (b)]
3. Each technician shall be accessible via pagers, telephone or radio on a twenty-four (24) hour basis. [CALEA LE 46.2.1 (b)]
4. Bomb technicians will advise the Team Commander of circumstances that would inhibit response, i.e., vacation, injury, or illness. [CALEA LE 46.2.1 (b)]
5. "Off-duty" members ordered to the scene will respond to the designated area promptly, utilizing emergency equipment as required or as conditions permit. [CALEA LE 46.2.1 (b)]
6. In the event of fire or explosion, the fire department shall assume command within the inner perimeter until the immediate danger has passed. [CALEA LE 46.2.1 (b)]
7. There shall be a minimum of three certified Bomb Technicians responding to actual/suspected explosive device calls for service, when it is anticipated that full dress out, X-Ray, PAN disruption and render safe procedures will be necessary. [CALEA LE 46.2.1 (b)]
8. This may be accomplished in accordance with mutual aid agreements. [CALEA LE 46.2.1 (b)]

9. The Bomb Team shall be equipped or have access to all equipment necessary to fulfill the disposal function. [CALEA LE 46.2.1 (b)]
10. The selection of bomb technicians shall be within guidelines set by the International Association of Bomb Technicians and Detectives. [CALEA LE 46.2.1 (b)]
11. All necessary equipment and vehicles are maintained by and under the control of the Law Enforcement Operations Division.

V. HOSTAGE/BARRICADED SUBJECTS [CALEA LE 46.2.1 (a)]

1. An attempt should be made by the responding Deputy(s) or supervisor to allow the suspect(s) to surrender prior to calling out a negotiator or SWAT Team. If attempts are unsuccessful, the first Deputy on the scene should follow ICS protocols and: [CALEA LE 46.2.1 (a)]
    - Assess the situation and render assistance to any injured persons, if possible.
    - Request a cleared radio channel and backup based on the initial assessment.
    - Confine the perpetrator(s) to the immediate area.
    - Request communications notify the Deputy's immediate supervisor of the situation.
    - Secure the area and arrange for the evacuation of the injured, if possible.
    - Designate a secure area for an initial command post and advise communications of areas or streets that may be unsafe for responding personnel. The location for the command post should be out of the offender's line of sight and fire.
    - Request emergency personnel as needed and direct the personnel to a safe area.
    - Refer or escort persons having pertinent information to the command post for debriefing.
2. **FIRST SUPERVISOR ON THE SCENE** [CALEA LE 46.2.1 (a)]
    a. Following ICS protocols, the first supervisor on the scene should:
        - Assess the situation and ensure the responsibilities of the first Deputy on the scene have been executed;
        - Request Communications notify the appropriate District Commander or Watch Commander, as applicable;
        - Ensure that all law enforcement personnel at the scene are aware that the safety of VSO personnel, hostages and citizens in the area is the primary concern, and stress the necessity of maintaining firearms discipline;
        - Designate an alternate mobilization point for responding personnel if needed;
        - Determine and, if necessary, commence the evacuation of bystanders and residents of the area;
        - Ensure an inner and outer perimeter has been secured;
        - Deploy additional personnel as they respond;
        - Relay information to communications with a status report regarding deployment of personnel;
        - Provide a complete status report to responding VSO Commanders;
        - Appoint a Deputy as the recorder of all events in chronological order;
        - Designate an assembly area for the press;
        - Maintain the outer perimeter, crowd control and support functions until the arrival of the Incident Commander.

    b. The supervisor shall gather intelligence information regarding:
        - The location of the suspect(s);
        - Type of weapons available to the suspect;
        - Identification of the suspect, including physical description, mental state, and physical condition;
        - What crime has been committed;
        - Physical descriptions of any hostages and their physical and mental states.

3. After receiving a request for deployment of the SWAT Team, the team leader will evaluate the tactical situation and: [CALEA LE 46.2.1 (d)]
    - Determine the manpower and equipment needed for the initial call-out; [CALEA LE 46.2.1 (d)]
    - Designate a primary and secondary driver to respond with special purpose vehicles; [CALEA LE 46.2.1 (d)]
    - Develop and implement tactics for the apprehension of a captor, sniper or barricaded gunman, the rescue of injured or captive persons; [CALEA LE 46.2.1 (d)]
    - Consult with the Incident Commander on the most effective method of containment and the successful conclusion of the situation; [CALEA LE 46.2.1 (d)]
    - Ensure the establishment of inner and outer perimeters meets the tactical needs of the operation; [CALEA LE 46.2.1 (d)]
    - Coordinate all access within the inner perimeter; [CALEA LE 46.2.1 (d)]
    - Maintain communications with the Crisis Negotiations Team Leader and coordinate situational intelligence; [CALEA LE 46.2.1 (d)]
    - Ensure SWAT is strategically deployed to provide for the safety of hostages, VSO personnel, VIPs, and citizens; [CALEA LE 46.2.1 (d)]
    - Consult with the Incident Commander in regard to the use of force and deployment of chemical agents.
4. The SWAT Team Leader shall be authorized to employ the degree of force and the deployment of chemical weapons necessary to neutralize the situation. The Sheriff or designee must authorize the use and/or delivery of chemical agents into a structure/residence.

W. SWAT TEAM MEMBERS [CALEA LE 46.2.1 (b)]

1. During emergency situations "on-duty" team members shall advise their immediate supervisor, then respond to the scene. "Off-duty" members ordered to the scene will respond to the designated area promptly, utilizing emergency equipment as required or as conditions permit and shall be under the command of the SWAT Team Leader.
2. SWAT Team members may be utilized as mobile reserves to assist VSO units during various critical incidents including riots, natural disasters, surveillance, VIP protection, the execution of search warrants, tactical situations involving snipers, barricaded gunman, hostages, or any high-risk incident.
3. SWAT Team members shall:
    - Provide and deploy personnel for special problems that may be beyond the capabilities of a particular VSO component;
    - Provide perimeter security for visiting dignitaries and other officials when necessary;
    - Establish inner and outer perimeter lines and control ingress and egress of the inner perimeter in tactical situations;
    - Man chase/surveillance vehicles should a tactical situation become mobile;
    - Conduct studies and compile intelligence information for the effective deployment of manpower during tactical situations;
    - Test and evaluate new equipment that may be utilized in a particular tactical situation;
    - Maintain a proficient knowledge of every team position.

X. CRISIS NEGOTIATIONS TEAM

1. Negotiators are not authorized to negotiate to give any weapon to the suspect(s).
2. Negotiators may arrange for food, comforts, and contact with other persons.
3. Concessions will require approval by the Team Leader.
4. Relocation is not authorized unless a tactical advantage may be gained and with the approval of the Incident Commander in coordination with the SWAT Team Leader.

5. Negotiators shall not negotiate to exchange hostages for other persons. This does not preclude the use of armed SWAT personnel for tactical operations.
6. Negotiators shall always be armed.

Y. CRISIS NEGOTIATIONS TEAM LEADER [CALEA LE 46.2.1 (b)]

1. After receiving a call for assistance, the crisis negotiations team leader will:
    - Evaluate the situation and determine the call-out response needed;
    - Notify the Communications Center of the personnel to be contacted;
    - Act as advisor to the Incident Commander, relating to the capabilities, resources, and progress of the negotiation team;
    - Determine the best method of establishing contact with and conducting negotiations with the suspect(s);
    - Direct other members of the crisis negotiations team in negotiation strategies and intelligence gathering activities;
    - Maintain direct communications with the SWAT Team Leader to ensure effective coordination of intelligence information;
    - Directly consult with the Incident Commander regarding evaluations of the situation as they relate to negotiations;
    - Consult directly with the Incident Commander regarding demands made by suspect(s).

Z. CRISIS NEGOTIATION TEAM MEMBERS

1. Crisis negotiation team members shall:
    - Assist VSO components by establishing and conducting negotiations in situations involving snipers, barricaded gunman, hostages, or any other unusual situations requiring negotiations;
    - Conduct intelligence-gathering activities on suspects or hostages;
    - Gather intelligence and information on potential negotiations targets, as directed by the team leader.

AA. INTELLIGENCE UNIT MEMBERS [CALEA LE 46.2.1 (c)]

1. Intelligence Unit members may: [CALEA LE 46.2.1 (b, c)]
    - Be assigned and organized under the Incident Commander, Operations Chief, or Planning Chief depending on the needs of the operation; [CALEA LE 46.2.1 (c)]
    - Be deployed in advance of a planned event to assess the threat of violence or other hazards; [CALEA LE 46.2.1 (b)]
    - Be deployed during an event to provide the Incident Commander or Unified Command with movements and activities of threat groups. [CALEA LE 46.2.1 (b)]

BB. SPECIAL EVENTS [CALEA LE 46.2.7]

1. The VSO shall develop a written plan for handling each individual special event, which includes delineating responsibilities, planning for crowds, traffic, logistical requirements and the crime problems often associated with the events. These plans shall also establish procedures for the coordination of the VSO functions with agencies with concurrent jurisdictions and shall follow ICS protocols.
2. The Law Enforcement Operations Division Chief is responsible for planning and coordinating services for special events.
3. The Law Enforcement Operations Division Chief shall be responsible for coordinating inter-departmental and concurrent jurisdictional functions and the procurement, distribution, maintenance and replacement of equipment and personnel used during special events.
4. Prior to each specialized event the Law Enforcement Operations Division Chief shall address the following:

- Strategic and tactical objectives;
- Anticipated activity factors;
- Estimated crime escalation projections;
- Written traffic and crowd estimates to include contingency plans for traffic control and traffic direction changes;
- Logistical requirements;
- Coordination inside and outside the agency to include review of reciprocal agreements with concurrent jurisdictions;
- Projected expenditures;
- The utilization of specialized units, i.e., bomb technicians, SWAT, motorcycle units, aviation;
- An explicitly designated chain of command for the operation, including the use of specialized units.

5. The Law Enforcement Operations Division Chief shall ensure an after action report is completed on each event upon completion of the event.

V. APPENDICES

- GO-046-01-A Hurricane Operations Plan
- GO-046-01-B Unified Command Structure Large-Scale Event

VI. FORMS (Click here to access forms)

- ICS 201 VSO Incident Briefing, VSO Form # 042506.001
- ICS 202 VSO Incident Objectives, VSO Form # 042506.002
- ICS 203 VSO Organizational Assignment List, VSO Form # 042506.004
- ICS 204 VSO Division Assignment List, VSO Form # 042506.005
- ICS 205 VSO Incident Radio Communications Plan, VSO Form # 042506.006
- ICS 206 VSO Medical Plan, VSO Form # 042506.003
- ICS 207 Incident Organization Chart
- ICS 208 Safety Message/Plan
- ICS 214 Unit Log
- ICS 218 VSO Support Vehicle Inventory, VSO Form # 042506.007
- ICS 220 VSO Air Operations Summary, VSO Form # 042506.008

VOLUSIA SHERIFF'S OFFICE

HURRICANE OPERATIONS PLAN

I. AUTHORITY

- Chapter 252, Florida Statutes
- Chapter 870, Florida Statutes
- Governor's Executive Order 80-23
- Volusia County Comprehensive Emergency Management Plan (CEMP)

II. PURPOSE

The purpose of this addendum to the Volusia Sheriff's Office (VSO) All-Hazards Plan is to provide additional direction for the activities required to successfully meet the specific responsibilities outlined in the Volusia County Comprehensive Emergency Management Plan and the other hurricane-related responsibilities of the VSO.

III. SCOPE

The procedures, methods and operations detailed herein shall be applicable to all VSO employees. Deviations in these procedures may be authorized as required by the Sheriff or designees.

IV. RESPONSIBILITIES

The VSO has primary responsibility for the law enforcement, communications, warning, and aviation support functions. VSO is also tasked to provide support during evacuation, sheltering, and hazardous materials operations.

To accomplish the provisions of this plan, ICS protocols will be used in accordance with VSO general order GO-046-01 All-Hazards Plan and the Volusia County Comprehensive Emergency Management Plan (CEMP).

Policy Group – comprised of the Sheriff or designee who will be part of the Volusia County Government Policy Group, which will meet as needed at the Emergency Operations Center (EOC). This group will provide direction and control over all operations under this plan setting policy as required and developing a coordinated response to any exigent circumstance that may arise.

Field Operations Group – comprised of all department sworn personnel. Under the direction of the Law Enforcement Operations Division Chief, this Group will carry out the provisions of this plan and accomplish those duties assigned by the Policy Group.

Field Support Group – comprised of sworn and non-sworn members of the VSO. Under the direction of the Support Operations Division Chief, this group shall provide the equipment, resources, technical assistance, and records maintenance necessary to accomplish operations under this plan.

In addition, all members of VSO have the responsibility of reporting to work even when other County Offices are closed. All sworn and civilian members of VSO are considered "essential personnel" and must report for work during hurricane emergencies. If you have any questions as to whether you should report to work, you must check with your supervisor before your scheduled shift. Any absences without your supervisor's permission shall be considered absence without leave.

V. OPERATIONS

A. LAW ENFORCEMENT

The duties described in this plan are extraordinary in nature and beyond those accomplished on a day-to-day basis. Some services usually performed by the VSO will be curtailed due to hurricane conditions, allowing manpower to be reallocated for emergency services. Personnel assigned to functions other than patrol may be reassigned to the Field Operations Group to provide manpower to meet emergency requirements and assist in those day-to-day duties that continue.

1. **SHELTER SECURITY**

The responsibility of the Field Support Group, shelter security shall be staffed primarily by Court Services Deputies. The American Red Cross (ARC), by act of Congress, has the responsibility to provide natural disaster sheltering. The ARC, School Board, and Emergency Management have entered into an agreement wherein most schools in the County are designated as shelters. The schools to be utilized as shelters will be decided just before an evacuation order is issued. School administration will provide overall shelter management, and the cafeteria staff will furnish food services. Additionally, amateur radio operators will be assigned to provide back-up communications between the shelter, ARC, and Emergency Operations Center.

The Special Operations Commander within the Support Operations Division shall coordinate all activities to provide shelter security to include the assignment of personnel to the active shelters. The first source of manpower will be the Court Services Section Deputies. Additional required manpower shall be assigned from the Court Services Section through coordination with the Support Operations Division Chief. Other personnel requirements may be met through coordination with the various city police agencies, as many of the shelters are located within municipalities. Initial scheduling should allow for a minimum of two (2) Law Enforcement Officers (LEO) being assigned to each active shelter. This will allow relief time while still providing immediate backup if required. Form EMER2 may be used to specify and schedule security assignments.

A Court Services Section Supervisor (Sergeant) may be assigned to the EOC to coordinate shelter security with the appropriate Emergency Services Function (ESF) position.

The ranking or senior time in grade Deputy assigned to each shelter shall be the law enforcement officer in charge and will establish coordination with the Shelter Manager and staff. A secure area must be identified to serve as a holding facility since transport of prisoners could be delayed due to hurricane conditions.

In addition to enforcement of laws, the rules of a shelter will also require enforcement. These rules include, but are not limited to: NO firearms or other weapons, NO alcohol, and NO pets allowed in the shelter. Deputies shall maintain the public order while understanding the high stress levels incurred due to the circumstances.

Normally, persons in shelters will be logged in on arrival by shelter staff. Law Enforcement Officers assigned should encourage sheltered persons to remain at the shelter until all-clear; if such persons insist on leaving, ensure that they are properly logged out of the facility.

Large scale sheltering over an extended period of time may exist during the long-term recovery phase after the hurricane. Emergency manufactured housing areas and “tent cities” will require a strong law enforcement presence to maintain order and provide assistance. The Field Operations Group Commander will maintain coordination with Emergency Management to provide the level of security required as these areas are designated and come into existence. Additional manpower for this function may be assigned from other law enforcement sources as well as the Florida Army National Guard.

Law enforcement officers assigned to the schools designated as shelters may, if required, assist in parking control. Those guards assigned to assist with parking control shall report to the Deputy in charge of the shelter’s security.

2. **AREA SECURITY**

Security of evacuated areas against vandalism and looting of homes and businesses shall be the responsibility of the Law Enforcement Operations Division Chief, in coordination with the District Commanders of the affected areas. Area patrols and roadblock functions will become necessary when an evacuation is ordered, continue until weather conditions exceed safe operating limits (wind greater than 50 knots/57 mph) and reactivate after the hurricane’s passage.

Transport and holding of persons arrested shall be accomplished with the assistance of the Support Operations Division.

Per the evacuation traffic plan in the Volusia County Comprehensive Emergency Management Plan, traffic into the evacuated area will be emergency traffic only and will be allowed only over the Granada, International Speedway, Dunlawton, and New Smyrna Beach South Causeway Bridges. These bridges and the intersections of High Bridge Road with John Anderson Drive and A1A are then the “choke points” where unauthorized persons can be identified and precluded from

entering the evacuation areas. After storm passage, roadblocks will again be set at these points and all other bridges until Emergency Management authorizes residents to reenter the area. Only valid official traffic will be allowed in. Valid and official traffic shall include assigned police units, fire/rescue and ambulance units, damage assessment teams of the city, state and county, public works crews, and utilities crews. This requirement could exist over an extended period of time depending upon the severity of the damage and the time required for infrastructure rebuilding.

Units assigned evacuation area patrol may also provide warning service during the evacuation phase. Utilizing vehicle sirens and mobile public address systems, they will assist in getting the evacuation order out to the public/residents involved. Information as to announcements to be made and areas involved will be furnished by Emergency Management through the Communications Section over the VSO's normal working frequencies.

3. **TRAFFIC CONTROL**

Once an evacuation has been ordered, vehicular traffic flow will be as specified in the Volusia County Comprehensive Emergency Management Plan, Evacuation.

The Law Enforcement Operations Division Chief shall accomplish all coordination and operational planning to provide traffic control to ensure that evacuation traffic flows quickly out of the evacuated area to designated shelters, personal shelter areas, or out of the hurricane's path, preferably out of the County.

If traffic is not yet heavy, the Deputies assigned to these points may be instructed to perform extra patrol of the evacuated areas until such time as traffic is sufficient to require the Deputy's presence at the assigned point. The Law Enforcement Operations Division Chief shall determine the time at which fixed traffic control points must be manned.

Specified intersections located within a municipal limit shall be assigned to officers of that municipality's Police Department. Additional manpower may be assigned from units of the Florida Highway Patrol (FHP) to assist. Those intersections located in the unincorporated areas will be manned by VSO personnel who may also be assisted by FHP units.

Primary intersections in the unincorporated areas requiring either traffic control and/or surveillance are listed in form EMER5. All evacuation routes from the beach areas are included in this plan as well. Should any of the municipalities be unable to man intersections, the VSO will make every effort to do so.

Deputies who are assigned to monitor key traffic control points shall be prepared to report estimated traffic flow. Deputies will count the number of vehicles passing on the roadway in two minutes and multiply by 30 to estimate the number of vehicles per hour. When a count is requested, the Deputy will count the sample, perform the calculation, and report the result.

Traffic flow out of the unincorporated areas will be one-way:

- Southbound on A1A, Halifax Drive, and John Anderson Drive from the North County line to Granada Boulevard then west over the Granada Bridge to the mainland. (District 3N)
- Northbound on A1A and South Peninsula Drive from Ponce Inlet to Dunlawton Avenue then West over the Dunlawton Bridge to the mainland. (District 3S)
- Northbound on A1A (South Atlantic Avenue) and Saxon Drive from the Bethune Beach area to East Third Avenue then West over the South Bridge to the mainland. (District 3S)

The draw spans of all bridges will remain closed under the authority granted civil authorities in 33CFR117.33, wherein during periods of natural disaster such closure may be ordered by local Emergency Management. Exceptions will be made ONLY for vessels in distress and Government owned vessels.

During the recovery phases Emergency Management may designate certain areas as receiving points or collection areas for emergency and relief supplies coming into the County. These areas will require traffic control and security services to maintain a safe and controlled flow of large trucks and other conveyances into and out of the area and the security necessary to allow unimpeded off-loading, distribution, reloading, and departure of these supplies. Deputies assigned to this function may be augmented by other law enforcement agencies' personnel and/or National Guard members through coordination with the Field Operations Group Commander.

4. **VEHICLES**

The VSO Fleet Manager, under the direction of the Support Operations Division Chief, shall ensure that:

- All vehicles are properly serviced and maintained to provide for immediate availability.
- All patrol vehicles are equipped as specified and listed on Form EMER4.
- All high-water and/or specialty vehicles are properly serviced and maintained to provide for immediate availability.
- Will coordinate with County Maintenance to ensure a ready supply of mounted tires and other spare parts sufficient to maintain as many vehicles on the road as possible.
- Spare vehicles are identified, listed and held in an area safe from the hurricane's effects but still readily available.
- Arrangements have been completed to provide fuel and services throughout the emergency including the recovery phase.

The District Commanders under the direction of the Law Enforcement Operations Division Chief shall:

- Ensure that each District has available those supplies specified and listed on Form EMER3.
- Identify and coordinate the use of a backup facility in case the primary facility is made unusable. This is particularly important to District 3 South (vicinity to river).
- Complete the District's assignment schedule as specified on Form EMER2.
- Remove critical records, equipment, and materials to a safe storage location.
- Maintain contact with, and report status to, the VSO Field Operations Command Center. Information will be relayed to the Emergency Operations Center as required.

B. COMMUNICATIONS

1. **GENERAL**

The Communications Section Director, under the direction of the Support Operations Division Chief, shall be responsible for providing all communications services to include dispatch, paging, warning, maintenance, and repair. The Communications Section shall also provide the interface between County agencies operating from the Emergency Operations Center and all outside agencies. All available means including all available frequencies, mobile data, and standard and cellular telephone shall be utilized.

2. **MANNING**

Dispatch operations at the VSO Communications Center are on a 24-hour day, 7 days a week basis with 12-hour shifts. At least two (2) shifts of personnel will be called in to ensure adequate manning for the 36-hour warning period when travel will be curtailed or impossible. The length of shift assignments during a hazard may be amended by the Communications Section Director to meet operational needs. Administrative staffing will be necessary over the same period to provide services not only to the Section but also to the Sheriff's Office and Emergency Management. The County's communications repair contractor will be required to furnish one or, if possible, two qualified technicians to provide maintenance services to the facility's equipment as well as mobile units that require repair.

The Communications Section Director shall inventory all emergency supplies (batteries, first-aid kits, etc.) and supplies of normally required items (paper towels, plates, plastic eating utensils, toilet paper, soap, etc.) to assure availability while the facility is operating in a secure mode.

Manning on this basis will require that areas be set aside within the communications facility for quarters to allow personnel to rest and that there be sufficient food supplies to ensure that meals are available for all Communications personnel.

3. **TC SUPERVISOR**

The Telecommunicator Supervisors on duty in the communications center shall report directly to and receive all assignments from the Communications Director or designee and shall be solely in charge of all telecommunicator personnel assigned and all operations within the dispatch area.

The Telecommunicator Supervisors will ensure that emergency message traffic items, including hurricane weather statements, are properly and expeditiously routed and delivered to those persons addressed and/or to those having a need for the information. Other duties are as described in the Appendix, Communications.

4. **CALL SCREENING**

Upon issuance of a hurricane watch, the Communications Section Director shall have the authority to limit and restrict the types of calls that are dispatched to the road units. By eliminating immediate response to lower priority calls, the units working the field will have greater freedom to handle hurricane related tasks such as evacuation and traffic flow regulation. The Communications Director shall predetermine the general types of calls that will be dispatched while the Telecommunicator Supervisors shall have the authority to make decisions on individual calls on a case-by-case basis.

5. **WARNINGS**

Notification of an evacuation order will normally be received from the Communications Center. Those units assigned to evacuation area security will be requested to announce the order utilizing their mobile public address systems and sirens. Actual announcements to be made will be determined by Emergency Management and relayed via normal communications channels.

Information reference the setting of hurricane watches or warnings by the National Hurricane Center (NHC) or other significant weather information will be passed to all VSO Command personnel by the Telecommunicator Supervisors as soon as received by the best and fastest means available.

During the height of any storm impact, wind-speed warnings received from the Emergency Operations Center will be simulcast over appropriate radio channels to advise field units of storm intensity.

6. **MOBILE COMMAND VEHICLE**

If a requirement develops for the use of the mobile command vehicle, the Special Services Section Commander or designee (in coordination with the VSO Fleet Manager) will dispatch the vehicle to the required location. The mobile command vehicle will be manned by Central Communications personnel upon request. Arrangements will be made to assure relief and feeding of personnel and equipment fueling and servicing on-site. This resource will be maintained at Fleet Services to allow a rapid response if needed. If conditions warrant, the mobile command vehicle may be driven out of the expected damage area prior to the storm's arrival so that it may be brought back to the county and utilized when needed.

7. **DISTRICT**

During a hurricane emergency, normal lines of communications may become busy or unusable due to the volume of communications traffic. This could result in difficulty communicating between the EOC, the Field Operations Group, the four districts, and other Sheriff's Office facilities.

To provide communication backup systems, all District Offices and other Sheriff's Office facilities such as Evidence, Admin, etc. shall perform the following whenever the County EOC is activated:

- Tune a portable radio to the designated talk group and continuously monitor it for traffic from the EOC or Field Operations Group. All facilities will be notified of the designated talk group by telephone or facsimile machine whenever the County EOC is activated.
- Set up a cellular phone to receive calls and notify the Field Operations Group of the cell phone number.

C. AVIATION

Although aviation support for traffic control during evacuation could be an asset, the safety of the aircraft has a higher priority. All aircraft will be evacuated to a safe location. The location selected will be based upon the hurricane's course and speed as soon as HURCON 4 is set. After the all clear is given, the aircraft will return as quickly as possible to provide med-evac services and, as available, assist in the damage assessment process. The Special Operations Supervisor shall be responsible for the scheduling of all aviation assets including those of other agencies assisting. The Special Operations Section Supervisor shall also perform all coordination necessary to provide additional air

support from Army National Guard, U.S. Coast Guard, other military, or civilian aviation operations units.

D. MARINE OPERATIONS

Marine assets will be secured in the VSO equipment storage facility prior to the arrival of tropical storm force winds. After the storm passes there may be a need to provide emergency ferry service to the beachside areas if the bridges are out of service. Assistance with this, as well as security, search and rescue (SAR) and damage assessment patrols along the river areas, may be requested from the U.S. Coast Guard through their Operations Center located in Mayport, FL. (Communications Section maintains an up-to-date telephone contact listing). The Special Operations Supervisor shall be responsible for all scheduling of marine assets including those of other agencies assisting. They shall also provide any necessary coordination required for U.S. Coast Guard law enforcement search and rescue assistance.

E. PERSONNEL SERVICES

Personnel services required under this plan are those that become necessary due to emergency operations. This includes:

- Coordination of the availability of other agency personnel, their feeding, housing, assignment, and records maintenance.
- Assistance to in-house personnel in the initiating of their family protection plans.
- Selection and coordination of shelter areas for duty personnel.

1. OTHER AGENCY PERSONNEL

Support coordination with other agencies such as the Florida Highway Patrol, Marine Patrol, other Counties, etc. for additional law enforcement officer manpower shall be the responsibility of the Support Operations Division. Facilities to house and feed these personnel shall be identified and proper arrangements made for use will be made before the onset of the hurricane season. Consideration must be given to the probability that the use of these accommodations could be long-term dependent on the time frame of the recovery phase after the hurricane strike.

The Support Operations Division shall make arrangements for these personnel based upon requests from the Field Operations Group. Those law enforcement officers that are not sworn Deputy Sheriffs in the State of Florida, those not operating under a formal Mutual Aid Agreement or not state-wide law enforcement officers of the State of Florida shall be sworn-in by the Sheriff for jurisdictional purposes.

Operational assignments of personnel from other agencies will be made by the Field Operations Group.

VI. SHELTERING ON-DUTY PERSONNEL

Personnel on duty during the time the county is under hurricane conditions shall report to safe shelter areas when conditions exceed safe operating limits (wind in excess of 50kts/57mph). Facilities selected should provide for the protection of equipment and allow ready return to their operational area as soon as conditions permit. Red Cross shelters are an option to be considered, as are other public buildings such as fire stations, city halls, police stations, etc. being used by other government entities. No Red Cross shelters are designated in the Southeast County area (District 3S) therefore units assigned within this area will require other sheltering facilities such as the New Smyrna Beach and Edgewater Police or Fire Departments.

Several Deputies shall be pre-assigned to shelter in selected fire stations. Deputies, primarily Investigative Services Section Detectives, will be assigned to assist Fire Services personnel as part of Search and Rescue Teams which will operate after a storm has passed. These assignments will be made by the Law Enforcement Operations Division Chief, or designee, prior to the storm's arrival. Deputies will be assigned to report to the staging areas when weather conditions deteriorate to the point where all law enforcement personnel are ordered to shelter. The applicable fire stations will, in effect, become the assigned shelters for these Deputies who will then be available to perform team SAR activities during the recovery phase, and respond to calls for service.

VII. PUBLIC INFORMATION

All releases of information, other than operational instructions, directly to the public or through any of the news media shall be accomplished through the Public Information Officer in accordance with ICS protocols and in support of the CEMP.

The Public Information Officer shall coordinate directly with the County Community Information Coordinator located at the EOC. For additional contact information see Attachment B.

VIII. RECORD KEEPING

A. TIME RECORDS

Each Division shall maintain time records on all personnel assigned to them including any outside agency personnel assigned to assist. Time records for all personnel will be forwarded to the Chief Financial Officer (CFO) for processing. These time records shall record both regular and overtime hours worked with brief descriptions of duties assigned/performed during those times. Copies of records on outside agency personnel shall be forwarded for processing as necessary back to the parent agencies.

B. REIMBURSEMENT RECORDS

Each member shall maintain timely records and receipts of all expenses and time connected with the emergency by utilizing the forms listed in the forms section of this plan and found on the VSO intranet's Agency Forms page, as appropriate. Implementation of these records shall begin upon issuance of a hurricane watch for the county.

Any emergency purchase(s) will follow existing procedures and will include the submission of the **Materials Summary Report, EMER13**, along with any receipts.

Upon the issuance of a hurricane watch, all drivers of VSO vehicles shall begin keeping an accurate log of vehicle operation mileage and/or hourly usage. **This is critical**, as the Federal Emergency Management Agency (FEMA) will reimburse the VSO for emergency vehicle expenses based solely upon mileage or hourly usage, **NOT** upon gallons of fuel used.

Deputies shall also log all regular hours and overtime hours devoted to hurricane related duties utilizing ***EMER10, Emergency Response Hourly Employees, or EMER11, Emergency Response Salary Employees***, as applicable. Areas are provided to separate the tracking of regular hours and regular overtime compared to emergency regular hours and emergency overtime; only specific duties related to "emergency duties" qualify as emergency regular or overtime. (Do not utilize one form to cover an overlapping weekend; two separate forms must be submitted to accurately depict dates worked in the correct order).

Notations shall indicate type of activity and location performed. ***EMER12, Equipment Summary Record***, shall also be used for this purpose. Be sure to indicate type of vehicle used, as light and heavy equipment are reimbursed at different rates.

Employees Assigned to CIC – Employees will submit their time on either ***EMER10, Emergency Response Hourly Employees***, or ***EMER11, Emergency Response Salary Employees***, as applicable. Any employee, sworn or civilian, driving county issued vehicles will complete and submit ***EMER8, Emergency Response Mileage Form***.

Volunteers: If utilizing county equipment/vehicles, Volunteers will complete and submit an ***EMER12, Equipment Summary Record***.

IX. SUMMARY OF RESPONSIBILITIES

All resources are coordinated and utilized in accordance with ICS protocols as outlined in VSO general order GO-046-01 All-Hazards Plan.

A. LAW ENFORCEMENT OPERATIONS DIVISION CHIEF

1. Commander of Field Operations Group.

B. LAW ENFORCEMENT OPERATIONS DIVISION

Part of Field Operations Group including all sworn personnel.

1. Evacuation traffic control.

2. Security of evacuated areas.
3. Security and ingress control of damaged areas after hurricane passage.
4. Traffic control and security at relief supply receiving and distribution points.
5. Coordination with other law enforcement agencies.
6. Routine calls (priority only).

Resource assistance from Court Services Section – items 1 and 2.

C. DISTRICT COMMANDERS

1. Ensure that each District has available those supplies specified and listed on Form EMER3.
2. Identify and coordinate the use of backup facility in case the primary facility is made unusable.
3. Complete the District assignment schedule as specified on Form EMER2.
4. Remove critical records, equipment, and materials to a safe storage location.
5. Maintain contact with, and report status to, the VSO Field Operations Command Center.

D. DETECTIVES

1. Major Crimes Detectives assigned to SAR teams with Fire Services.
2. Criminal Investigations Detectives provide additional manpower as directed by the Law Enforcement Operations Division Chief.

E. SUPPORT OPERATIONS DIVISION CHIEF

1. Commander of Field Support Group.

F. SUPPORT OPERATIONS DIVISION

As Part of Field Support Group.

1. Aviation support.
2. Marine support.
3. Extended sheltering (tent cities) security.
4. Coordinate the availability of other law enforcement agencies and military personnel.
5. Maintain assignment and time records on all personnel.
6. Coordinate all supply and equipment needs.
7. Outside agency accommodations (housing and feeding).
8. Provide administrative services in Emergency Operations Center.
9. Communications services.
10. On-going intra-agency operational planning and coordination.
11. After action study and report.
12. Other assistance as needed.

G. COURT SERVICES SECTION

1. ESF-16 assignments (Sergeants).
2. Prisoner transport and holding.
3. Shelter security.
4. Shelter parking control.
5. Other assistance as needed.

H. SCHOOL RESOURCE DEPUTY SUPERVISOR(S)

1. Supplement Law Enforcement Operations Division

2. Other assistance as needed.

I. SCHOOL RESOURCE DEPUTIES

1. Manpower assistance to Law Enforcement Operations Division.
2. Disaster Assistance Center (DAC), i.e., Distribution Center, security during recovery period.
3. Other assistance as needed.

Resource assistance from Judicial Services Section

J. SCHOOL CROSSING GUARDS

1. Parking assistance at shelter parking lots.

K. SPECIAL OPERATIONS SUPERVISOR

1. Schedule marine assets.
2. Coordinate search and rescue operations with U.S. Coast Guard.
3. Coordinate movement of aviation and marine equipment out of strike zone.

L. PUBLIC INFORMATION OFFICE

1. Coordinate information release with County Community Information Coordinator at EOC.

M. FLEET MANAGEMENT

1. All vehicles are properly serviced and maintained.
2. All patrol vehicles are equipped as specified and listed on Form EMER4.
3. All high-water and/or specialty vehicles are properly serviced and maintained to provide for immediate availability.
4. Will coordinate with County Maintenance to ensure a ready supply of mounted tires and other spare parts available sufficient to maintain as many vehicles on the road as possible.
5. Spare vehicles are identified, listed and held in an area safe from the hurricane's effects but still readily available.
6. Arrangements to provide fuel and services throughout the emergency including the recovery phase.

N. EOC PERSONNEL

1. Selected Sergeants and Lieutenants to man EOC ESF 16 continuously.
2. Telecommunicator to man Computer Aided Dispatch (CAD) terminal in EOC.
3. Court Security Section supervisor (Sergeant) to assist with shelter coordination.

O. COMMUNICATIONS SECTION DIRECTOR

1. Complete assignment schedule.
2. Ensure adequate staffing needs, e.g., food, water, etc.
3. Maintain inventory of needed supplies
4. Ensure timely distribution of information to units
5. Ensure the radio communication system is maintained at a functional level.

X. IMPLEMENTATION SCHEDULE

This schedule of events is based on the hurricane threat level (Hurcon) codes. It is general in nature and provided as a guide to the Divisions to allow rapid identification of the more detailed planning and actions necessary to successfully accomplish requirements.

HURCON	CONDITIONS	ACTION
1	Day-to-day operations outside season (1 Dec-31 May).	Review, update and disseminate Hurricane Plan. Arrange for maintenance/repair of equipment and replenishment of supplies. Conduct training.
2	Day-to-day operations during hurricane season (1 Jun-30 Nov).	Keep informed of location of tropical storms and hurricanes. Establish coordination with outside agencies on a monthly basis. Equipment and supplies pre-deployed or prepared for deployment as required. Develop Inter-Division coordination to provide for necessary assistance. Inventory all special equipment ordering as necessary to ensure ready availability. Perform random vehicle inspections to ensure readiness.
3	Tropical storm or hurricane watch has been set for area that includes Volusia County. Tropical storm or hurricane weather conditions are 48 hours away.	Prepare to take immediate action to activate organizational plans. Ensure organizational personnel have been briefed and family responsibilities have been stabilized. Coordinate with Emergency Management as required. Initial task coordination complete. Personnel assignments made including shelter security (locations assigned when determined by EM). All personnel on ready standby. Family Safety Plans initiated. Maintain updated hurricane information. Final equipment and supplies deployed and/or issued as required. Prepare for full plan activation.
4	Tropical storm or hurricane warning has been set for area that includes Volusia County Tropical storm or hurricane weather conditions are expected within 24-36 hours.	Complete all preparatory actions. Activate Citizen Information Center (CIC). Partial activation of Emergency Operations Center (EOC) by designated personnel. Report action completion/status to Emergency Management in anticipation of evacuation order. Assigned personnel to EOC when activated. Fully prepared to activate all of emergency plan. All Family Safety Plans requirements complete and all personnel available for duty.

HURCON	CONDITIONS	ACTION
5	Tropical storm or hurricane warning continues for area that includes Volusia County. Projected landfall within 16 hours. Evacuation orders have been issued for designated areas.	Execute evacuation plans. Full activation of EOC. Coordinate/report with EOC. Plan fully implemented. All assignments manned and operational. Necessary District relocations accomplished (based on hurricane size, strength, and path).
5R	Weather conditions have passed from immediate Volusia County area. Gale force winds are not present.	Continue reporting/coordination with municipalities and county agencies to provide initial community disaster assessment. Implement required emergency ordinances to support community disaster recovery. Recovery phase set. Roadblocks, checkpoints, and patrols in place and operational. Casualty and damage information being passed to EOC. Aerial surveillance initiated.
5R	OR Previously expected adverse weather condition has not materialized.	Revert to HURCON 2 level of readiness as feasible.

SAFFIR-SIMPSON HURRICANE WIND SCALE					
CATEGORY	**PRESSURE**	**WINDS**		**SURGE**	**DAMAGE**
	mbar	**mph**	**kn**	**ft**	
1	>979	74-95	64-82	4-5	Some
2	965-979	96-110	83-95	6-8	Extensive
3	945-964	111-129	96-112	9-12	Devastating
4	920-944	130-156	113-136	13-18	Catastrophic
5	<920	157+	137+	18+	Catastrophic

XI. FORMS

These forms may be duplicated in the field for use as checklists.

Completed forms EMER1 through EMER6 will be forwarded to the Support Operations Division.

Completed forms EMER7 thru EMER11 will be forwarded to the Chief Financial Officer. These forms are utilized for FEMA reimbursement/match requirements. It is imperative that all information be filled out correctly and in a timely fashion. (A summary of the reimbursement categories requested will then be provided to the Support Operations Division for after action review purposes.)

Hurricane Operations Plan Forms (Click here to access forms):

EMER1 – Master Event Log

EMER2 – Assignment Schedule

EMER3 – Supply Checklist

EMER4 – Equipment Checklist

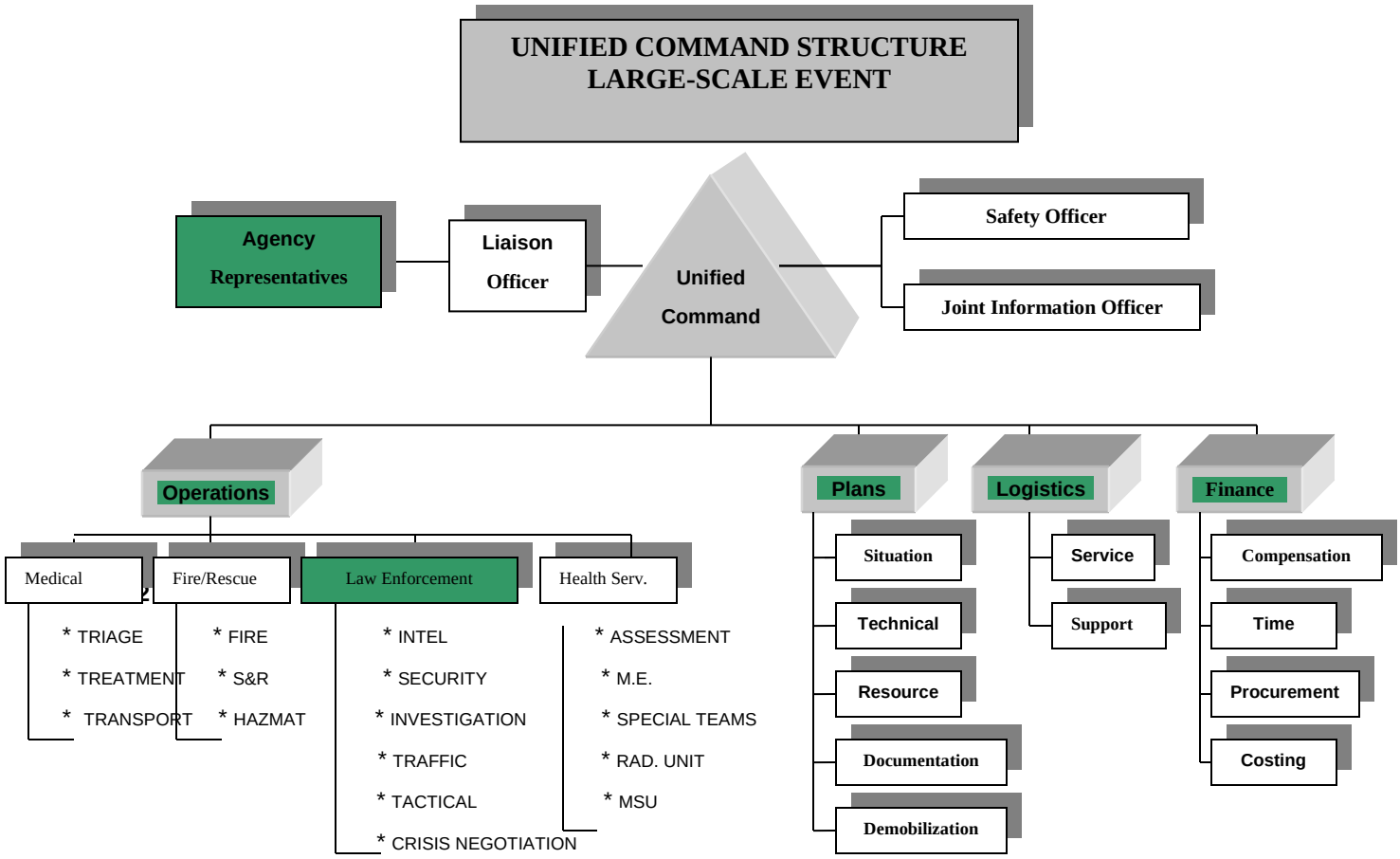
EMER5 – Traffic Control Points

EMER6 – Shelter Security Assignments

EMER7 – Shelter Security – Volunteers

EMER8 – Emergency Response Mileage

/Intranet/Agency Forms/Volusia County Accounting Forms		
Emergency Response: Hourly Employees	EMER10	FEMA FORM
Emergency Response: Salary Employees	EMER11	FEMA FORM
Equipment Summary Record	EMER12	FEMA FORM 90-127, NOV 98
Materials Summary Report	EMER13	FEMA FORM 90-124, NOV 98


UNIFIED COMMAND STRUCTURE
LARGE-SCALE EVENT
Agency Representatives
Liaison Officer
Unified Command
Safety Officer
Joint Information Officer
Operations
Plans
Logistics
Finance
Medical
Fire/Rescue
Law Enforcement
Health Serv.
* TRIAGE
* TREATMENT
* TRANSPORT
* FIRE
* S&R
* HAZMAT
* INTEL
* SECURITY
* INVESTIGATION
* TRAFFIC
* TACTICAL
* CRISIS NEGOTIATION
* ASSESSMENT
* M.E.
* SPECIAL TEAMS
* RAD. UNIT
* MSU
Situation
Technical
Resource
Documentation
Demobilization
Service
Support
Compensation
Time
Procurement
Costing

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-046-02**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **PROTECTIVE SERVICES PLAN**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to delineate and define the Volusia Sheriff's Office (VSO) Protective Services Plan.

II. DISCUSSION

It is important for the VSO to have a plan for providing a measure of security to visiting dignitaries, political figures, famous personalities, notorious persons and other citizens in need of special security.

III. POLICY

It shall be the policy of the VSO to cooperate and coordinate operations with the U.S. Secret Service and other law enforcement agencies involved in VIP protection. It shall further be the policy of the VSO to afford increased security to those persons in need of special protective security.

IV. PROCEDURE

A. GENERAL

1. All special protective services operations will be under the administrative command of the Law Enforcement Operations Division.
2. Requests for special protective services will be directed to the Law Enforcement Operations Division Chief.
3. The SWAT Team Leader shall be responsible for the supervision and coordination of tactical protective services operations. This includes
    - The coordination with representatives of those requiring the protective services and any other personnel within or outside the agency;
    - Equipment or body armor needs;
    - The assignment of private security personnel;
    - Providing instructions for travel routes and alternative routes;
    - Arranging for the appropriate weapons, equipment, vehicles and SWAT personnel;
    - Arrangement for protective vests for VIP's and Security Officers;
    - The advance planning, inspection and evaluation of sites and facilities to be used;
    - The coordination with the VSO Intelligence Unit and other intelligence sources for advanced planning.

4. The Law Enforcement Operations Chief shall be responsible for the coordination of support activities by VSO personnel and other agencies. This includes but is not limited to:
    - Fire, rescue, ambulance and medical facilities;
    - Communications;
    - Additional personnel requirements;
    - Ensuring that all assigned personnel are identifiable by security pin or badge or other means deemed appropriate.

B. TRAINING

1. The SWAT Team Leader shall coordinate training needs with the VSO Training Section to ensure those personnel assigned to protection services are adequately trained.

C. SPECIAL EQUIPMENT

1. Each member of the SWAT Team shall be responsible for the routine maintenance of issued equipment, including but not limited to; weapons, communications equipment, protective vests, clothing and ballistic helmet.
2. Weapons utilized by team members shall be issued by the VSO and designated by the team leader. Standard issued weapons include:
    a. Glock handgun;
    b. Heckler and Koch MP5 9mm rifle;
    c. .308 sniper rifle;
    d. 12 gauge shotgun;
    e. .223 Colt Commando M-4
    f. .223 Colt Commando M-16 A2
3. Tactical munitions may be used as an alternative to deadly force. These munitions shall be used only by members trained in the use and delivery. These munitions include, but are not limited to:
    a. Chemical agents;
    b. Diversionary devices.
4. The SWAT Team leader shall designate the uniform to be worn, types of uniforms include:
    - Long sleeve camouflage fatigues;
    - Long sleeve green fatigues;
    - Military type combat or jungle boots;
    - A black ball-cap with a subdued five point star above the bill;
    - Specialized SWAT Team vehicles will be stored at the aviation hangar and include a communications vehicle and an armored truck.
5. The team leader shall designate a primary and secondary driver to respond with the vehicles.
6. The SWAT Team is a volunteer unit. Its members and negotiation personnel will be selected as outlined in general order *GO-016-04 Specialized Assignments*.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 41.3.5
- 41.3.6
- 46.2.6

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-046-03**	**Distribution** All Personnel	**Reissue/Effective Date** 09/19/2024
		Original Issue Date 01/05/2021	**Previous Revision Date** 05/12/2023
Title **ACTIVE SHOOTER/KILLER: IMMEDIATE ACTION RAPID DEPLOYMENT**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for responding to incidents involving an active shooter/killer(s) in order to quickly and effectively resolve such incidents in a manner that will protect human life and prevent injury.

II. DISCUSSION

The active shooter/killer concept represents a shift in traditional patrol response; equipment needs, and command protocol. These situations require the initial Deputies arriving on the scene to have the authority and the capability to ***take immediate action*** without waiting for command staff or for the arrival of specialty units such as SWAT, Crisis Negotiators, etc.

Traditionally, most law enforcement scenarios consist of patrol personnel securing a perimeter and containing the suspect prior to the arrival of tactical teams. This approach provides time for the tactical team to deploy their personnel and resources without serious concern of suspect escape; once the incident has been isolated, time enables patrol or tactical personnel to formulate a structured and deliberate plan.

However, active threat scenarios require immediate action and rapid deployment of patrol personnel prior to the arrival of the tactical team(s). In these cases, a delayed deployment could have catastrophic consequences. The tragic incidents experienced across the country suggest that the typical police response involving containment, isolation, and negotiation may not be adequate in cases of an active shooter/killer(s). Unlike most criminals, active shooters/killers are likely to continue to use deadly physical force until intervention occurs or until the shooter/killer decides to stop. The motives for these behaviors can range from rage or vengeance, to mental dysfunction, to acts of terrorism.

Sworn members responding to active shooter/killer incidents shall protect the life of innocent persons through any legal means at their disposal in order to swiftly find the active shooter/killer(s) and stop them. Those means may include arrest, containment, or the application of deadly physical force. The time frame for the use of deadly physical force against the shooter/killer continues until the suspect(s) discards their weapons and surrenders, or is incapacitated/neutralized. In such scenarios, the prioritization of activities in order of importance shall be:

- Stop the active shooter/killer;
- Rescue the victims;
- Provide medical assistance;
- Preserve the crime scene.

While it is important to provide first aid to the wounded, it is law enforcement's public safety duty to first protect lives by stopping the actions of the active shooter/killer engaged in the continuing criminal episode.

III. POLICY

The Volusia Sheriff's Office (VSO) recognizes that an active shooter/killer must be stopped quickly before they can take any more innocent lives. To ensure that swift response, tactics and immediate intervention be taken, it shall be the policy of the VSO, to provide training in specific tactics and allow initial responding Deputies the authority and responsibility to take immediate action to neutralize active shooter/killer incidents. During immediate action, and at the safest point, the Deputy will advise a Supervisor of their progress. It shall further be understood that I***mmediate Action Rapid Deployment tactics are <u>not</u> a substitute for conventional response tactics to barricaded subjects, hostage situations or building searches***. Overall incident management will follow ICS protocols, as provided in general order *<u>GO-046-01 All-Hazard Plan</u>*.

IV. DEFINITIONS

<u>Active Shooter/Killer</u> – An active shooter/killer is an armed person(s) who is participating, or is likely to participate in a random or systematic shooting/killing incident, demonstrating their intent to begin or continuously inflict death or serious bodily injury on people, their specific objective appearing to be that of spree murder or acts of terrorism, rather than that of other forcible felonies such as robbery, hostage taking, etc.

<u>Immediate Action Rapid Deployment</u> – Immediate Action Rapid Deployment is the swift and immediate deployment of law enforcement resources to on-going, life-threatening situations where delayed deployment could otherwise result in death or great bodily injury to innocent persons. Deputies should keep in mind the following principles, if immediate intervention is necessary:

- **<u>Speed</u>** – the quicker the suspect is discovered and stopped, the greater the opportunity to prevent the loss of innocent life.
- **<u>Surprise</u>** – through proper tactics, speed, and the use of available tools, an element of surprise can be achieved.
- **<u>Forcefulness of Action</u>** – the use of whatever force is necessary to stop the harming of innocent persons.

<u>Entry Team</u> – The first responding Deputy/Deputies (individual action may be necessary) shall form an entry team (when possible) and go in immediate pursuit of the active shooter/killer. Their focus shall be to make direct contact with the active shooter/killer(s) as soon as possible and stop them by containment, physical arrest or use of deadly physical force. The Deputy or team may be subject to 360-degree vulnerability and will not perform a thorough building clearance, unless the shooter/killer's location is unknown. They will pass by victims or harmless distractions. The location of victims shall be communicated to the rescue team.

<u>Rescue Team</u> – The second set of responding Deputies arriving on scene shall form a rescue team, if not needed to neutralize the subject, which will locate and remove injured victims and direct those uninjured persons out of the building. A Rescue Team may include personnel from the Fire Department or Volusia County Emergency Medical Services (VCEMS). Rescue team members should remember that uninjured persons may be in shock or paralyzed with fear and may not respond to regular verbal commands. Rescue team members are to remain constantly vigilant as the dynamics of the incident may place them in direct contact with the suspect(s). They may be subject to 360-degree circumspect vulnerability.

<u>Suppressive Fire</u> – Cover fire towards the active shooter/killer to prevent, curtail, or reduce the intensity or severity of the situation. Suppressive fire may be necessary, especially if the active shooter/killer has gained the advantage by height or by barricade. It is only to be used as long as it appears that no innocent persons are in the line of fire. If delivering suppressive fire is warranted, be aware of not only innocent persons in the line of fire, but also your backdrop (where is the bullet going if it does not hit its intended target).

<u>Direct to Threat</u> – The direct-to-threat principle is based upon immediately identifying the location of the threat(s) and traveling directly to said location for the purpose of eliminating the possibility of continued violence.

V. PROCEDURE

A. CHARACTERISTICS OF AN ACTIVE SHOOTER/KILLER

1. The following is a list of characteristics commonly associated with active shooter/killer suspects. While the list is compiled from descriptions of past active shooters/killers experienced throughout the nation, it is not meant to be a comprehensive list describing all active shooters/killers (each active shooter/killer situation is unique):

- Active shooters/killers usually focus on assaulting persons with whom they come into contact. Their intention is usually an expression of hatred or rage rather than the commission of a crime.
- An active shooter/killer is likely to engage more than one target. Active shooter/killers may be intent on killing a number of people as quickly as possible.
- Generally, the first indication of the presence of an active shooter/killer occurs when they begin the actual assault on victims (little or no warning).

B. RESPONSE GUIDELINES [CALEA LE 46.1.10 (c)]

1. The following seven (7) tenets set general response guidelines for active shooter/killer incidents. Again, these incidents are sufficiently unique such that their effective handling cannot be totally reduced to procedures. These guidelines are not meant to limit conventional police tactics appropriate to a crisis situation. The significant factors regarding these tactics are that they represent a means of immediate intervention available to the Deputies where there is the potential of elevated risk to bystanders and Deputies. The risk is acceptable in light of the potential these tactics have for saving lives. Another significant aspect of the active shooter/killer tactical doctrine is that Deputies arriving at the scene of an active shooter/killer incident are authorized to intervene prior to the arrival of command personnel and special units.

   a. **GOAL** [CALEA LE 46.1.10 (c)]

      The overall purpose of employing these tactics is to save lives and prevent serious injuries. The goal of immediate response to an active shooter/killer event is elimination of the threat by forceful means or denying access to additional victims.

   b. **ASSUME TACTICAL RESPONSIBILITY** [CALEA LE 46.1.10 (c)]

      The first responding Deputy will immediately assess the situation and assume tactical responsibility. If more than one Deputy is present, assumption of tactical responsibility may be based on rank, expertise or seniority. However, it must be made immediately clear to both Communications and other Deputies who is in charge. A Deputy of superior rank who is on scene and fully briefed may ultimately assume incident command. Any change in incident command will be made known to Communications and other Deputies.

   c. **SITUATION ANALYSIS** [CALEA LE 46.1.10 (c)]

      The Deputy taking charge must, based on all information available at the time, make a situation analysis. The analysis will be immediate and continuous, taking into account new information from Central Communications and observations from Deputies and citizens. The analysis must lead to a decision as to whether the situation is an active shooter/killer event.

   d. **FIRST RESPONDER TACTICAL INTERVENTION** [CALEA LE 46.1.10 (c)]

      Individual action may become necessary based on the situation. Remember, the goal is to stop the active shooter/killer from claiming more victims. A coordinated, focused response to an active shooter/killer event is preferred. Once tactical command is established, a minimum of at least two (2) Deputies, or a single Deputy if the situation dictates, will make entry. Additional Deputy teams should be added as they become available. Teams will function in the following order of priority:

      (1) **Entry Team**: First responder intervention will be based on opportunity. When at all possible, entry team(s) should be a minimum of two (2) Deputies with an identified element leader. If a SWAT team member is on the entry team, they will assume the role as team leader. Deputies will select entry points that provide the most secure and effective entry. A location other than the main entrance should be selected, if possible, as this is the place where the suspect(s) might logically set up barricades, explosives, or an ambush.

      Team movement will be in a controlled and disciplined tactical action under the control and at the direction of the element leader. The principle goal of the Entry Team is to eliminate the threat of the active shooter/killer to prevent access to potential victims; it is not the responsibility of the Entry Team(s) to render aid. They will continue on past victims or harmless distractions using direct-to-threat principles. The location of the victims may be relayed to the rescue team when able to safely and tactically do so.

If the entry team is able to contain the suspect(s) with no further access to victims, the SWAT team will relieve them, and Crisis Negotiators will be used to try and effect a surrender as in accordance with procedures on barricaded suspect situations.

(2) **Rescue Team**: The Rescue team(s) priorities are to locate, recover and facilitate the evacuation process of victims to a safe area or to medical personnel for treatment. If there is a non-ambulatory victim who needs medical assistance, the rescue team is required to extricate them. The rescue team(s) will provide 360-degree coverage during the ingress and egress movement.

If either the entry team or rescue team encounters a suspected explosive device, they must use their own judgment reference to posting a Deputy near it, or reporting, marking, and bypassing it. All explosive devices shall be the responsibility of the VSO Bomb Team, or qualified bomb disposal resources through mutual aid, to render safe/remove.

(3) **First Responding Supervisor**: The first arriving Supervisor will assume command of teams who have entered the building and assign arriving Deputies the task of establishing an inner and outer perimeter.

In the event a Deputy is injured during an operation, the shift Supervisor may assign manpower to extract the downed officer, or they may leave the downed officer in the last secured location, with or without support personnel, depending on the circumstances they are faced with. Nothing precludes the shift Supervisor from making a complete retreat from the crime scene to the inner perimeter.

Dedicated security elements should always be a component of intervention teams. Site containment will be left to the discretion of the first Deputy on scene that assumes incident responsibility and initiates the situation assessment, until arrival of the first Supervisor.

e. **ACTIVE SHOOTER/KILLER SITE SECURITY & PERIMETERS** [CALEA LE 46.1.10 (d)]

(1) Each Deputy assigned to the perimeter is assigned the task of creating a barrier between the ongoing incident and the public as a whole. At no time should any person(s) be allowed to enter the area under penalty of arrest; this will include fire and rescue personnel until notified by a Supervisor on scene that it is safe for such personnel to enter.

(2) Since the possibility exists that a suspect (known or unknown) may have concealed themself in an evacuation group, the group should be directed to place their hands over their heads until they can be frisked for weapons or identified.

(3) All options of force are available to the Deputies assigned to the perimeter based upon state law and VSO Use of Force policies. Any armed person should be considered dangerous to the safety and welfare of the public and members of law enforcement.

(4) As escaping persons are identified, check their welfare and have them await further instruction. Once a safety/assembly area is announced, direct the person(s) to said area.

(5) Emergency medical personnel should be staged in a triage area that is safe and does not require vehicle transfer or excessive movement of victims. Only medical personnel that are absolutely required to move injured victims may be allowed to enter danger areas. All members should be advised of the location of the triage area to allow direct transport.

(6) Radio traffic should be held to a minimum and only used in the case of life and death.

(7) No location associated with an active shooter/killer will be considered secure until the Incident Commander (IC) declares it is so. Deputies assigned to security functions will maintain positions until properly relieved.

f. **SWAT**

When SWAT Units are prepared to deploy, the initial responding Deputies may be relieved or re-deployed by the IC, depending on the situation.

g. **ACTIVE SHOOTER/KILLER COMMUNICATIONS GUIDELINES** [CALEA LE 11.3.3, 46.3.1]

(1) Communication is essential for informed decisions and will be the first strategy utilized in such calls. It is important for members to know which information is based on observation as opposed to perception. The process will most likely start with a 911 call.

(2) Upon receiving the initial call, Central Communications will follow the appropriate Communications call handling guide and will immediately send all available Deputies and Supervisor(s).

(3) The Telecommunicator will establish emergency (10-33) traffic only, upon dispatching the call which should be simulcast countywide.

(4) Telecommunicators will update the responding Deputies both verbally and on MDC as information about the incident becomes available.

(5) Communications will immediately notify the following of the incident: [CALEA LE 11.3.3, 46.1.10 (b)]

- SWAT;
- Fire Department;
- Volusia County Emergency Medical Services (VCEMS);
- Sheriff;
- Chief Deputy;
- Law Enforcement Operations Division Chief;
- Emergency Operations Center (EOC);
- Surrounding law enforcement agencies;
- Volusia County Branch Jail.

(6) Upon approval of the on-scene Supervisor or Deputies on scene, Communications will notify the following additional resources of the incident: [CALEA LE 46.1.10 (b)]

- Facilities Supervisor for the incident location;
- All applicable utility companies (Electric, Gas, Water, Phone);
- Appropriate VSO wrecker.

(7) Responding personnel shall advise Communications of a staging area as soon as practical.

(8) Communications will make proper notification via chain-of-command.

(9) Upon notification by appropriate field supervisory personnel, the on-duty dispatch Supervisor shall notify the Volusia County Emergency Management duty officer that a **countywide emergency notification system alert** be sent to the affected area notifying the public of the incident (Refer to general order *GO-081-06 Emergency Information and Alert Systems*). The message should notify citizens to seek shelter until the incident is contained and to report any suspicious activity by calling or texting 9-1-1. [CALEA LE 46.1.10 (a)]

(10) Communications will notify the PIO to respond to coordinate media staging area and information dissemination in accordance with ICS protocols. [CALEA LE 46.1.10 (a)]

C. DEVELOPMENT OF INTERVENTION TACTICS & TRAINING

1. The VSO will develop tactics to deal with active shooter/killer incidents and will provide appropriate documented training to personnel of all ranks. These tactics will be developed under the following guidelines:

   a. Personnel will be trained to conduct immediate assessment.

   b. Tactics will conform to and capitalize upon existing tactical skills.

   c. Tactics and training will be basic and flexible.

   d. All sworn personnel will attend active shooter/killer training; training will include review of this general order.

   e. The Training Academy will document all such training.

f. The Training Academy Commander shall make training recommendations for the type of tactics addressed in this general order.

g. The Intelligence Unit shall maintain maps of school campuses and any available facility floor plans/escape routes (Courthouses, hospitals, malls, etc.) on the VSO intranet website. These campus maps are available over patrol MDCs and may serve to guide responders to the correct area of the campus. The Intelligence Unit in collaboration with the Training Academy will develop table top and scenario exercises as required.

h. Additionally, the Volusia County Crime Center (VC3) utilizes incident command center software providing all Volusia County law enforcement agencies access to real-time camera feeds from participating businesses and schools. This real-time information and intelligence is available to responding and on scene law enforcement.

i. Additionally, both hard copies and electronic copies of every school's internal layout will be made available to responders. Responders will familiarize themselves with each school's layout.

2. At least annually, the Training Commander, or designee, in coordination with the Law Enforcement Operations Division Chief will facilitate a documented review of this policy and all related procedures and training. [CALEA LE 46.1.10 (e)]

D. AFTER-ACTION

1. The first responding Deputy will file a report of the incident. All other responding personnel will file supplements to that case number.

2. Detectives will be assigned to thoroughly investigate the incident and complete follow-up investigations of any arrestees.

3. A debriefing will be held with all personnel and agencies involved after the incident. It will be scheduled after all personnel have returned to a routine work schedule.

4. The Law Enforcement Operations Division Chief shall chair the meeting. The purpose will be to review the incident and critique the performance of members, participating agencies and policies. The information will be incorporated into an after-action report and used to enhance future planning and training for such incidents.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-046-04**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **RESPONDING TO INDIVIDUALS WITH MENTAL ILLNESS/CIT**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish operational guidelines for agency members who respond to persons suspected of suffering from mental illness.

II. DISCUSSION

The Volusia Sheriff's Office (VSO) often is involved with the assessment, intervention, and transportation of individuals who are mentally ill and recognizes the growing need to address community mental health issues in the public safety arena. To that end, the VSO adopted the Crisis Intervention Team (CIT) training concept as an effective law enforcement response-program designed specifically for first responders who handle crisis calls involving people with mental illness including those with co-occurring substance use disorders. A law enforcement response based on an understanding of the causes, effects and outcomes of mental illness is imperative in a morally and socially responsive agency.

III. POLICY

It shall be the policy of the VSO to provide persons in a state of mental health crisis with the appropriate intervention in accordance with current Florida Statutes and to recognize mental-health crisis intervention training.

IV. DEFINITIONS

CRISIS INTERVENTION TEAM (CIT) –Trained Law Enforcement Deputies designated to handle situations involving the mentally ill in crisis. Crisis Intervention Team members only handle those incidents that do not rise to the level of a high-risk incident. High-Risk incidents will continue to be managed by the Special Weapons and Tactics Team (SWAT) and the Crisis Negotiators. All VSO Deputies hired after 2004 are certified in Crisis Intervention Team training using the Memphis Tennessee model.

V. PROCEDURE

A. RECOGNIZING THE SYMPTOMS OF A PERSON SUFFERING FROM MENTAL ILLNESS

1. The following are generalized signs and symptoms of behavior that may suggest mental illness, although deputies should not rule out other potential causes such as reactions to narcotics or temporary emotional disturbances that are situationally motivated. Subjects with mental illness who may need further evaluation typically exhibit a combination of the following characteristics or indicators of their illness:

    a. **Behaviors:** Behaviors exhibited by those in crisis may include rapid speech, flight of thought, no direct eye contact, quick movements, and disconnected thought patterns. They may

constantly move or pace, they cannot concentrate, and may be subject to sudden mood changes, disorganized thoughts, and be disoriented as to time and place. Acts of violence, injury to self, inappropriate dress or nudity, or aggressiveness are also common of those persons in crisis. Excited Delirium Syndrome can become an issue in persons exhibiting these types of behaviors and diligent care should be used to recognize potential signs of a dangerous escalation of conflict.

b. **Hallucinations:** Hallucinations can affect all of a person's senses. Individuals suffering from hallucinations may see or hear persons or things that aren't there, or hear internal voices telling them to hurt themselves or others. Television or other external sources may suggest they harm themselves or others. Often they will turn their head as if to listen to an unseen person or voices only they hear. This behavior is generally associated with schizophrenia, and the danger of a potentially violent encounter is intensified if the person is in crisis and not taking medications.

c. **Self-Care Issues:** Persons in crisis may exhibit insomnia or an increased need for sleep and may not eat for days at a time. They may not be taking prescribed medications and can exhibit a general neglect of their household, property, or personal hygiene to the point of putting self or others at risk.

d. **Feelings:** This is defined as low self-esteem with feelings of hopelessness or helplessness, flat affect. The person in crisis may not react with much feeling or interest to persons or objects that were once of importance to them. These behaviors are often indicative of bipolar disorder or major depression.

e. **Suicidal Risks:** Persons at a heightened risk of suicide may have thoughts or ideation of suicide and may have a previous history of attempted suicide. If the person has immediate access to weapons and has a family history of suicide or mental illness, the risk of suicide increases further. Often life changing or catastrophic events such as a death in the family, loss of job, divorce, etc., can lead to attempted or successful suicides in persons suffering from mental illness.

f. **Elderly Issues:** Elderly issues relating to mental illness may include wandering at night, leaving items on the stove, not eating or sleeping, unrealistic fears, confusion, and uncontrollable anxiety.

g. **Substance Abuse:** Mentally ill persons often self-medicate to alleviate their symptoms, leading to substance dependence as a co-occurring disorder to the mental illness. It is often difficult to separate the two (2) issues during a crisis intervention contact.

2. VSO Deputies should be aware that mental illness and mental retardation are two (2) distinctly different medical conditions and care must be used not to confuse the two. A person suffering solely from mental retardation will not meet the criteria for a Baker Act.

B. PROCEDURES FOR ACCESSING COMMUNITY RESOURCES

1. A sworn member having contact with a mentally ill person in crisis who meets the involuntary commitment criteria described in Fla. Stat. § 394.463 shall initiate a Baker Act.

2. Often a mentally ill person in crisis recognizes the need for help and only needs assistance in getting to a mental health treatment facility. Deputies shall be responsible for ensuring persons requesting voluntary mental health care have access to it in a timely fashion.

3. Additional Crisis Intervention Community Resources are available on Stewart-Marchman-Act (SMA) Behavioral Healthcare, https://www.smabehavioral.org/services/crisis-services/

C. GUIDELINES FOR MEMBERS DURING CONTACTS WITH THE MENTALLY ILL

1. The safety of the person in crisis, the Deputy(s) involved, and the general public shall be of primary concern when responding to calls involving the mentally ill.

2. Deputy safety, and the safety of others, will always be priority. If the initial contact with the person in crisis is not of a criminal or barricaded/high-risk situation, every effort shall be made when possible to avoid an escalation that may result in criminal charges or the use of protective action.

3. Deputies shall demonstrate patience and empathy while interacting with mentally ill persons, recognizing that mental illness is a disease and not a conscious decision.

4. Deputies should consider other alternatives to arrest when investigating infractions of a minor nature committed by a person with mental illness. This policy does not conflict with general order *GO-001-06 Pretrial Release and Diversion Programs*, in that it allows discretion prior to an arrest being made and does not affect the procedures governing what occurs after an arrest is made.

5. Deputies shall evaluate the mental state of any person suspected or accused of a criminal act when conducting interviews or interrogations. While it is not the Deputy's responsibility to determine competency as it relates to the decisions of the court, it is a responsibility to ensure the person undergoing questioning is capable of understanding the nature of the questioning and the potential consequences of any statements given.

6. Civilian personnel, while in the course of their assigned duties, shall summon a Deputy to assist whenever there is an indication of an individual in possible crisis, as learned through agency-provided awareness training. This may be accomplished through summoning available Deputies at the respective facility, or through contacting the Communications Center. In such cases, civilian personnel shall attempt, to the best of their ability, to keep the individual calm until the Deputy arrives.

D. STRUCTURE AND DEPLOYMENT OF CIT DEPUTIES

1. The CIT Coordinator is a lieutenant or above as designated by the Sheriff. The CIT Coordinator shall be responsible for coordinating Deputy training. The CIT Coordinator shall also serve as the agency liaison with other mental health service providers and community mental health support groups.

2. Deputies are specially trained to handle situations involving the mentally ill in crisis; however, Deputies shall only handle those incidents that do not rise to the level of a high-risk incident.

3. A crisis could consist of a person having delusions, refusing to take prescribed psychotropic medications, erratic behavior, suicidal thoughts or ideation, or other activity that causes alarm or concern to the average person.

4. The first Deputy to arrive on-scene shall be responsible for managing the response during the entire call, to include dialogue with the mentally ill person, determining the appropriate action to be taken, and completing all required documentation of the incident, unless relieved by competent authority. Other deputies on the scene shall provide tactical assistance as needed.

5. Deputies are approved to display the recognized CIT service pin above the right side pocket flap of the class A or B uniform. This serves as a point of recognition for those persons in crisis who have regular contact with members of law enforcement.

E. TRANSPORT OF INDIVIDUALS TO MENTAL ILLNESS RECEIVING FACILITIES

1. Deputies may transport individuals to mental health receiving facilities under the following provisions of the Baker Act:

    a. When the court issues an "*Ex Parte Order for Involuntary Examination" (CF-MH 3001 or 3002)*, deputies shall deliver the person named in the court order to the nearest facility for involuntary examination, unless the court order specifies a particular facility regardless of location.

    b. In compliance with Fla. Stat. § 394.463, deputies shall take custody of and transport individuals to receiving facilities for involuntary examination when there is reason to believe the individual is mentally ill and because of that mental illness, having refused voluntary examination, is unable to determine for themselves whether an examination is necessary; and

        - Without care or treatment, they refuse to care for themselves or are likely to suffer from neglect; and that such neglect or refusal poses a real and present threat of substantial harm to their well-being; or
        - There is a substantial likelihood that without care or treatment, they will cause serious bodily harm to themselves or others in the near future, as evidenced by recent behavior.

    c. Deputies initiating or executing the Baker Act shall complete *Report of Law Enforcement Officer Initiation Involuntary Examination (CF-MH3052a)* and *Transportation to Receiving Facility (CF-MH3100)*. Both forms are necessary for a valid commitment, mandating assessment of the person named.

d. Deputies initiating or executing a Baker Act on a child shall make reasonable efforts to notify the child's parents or guardians of the circumstances prior to making a final determination to Baker Act the child.

e. Mental illness does not include retardation, developmental disability, autism, simple intoxication, conditions manifested only by antisocial behavior, or drug addiction. Individuals exhibiting such behavior without the circumstances listed above do not meet the Baker Act criteria.

f. A physician, psychiatric nurse, clinical social worker, or a clinical psychologist may complete a "*Certificate of Professional Initiating Involuntary Examination", (CF-MH 3052B)*, usually referred to as a Professional Form 52. Deputies shall take into custody the person named in the certificate and deliver them to the designated Volusia County receiving facility. Deputies shall not transport to facilities outside of Volusia County without a court order or approval of the Watch Commander or equivalent. The deputy shall complete *Transportation to Receiving Facility Form CF-MH3100* indicating the time and date the subject was delivered.

2. **Prior to transporting an individual** to the nearest designated receiving facility, deputies shall determine if a medical clearance will be required. Examples of conditions requiring medical clearance include, but are not limited to:

- Known unmanageable or uncontrolled hypertension, diabetes
- Wounds which require more than dry dressing changes,
- Known severe infections which require close medical management,
- Any condition requiring intravenous fluid or oxygen,
- Conditions which require specialized treatment such as renal dialysis or chemotherapy,
- Severe acute alcohol intoxication or drug impairment in which the person is not responsive or not ambulatory,
- Medication overdose in which the patient has not been medically observed for at least 24 hours.

3. Designated receiving facilities will not accept a patient if medical attention is needed. If medical treatment is needed, deputies shall verify that the individual is treated at the nearest hospital. Following medical treatment, deputies shall transport Baker Act clients to the nearest designated receiving facility in the event that the treating emergency room is not a Baker Act facility.

4. When transporting an individual from a medical facility to a designated receiving facility, deputies shall obtain proper supporting documents showing the individual has been medically cleared for transport. Without proper documentation, the patient may not be accepted by a receiving facility.

5. **VOLUNTARY ADMISSIONS**

a. When deputies encounter an individual who desires voluntary admittance and is in need of transportation, deputies may provide this service.

(1) When providing transportation for voluntary clients to the designated receiving facility, deputies shall use discretion with regard to restraints.

(2) Deputies shall inform the receiving facility staff of the circumstances under which the individual was taken into custody. Under no circumstances will deputies leave an individual at a receiving facility without notifying the staff.

6. Deputies have complied with Fla. Stat. Ch. § 394 when the individual has been delivered to the designated receiving facility and the proper forms have been completed.

F. MENTAL HEALTH- ISSUES AWARENESS TRAINING

1. All new entry level sworn personnel shall receive forty-hours of CIT training during New Deputy Training (NDT). Training is based on the "Memphis Model" of crisis intervention training. This training is recognized nationwide as a "best practice" for inter-acting with the mentally ill in crisis.

2. All new entry-level civilian personnel shall receive documented mental health awareness training as part of their civilian orientation training.

3. All personnel shall receive documented annual refresher training.

4. All training (entry-level and annual refresher) will be documented and entered into the individual's training record.

VI. ACCREDITATION STANDARDS

A. CALEA COMMUNICATIONS ACCREDITATION

- 5.2.6

B. CALEA LAW ENFORCEMENT ACCREDITATION

- 1.1.3
- 1.2.3
- 1.2.6
- 1.2.7
- 41.2.7

VII. REFERENCES

- Stewart-Marchman-Act (SMA) Behavioral Healthcare

VIII. FORMS (Click here to access forms)

- Report of Law Enforcement Officer Initiating Involuntary Examination (CF-MH 2052A)
- Transportation to Receiving Facility (CF-MH 3100)

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-046-05**	**Distribution** All Personnel	**Reissue/Effective Date** 04/04/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 12/20/2024
Title **SPECIAL WEAPONS AND TACTICS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish and delineate guidelines for the utilization of the Volusia Sheriff's Office (VSO) Special Weapons and Tactics (SWAT) Team and to establish criteria for the selection and training of its members. [CALEA LE 46.2.2]

II. POLICY

It shall be the policy of the VSO to maintain a Special Weapons and Tactics Team to assist in resolving situations of a high-risk nature.

III. PROCEDURE

A. GENERAL [CALEA LE 46.2.1 (b)]

1. The SWAT Team Commander shall be responsible for the supervision of the SWAT Team, which reacts to situations presenting grave danger to deputies and civilians.
2. The Special Weapons and Tactics Team may be utilized in situations requiring specialized equipment and training. These situations include, but are not limited to:
   - Hostage Situations: The holding of any person(s) against their will by an armed or potentially armed suspect.
   - Barricade Situations: The stand-off created by an armed or potentially armed suspect in any location, whether fortified or not, who is refusing to comply with law enforcement demands for surrender.
   - Sniper Situations: The firing upon citizens and/or law enforcement officers by an armed suspect, whether stationary or mobile.
   - High-Risk Apprehensions: The arrest or apprehension of armed or potentially armed suspects where the likelihood of armed resistance is high.
   - High-Risk Warrant Service: The service of search or arrest warrants where the warrant service pre-assessment recommends or requires the use of SWAT.
   - Personal Protection: The security of special persons, such as VIP's, witnesses, or suspects, based on threat or potential threat to the wellbeing of those persons.
   - Special Assignments: Any assignment approved by the Sheriff or designee, based on a high level of threat and/or need.
3. Requests for the services of the SWAT Team shall be made through the Law Enforcement Operations Division Chief, or designee. [CALEA LE 46.2.1 (c)]

4. Each member of the SWAT Team shall be trained in the use of special weapons and tactics and shall be responsible for the duties as follows: [CALEA LE 33.6.2]

   a. The **SWAT Team Commander** is responsible for the overall supervision of the team. This includes: [CALEA LE 46.2.1 (d)]

      - Command of team operations in call out situations;
      - Approval of all SWAT-related business;
      - Coordinate with Law Enforcement Operations Division Chief;
      - Field operations;
      - Coordination of selection of members, ongoing training/readiness exercises and administration of the team. [CALEA LE 33.6.2, 46.2.2]

   b. The **Assistant Team Commander** shall be a supervisor responsible for: [CALEA LE 46.2.1 (d)]

      - Tactical planning/deployment of tactical resources;
      - The correlation of the team and support personnel interaction including ambulance, fire, rescue, evacuation, aviation and K-9 personnel;
      - Coordination of requests for specialized equipment or services;
      - Functioning as the SWAT Commander in their absence;
      - Deliberation with the team leader on tactical deployment and operational stratagem;
      - Assigning positions and ensuring members meet standards of competency for the positions assigned;
      - Correlating and implementing the tactical decisions.

   c. The **Sniper** shall:

      - Provide long and short-range defensive security to team members involved in hazardous operations;
      - Accrue and disseminate long range intelligence;
      - Provide anti-sniper control and support fire as needed.

   d. **Team members** may be utilized in a variety of specialized functions, including but not limited to:

      - Building entry and clearance;
      - Team security;
      - Hostage rescue;
      - Suspect apprehension;
      - Perimeter security;
      - Chemical agent delivery;
      - Operation of specialized vehicles;
      - The use of electronic apparatus.

5. The **Medical Support Team** shall be paramedics certified and licensed to practice in Volusia County, Florida and shall provide medical support to the Special Weapons and Tactics Team.

6. The **Crisis Negotiation Team** shall be trained in crisis resolution and hostage negotiation techniques and shall be responsible for the utilization of electronic equipment necessary to monitor and talk with suspects and victims.

7. The **SWAT Team Commander** may appoint a liaison officer (LO), who shall have the responsibility of coordinating the actions and needs of the Special Weapons and Tactics Team with both civilian and VSO support units necessary for the successful resolution of the incident.

B. OPERATIONS

1. The SWAT Team Commander shall be under the administrative supervision of the designated High Risk Incident Commander.

2. Risk/threat matrix assessments are used for planning high-risk operations.

3. Prior to conducting high-risk stakeouts, decoy or other operations, the Law Enforcement Operations Chief shall notify the District Commander in which the operation is to be conducted, of the operation.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-046-06**	**Distribution** All Personnel	**Reissue/Effective Date** 09/02/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **UNDERWATER SEARCH AND RESCUE/RECOVERY (DIVE TEAM)**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish and define the qualifications and responsibilities of Dive Team members and define the authority for use of the Dive Team.

II. DISCUSSION

Diving is inherently dangerous. Its unusual demands require a high degree of physical and psychological fitness, and a thorough knowledge of diving techniques and recovery procedures. A Dive Team member's safety must be insured at all times, and a Deputy assisting on the surface must be familiar with all the required procedures.

In most cases recovery dives are conducted in water with zero visibility, strong currents and other hazardous conditions. To this end, Volusia Sheriff's Office (VSO) divers will be trained to at least the level of master diver and will have the equipment and resources available to handle diving recovery.

III. POLICY

The VSO shall establish and maintain a Dive Team for the purpose of safely conducting underwater search and recovery operations and surface rescue operations.

IV. PROCEDURE

A. ADMINISTRATION

1. The Dive Team shall be under the administrative control of the Special Operations Section Commander.
2. Requests for the Dive Team shall be made through the Special Operations Section Commander or designee.
3. The Dive Team shall be on-call at the request of the on-duty Shift Supervisor or higher authority.
4. The Special Operations Section shall maintain all equipment and maintenance records.

B. DIVING SUPERVISOR

1. The Diving Supervisor is responsible for all diving operations and coordinating all training undertaken by the VSO, and is responsible for the qualifications and safe diving practices of all assigned divers.
2. The Diving Supervisor shall ensure that the Dive Team performs only those functions for which it is trained and equipped.

3. The Diving Supervisor shall coordinate with local, state and federal agencies if further equipment or expertise is required.
4. The Diving Supervisor shall ensure safe diving practices and procedures are applied.
5. The Diving Supervisor shall be trained in diving first aid emergency procedures or have someone with such training on scene during dive operations.
6. The Diving Supervisor shall designate a team leader to coordinate and supervise diving activities in their absence.

C. OPERATIONS

1. The success of any diving operation is directly related to careful and thorough planning. The following shall apply to every diving operation:
    a. Divers should not be utilized if the objective can be more safely and efficiently accomplished by another means. Bottom time is always at a premium. Proper planning conserves bottom time and improves effectiveness.
    b. Diving operations shall not be conducted under extreme environmental conditions or whenever the safety of the diver will be jeopardized.
    c. Divers must at all times be given protection against hazards, extremes of temperature and dangerous pollution.
    d. The availability of emergency assistance must be insured.
    e. Equipment and supplies must be appropriate and adequate.

D. STEPS IN PLANNING

1. Prior to each operation the Diving Supervisor or Team Leader shall:
    a. Define the objectives of the operation. A clear understanding of why the operation is being undertaken and what is to be accomplished shall be explained to each of the participants.
    b. Collect and analyze available data. The extent and nature of the information to be gathered depends on the size of the operation, the location of the diving site, and the time of year. If the operation is to involve the recovery of an object from the bottom, the team will need to know at least the dimensions and weight of the object when available. Other information may include the probable degree of embedment in mud or silt and the type of equipment that may be needed to lift the object. Data gathered will help limit the area of the search and minimize the time required for the search. If the object is large and cannot be lifted immediately, it should be marked with a buoy.
    c. Establish operational tasks. It must be remembered that pre-dive and post-dive activities are of equal importance with the diving activities.
    d. Select the equipment and supplies needed. The air supply used shall conform with standards of purity as stipulated by Federal specifications (grade A air). The air supply and equipment must be adequate for the mission, taking into consideration the duration of the air supply and the diver's consumption rate. Specialized protective clothing may be needed to protect the diver from the elements while in the water and out, or to protect the diver and equipment from harm.
    e. Make all final preparations and check all safety precautions.

E. BRIEFING

1. The person in charge of the briefing shall be the Diving Supervisor or the Team Leader. The briefing should include:
    - The objective and scope of the operation;
    - Conditions in the area;
    - Diving techniques and equipment to be utilized;
    - Particular assignments;
    - Anticipated hazards;

- Reiteration of normal safety precautions;
- Discussion of special considerations;
- A team discussion period and questions from the team.

F. STANDBY DIVER

1. A standby diver is a mandatory requirement for all diving operations utilizing underwater breathing equipment.
2. The Standby Diver shall be a qualified diver, assigned as backup or to provide emergency assistance, and immediately ready to enter the water.

G. DIVE PARTNER

1. Divers shall be assigned in pairs and shall be jointly responsible for an assigned mission; each will keep track of time and depth factors.
2. Each has the particular responsibility to watch out for the safety and wellbeing of the other, being especially alert for symptoms such as nitrogen narcosis, decompression sickness, and carbon dioxide poisoning.
3. A dive partner shall keep the other diver in sight, or in touch contact at all times and will never leave their partner alone except to obtain additional assistance when the diver is entangled or entrapped beyond their abilities to assist.
4. In poor visibility situations, divers shall utilize a search line or safety reel.
5. Each diver shall know and understand line signals and hand signals.
6. If a signal is given it shall be immediately acknowledged. Failure to acknowledge is to be considered an emergency.
7. Divers will establish a lost diver plan for any dive. If buddy contact is broken follow the plan, i.e., surface, meet at a specified point, in a specified time period.
8. If one member of a dive pair aborts the dive for whatever reason, the other member will also abort and both will surface.
9. Both partners shall be trained in and show proficiency in the proper method of "buddy breathing."

H. TENDER

1. Tenders are responsible for assisting divers with equipment, entry and exit from the water, and maintaining communications with divers.

I. DEPTH LIMITATIONS

1. Divers shall remain within the limits of the U.S. Navy No-Decompression Dive tables.
2. The Diving Supervisor shall respond to all diving operations that might require divers to exceed 60 feet or entail cave operations.
3. Surface and shallow water non-SCUBA operations shall be manned as directed by the Diving Supervisor.

J. DECOMPRESSION DIVES

1. Only certified cave or deep water divers will be allowed to exceed the U.S. Navy no-decompression tables. Whenever a decompression dive is conducted, a person certified to recognize the symptoms of decompression sickness and embolism must be present and a decompression chamber must be available.
2. The Diving Supervisor shall ensure that adequate manpower is available to perform the assigned operation.
3. The Diving Supervisor shall summon necessary assistance to perform the operation.

K. ONE DIVER OPERATIONS

1. A minimum of three VSO divers will be required to perform a one-diver operation requiring the use of SCUBA.

2. One diver operations shall include the following assignment:
    a. One diver shall be assigned as a standby diver and will coordinate the surface activities, and will be prepared to enter the water in the event of an emergency.
    b. One diver shall be assigned as tender and will be prepared to immediately enter the water in the event of emergency.
    c. One diver will be assigned to underwater activities.
    d. The diver shall be tendered and tethered. Tended divers shall utilize quick release equipment.
    e. Both diver and tender shall be familiar with standardized line signals.

L. EMERGENCY OPERATIONS

1. Divers who arrive on the scene immediately after an incident occurs are authorized to initiate rescue operations.
2. Once it has been determined that there is no hope for successful resuscitation the diver will exit the water and proceed with the operational plan for a recovery dive.

M. TWO DIVER OPERATIONS

1. Two diver operations shall be conducted under the same minimum requirements as a one diver operation with the inclusion of another diver assigned to underwater activities and divers need not be tethered when partner diving.

N. HULL SEARCHES

1. Divers utilized to search the exterior hulls of vessels shall follow the following procedures:
    a. The Diving Supervisor or Team Leader shall ensure that the vessel is completely shut down and that the vessels engine will not be restarted during diving operations.
    b. Precautions shall be taken to keep other vessels clear and slowed to avoid precarious movements of the vessel being searched.

O. CAVE OPERATIONS

1. Only certified cave divers will conduct operations in any cave.
2. Cave divers will adhere to the rules of the National Speleological Society Cave Diving Section.
3. Additional equipment for cave operations:
    - Standard pressure gauge;
    - Air tank will be a minimum of 90 cu. ft. with a Y valve;
    - An additional independent regulator with a minimum of 5 feet of hose;
    - A minimum of three lights;
    - One safety reel with a minimum of 75 feet of line.

P. EQUIPMENT

1. The minimum equipment required for each diver shall include:
    - Open-circuit SCUBA;
    - A floatation device;
    - Easily removable weights;
    - Knife;
    - Face mask;
    - Swim fins;
    - A watch or dive computer;
    - Depth gauge.

Q. SELECTION REQUIREMENTS

1. **DISQUALIFICATIONS**

   a. Applicants shall be disqualified for the following:

   - **EARS** – Acute or chronic disease of the auditory canal, membrane, middle or internal ear.
   - **NOSE AND THROAT** – Obstruction to breathing or chronic hypertrophic or atrophic rhinitis and chronic or recurrent sinusitis.
   - **CARDIOVASCULAR SYSTEM** – Persistent tachycardia and arrhythmia except the sinus type, evidence of arteriosclerosis, varicose veins, marked or symptomatic hemorrhoids.

2. **QUALIFICATIONS**

   a. Applicants must be non-probation status and certified as a SCUBA diver by a nationally recognized organization. Applicants must also have a meets standards performance evaluation for their most recent annual evaluation.

   b. The Training Section shall maintain training records and Qualifications of divers assigned to the Dive Team.

R. DIVER RESPONSIBILITIES

1. Divers assigned to the Dive Team shall:

   - Participate in training dives as assigned by the Diving Supervisor.
   - Maintain assigned equipment. This includes cleaning all equipment immediately after use and having tanks refilled as soon as possible.
   - All purchases and repairs will be approved by the Dive Supervisor prior to purchase. All invoices will be turned in to the Diving Supervisor as soon as possible. The Diving Supervisor shall forward these to the Special Operations Section Commander or designee.
   - Team members may utilize personal diving equipment approved by the Diving Supervisor while engaged in VSO activities.
   - Maintain a log of all dives.
   - Report all injuries or symptoms related to diving injuries immediately to the Diving Supervisor.

2. Assigned diving equipment shall not be taken out of the County without the authorization of the Diving Supervisor.

S. CALL OUT PROCEDURE

1. All requests for the Dive Team shall be through the Special Operations Section Commander or designee, with the exception of life saving activities.
2. The Diving Supervisor shall provide a roster of Dive Team members and the order of call out to the Communications Center.

T. RECORDS

1. Each diving operation shall be recorded in addition to incident and supplemental reports required. The Diving Supervisor shall maintain all records, with the exception of training records.
2. The Diving Supervisor or Team Leader shall record the following information in reference to each diving operation:

   - The mission and objective;
   - The location, depth, and time required to complete the task;
   - The names and assignments of the participants.

U. DIVING EMERGENCY/ACCIDENT

1. Diving personnel who require emergency medical treatment fall into two classes, those who require recompression and those who do not. All members of the Team should be able to identify these differences. The first rule of first aid is to do nothing that will do harm to the patient.
2. There are four medical problems which must be solved immediately:
    - Assure a clear airway;
    - Restore breathing;
    - Assure heart function;
    - Stop massive bleeding.
3. Every member of the dive team shall know the warning signs and symptoms of:
    - Hypoxia;
    - Carbon dioxide poisoning;
    - Carbon monoxide poisoning;
    - Asphyxia;
    - Strangulation;
    - Chemical irritants;
    - Nitrogen narcosis;
    - Oxygen poisoning (toxicity).
4. **GAS EMBOLISM**
    a. Gas embolism must be quickly diagnosed. The supply of blood to the brain or spinal cord is almost always involved, and unless promptly and correctly treated (by recompression), gas embolism is likely to result in death or permanent brain damage.
    b. Symptoms involving the (CNS) central nervous system are likely to show up within a minute or two after resurfacing.
    c. Any diver who is unconscious or soon loses consciousness upon reaching the surface shall be assumed to be suffering from a gas embolism.
    d. If the diver regains consciousness and displays no signs of brain injury, gas embolism is probably not involved.
5. **OTHER SYMPTOMS**
    a. The onset of symptoms involving gas embolism are sudden and dramatic, often occurring within seconds after the arrival on the surface or before surfacing.
    b. The signs of gas embolism include dizziness, paralysis or weakness in the extremities, blurring of vision or convulsions.
    c. Divers suffering from decompression sickness may experience some of these symptoms. If the depth of the dive is less than 33 feet, decompression sickness is unlikely and gas embolism must be assumed.
6. **MEDIASTINAL EMPHYSEMA**
    a. Symptoms include pain under the breastbone, shortness of breath and faintness, and may include blueness (cyanosis) of the skin, lips or fingernails.
7. **SUBCUTANEOUS EMPHYSEMA**
    a. Produces a feeling of fullness around the neck and difficulty swallowing. The sound of the voice may change, and the observer may note marked swelling or inflation of the neck. Movement of the skin near the collar bone may produce a crackling or crunching sound (crepitation).
8. **PNEUMOTHORAX**
    a. Is usually accompanied by a sharp pain in the chest which is aggravated by deep breathing. Signs of hypoxia may appear. May produce a collapsed lung.

9. **DECOMPRESSION SICKNESS**

    a. Abnormal conditions in the diver or in their surroundings may cause a diver to absorb an excessive amount of inert gas or may inhibit the natural elimination of dissolved gas. Decompression sickness usually causes symptoms within a short period of time following the dive. Symptoms which occur 24 hours or more following a dive are probably not caused by decompression sickness.

10. **PAIN ONLY**

    a. Pain is usually slight when first noticed, but may grow progressively worse. The most common symptom is pain in the arm or leg; however, unusual symptoms may occur to include skin rashes, prickling, tingling, itching or burning of the skin. If there is any doubt as to the cause of the pain, a diver will be considered to be suffering from decompression sickness.

11. **CNS DECOMPRESSION SICKNESS**

    a. Symptoms of central nervous system decompression sickness involvement includes weakness or paralysis of muscles, vertigo, dizziness, ringing in the ears, hearing loss and disturbance of vision.

12. **TREATMENT**

    a. A diver experiencing symptoms of gas embolism or decompression sickness shall be assumed to have such sickness or condition and shall be immediately treated if possible. The Diving Supervisor shall ensure that medical and evacuation personnel are aware of the special emergency procedures required for transport and first aid treatment of diving related injuries.

    b. Divers being transported to a recompression chamber shall be kept lying down, feet slightly higher than the head, with the body tilted 20 degrees to the left side. The diver shall be kept warm and given oxygen.

    c. If the patient is to be moved by air, the helicopter or other aircraft shall be flown as low as possible. If communications can be established, the doctor shall be consulted while in transit.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 46.2.5

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-046-07**	**Distribution** All Personnel	**Reissue/Effective Date** 09/19/2024
		Original Issue Date 09/19/2024	**Previous Revision Date** None
Title **EMERGENCY RESPONSE TEAM (ERT)**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish procedures that provide a rapid, organized, and disciplined response of specially trained personnel to disaster relief areas, civil disorders, crowd control, or other incidents that require coordinated efforts of large numbers of personnel.

II. POLICY

It is the policy of the Volusia Sheriff's Office (VSO) to preserve public peace, prevent crime, arrest offenders, and protect the rights of persons and property in Volusia County during civil disorder. It is also the responsibility of the VSO to protect the right to peacefully assemble and exercise free speech as provided within the federal and state constitutions. Additionally, members of the Emergency Response Team (ERT) will be deployed to areas affected by natural or other disasters for relief as determined by the Sheriff or designee.

III. DEFINITIONS

Chemical Agent – Any liquid, solid, or gas compound that works psychologically or physiologically to create discomfort in humans.

Civil Disturbance – A gathering that constitutes a breach of the peace or any assembly of persons where there is a threat of collective violence, destruction of property, or other unlawful acts. Such a gathering may also be referred to as a riot or unlawful assembly.

Crowd Control – Techniques used to address civil disturbances, to include a show of force, crowd containment, dispersal equipment and tactics, and preparations for multiple arrests.

Crowd Management – Techniques used to manage lawful assemblies before, during, and after the event for the purpose of maintaining lawful status through event planning, pre-event contact with event organizers, issuance of permits when applicable, information gathering, personnel training, and other means.

Demonstration – A lawful assembly of persons organized primarily to engage in free speech activity. These may be scheduled events that allow for law enforcement planning. They include, but are not limited to, marches, protests, and other assemblies intended to attract attention. Lawful demonstrations can devolve into civil disturbances that necessitate enforcement action.

Disaster – As defined by the US Federal Emergency Management Agency (FEMA), "An occurrence of a natural catastrophe, technological accident, or human caused event that has resulted in severe property damage, death, and/or multiple injuries." FEMA defines a large scale disaster as one that exceeds the response capability of the local jurisdiction and a major disaster as, any natural catastrophe or, regardless of cause, any fire, flood, or explosion, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Federal Disaster Relief and Emergency Assistance Act.

Emergency Response Team (ERT) – A team consisting of Deputy Sheriffs, Special Deputies, Sworn Law Enforcement Officers from municipalities within Volusia County, and Civilian Personnel trained to respond with high visibility to control crowds or emergency situations through disciplined response.

Incident Commander (IC) – The individual responsible for the management of all incident operations at the incident scene.

Less-Lethal Impact Projectiles – Munitions that can be fired, launched, or otherwise propelled for the purpose of encouraging compliance, overcoming resistance, or preventing serious injury without posing a significant potential of causing death.

IV. PROCEDURE

A. ORGANIZATIONAL STRUCTURE

1. The **ERT Commander** is a sworn member of VSO appointed by the Sheriff or designee, who:
    - Is responsible for the administrative and operational aspects of the ERT and reports to the VSO High Risk Incident Commander (HRIC) or designee;
    - Acts as training coordinator, identifies training needs, schedules in-service training, and confirms training methods are consistent throughout the ERT;
    - Ensures training records are accurate and complete then forwarded to the Training Academy for record management;
    - Maintains the inventory of all ERT equipment and supplies, requisitioning equipment and supplies as needed;
    - Completes quarterly readiness inspections and coordinates maintenance and repair of all ERT equipment, including vehicles;
    - Ensures the emergency mobilization roster is up to date;
    - Mobilizes ERT personnel when necessary;
    - Supervises and deploys ERT members;
    - Ensures completion of the after-action report for ERT Team deployments;
    - Maintains files on all ERT incidents.
2. The **Assistant ERT Commander** is a sworn member of the ERT Team appointed by the ERT Commander, who:
    - Reports directly to the ERT Commander;
    - In the absence of the ERT Commander, the Assistant ERT Commander serves as the ERT Commander.
3. **ERT Squad Leaders** are sworn law enforcement members of the ERT Team appointed by the ERT Commander, who:
    - Reports directly to the ERT Commander;
    - Responsible for the supervision and tactical deployment of their respective squad's members.
4. **ERT Grenadiers** are sworn law enforcement members of the ERT Team appointed by the ERT Commander, who:
    - Are assigned to a specific ERT squad and report directly to the Squad Leader;
    - Responsible for the deployment of chemical agents, less-lethal impact projectiles, and distraction devices during civil disturbance incidents;
    - Must have successfully completed a chemical agents and less-lethal weapons user course prior to deployment for ERT operations.
5. **ERT Squad Emergency Medical Technicians (EMT)** are members of the ERT Team appointed by the ERT Commander, who:
    - Are assigned to a specific ERT squad and report directly to the Squad Leader;

- Possess an active Florida Paramedic or EMT license;
- Are trained to provide emergency medical care to law enforcement personnel injured or fall ill during tactical operations. ERT Squad EMTs may provide agency personnel emergency treatment and facilitate their transfer to the appropriate treatment facility when necessary.

6. Additional positions such as the following will be appointed by the ERT Commander as necessary:
   - Mass Arrest Team Leader and Team;
   - Arrest Team Leader and Team;
   - Videographer.

B. EQUIPMENT

1. Specialized equipment will be procured as necessary to accomplish ERT missions.
2. Use of specialized equipment will be in accordance with training and will be inspected quarterly by the ERT Commander for operational readiness.
3. To maintain personnel identification during response to riots and civil disturbances a unique to the ERT number is visibly applied to each helmet. The ERT Commander is responsible for ensuring an up to date list of ERT members and their assigned helmet number is maintained. This is done so a roster of deployed ERT members may readily be used to identify a member by their helmet number. [CALEA LE 46.1.11]
4. Each ERT team member will be issued the equipment listed in GO-022-06, after completing initial training, to be utilized during ERT mobilizations, deployments, or continuing training.
5. The ERT Commander is responsible for inspecting and documenting issued equipment in operational readiness. Any discrepancies or replacements required shall be made in writing to the HRIC.
6. A vehicle and trailer are assigned to the ERT and are kept stored at VSO Fleet Services. At the discretion of the ERT Commander or designee, approved members shall utilize the vehicle and trailer for any call-outs to ensure the necessary equipment is onsite and available to members. The equipment stored in the trailer shall be inventoried at each training to ensure its operational readiness. An inventory form shall be kept in the trailer to ensure equipment is accounted for. Further, authorized drivers shall check the vehicle monthly to ensure operational readiness and notify the ERT Commander or Assistant Commander of any issues that arise.

C. ERT DUTIES AND RESPONSIBILITIES

1. The ERT is designed to provide a rapid and organized response to incidents beyond the capability of patrol units. The ERT may be utilized to restore order during times of civil unrest, move large crowds, rescue victims, isolate problem areas or disaster relief.
2. The keys to successful use of the ERT are preplanning, training, discipline, leadership, and commitment.
3. The ERT relies on a team action rather than individual action. The concept is such that it requires the entire team to act as one.
4. Every action the ERT takes will be at the direction of the ERT Commander, Assistant Commander, or their designee. The use of any chemical agents or less-lethal munitions will require approval from the Sheriff or designee.

D. USE OF THE ERT

1. The Incident Commander will determine the overall incident goals and objectives and confirm with the ERT Commander when and how they will be achieved.
2. Once the determination is made to move a group of people, the ERT Commander will order the team to a reasonable distance from the crowd and begin moving the group of people, in accordance with *GO-001-01 Use of Force Guidelines*.
3. Support personnel, K-9 handlers, etc. may be used in addition to the ERT to assist in the operation at the direction of the Sheriff or designee.

E. CALL-OUT PROCEDURES

1. The Sheriff or designee shall give prior approval to ERT requests that involve a greater number of members than available on-duty within the district or area of operational concern.

2. **TEAM ACTIVATION**

   a. The designated Incident Commander will notify the HRIC or designee of the details surrounding the need for the ERT. If a decision is made to activate the team, a notification message will be sent to all ERT team members and VSO Command Staff via Central Communications. The notification will identify the staging area and the designated radio channel for the operation.

3. **OPERATIONAL RESPONSE**

   a. Team members will respond to a predetermined staging location during a call-out and check in with their designated Squad Leader.

   b. The ERT Commander or designee will assign an ERT team member to video record all deployment procedures, instructions, and orders given to team members prior to all deployments. The assigned team member(s) will video record all activities during the ERT deployment. The ERT Commander or designee will determine the method of recording the event and the number of personnel assigned as videographer(s).

   c. Team members will respond to the staging location in a non-emergency mode, unless otherwise directed.

   d. Squad leaders will confirm call-out information with the ERT Commander.

   e. The ERT Commander is responsible for forming the ERT Convoy and organizing the unit for mobilization.

   f. Upon arrival, the ERT Commander will contact the Incident Commander and assume responsibility for deployment of the team.

   g. Gunfire during ERT operations: The ERT is designed for crowd control type operations and to isolate problem areas through the rapid creation of a strong perimeter. It is not designed to tactically address high risk incidents involving gunfire aimed at the team. Should gunfire be detected and aimed at the ERT during operations, the team shall safely and quickly seek cover and request assistance from tactical units. Any use of force shall be in accordance with VSO general orders. ERT members are expected to maintain cover and attempt to address the issue while awaiting tactical backup.

F. SELECTION OF TEAM MEMBERS

1. To be considered for team membership sworn personnel must:

   - Be a non-probationary Deputy/Officer;
   - Willing to serve as an ERT member for a minimum of two (2) years upon completion of training;
   - Be willing to be on an on-call team schedule;
   - Be available to travel in state or out of state for disaster relief, civil unrest, or other emergencies with or without notice at the direction of the Sheriff or designee;
   - Any additional requirement listed in the position announcement.

2. **ERT SQUAD EMT**

   - Meet the requirements to be selected as an ERT Team Member;
   - Possess and maintain an active Florida paramedic or EMT license while a member of the ERT Team.

G. TRAINING

1. Initial training includes both classroom and practical exercises including but not limited to the following:

   - Team dynamics including:
     - Formations;

- Maneuvers.
- Tactics, techniques and procedures;
- Familiarization with equipment utilized by the team;
- Exposure to chemical agents used by the team.

2. Team members shall participate in quarterly training and readiness exercises as determined and assigned by the Team Commander. Training will be documented, and the documentation will describe the training and readiness exercises, the number of training hours, and who completed the training. The documentation will be forwarded to the Training Academy.
   a. ERT Members shall engage in training and readiness exercises on a continuing basis.
   b. Absences may be excused with approval of the ERT Commander.
   c. Repeated unexcused absences from training will result in expulsion from the ERT Team.
3. Mission specific training prior to deployment for a large scale mission or event will be conducted when appropriate and there is enough advanced notice of the mission or event.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-051-01**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **INTELLIGENCE**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to define the procedures of the Volusia Sheriff's Office (VSO) intelligence function.

II. DISCUSSION

The purpose of law enforcement intelligence is to gather, collate, analyze, and disseminate information concerning known or suspected criminal activity. This information can be tactical or strategic in nature. Tactical intelligence refers to information concerning known, on-going criminal activity which is developed and intended for immediate use. Intelligence of this type would be developed prior to the service of a search warrant for the purpose of identifying and planning for potential problems. Strategic intelligence is that information which is collected from a wide variety of sources which identifies on-going or potential criminal activity, subjects, groups, trends, and relationships.

III. POLICY

It shall be the policy of the VSO to systematically collect raw information which, after collation, evaluation, and analysis, shall be disseminated to appropriate units of the VSO for the development of law enforcement strategies, priorities, policies, and investigative tactics.

IV. DEFINITIONS

Criminal Intelligence – Information collected by a criminal justice agency relating to an identifiable person, group of persons, vehicle, location, or business in an effort to anticipate, prevent, or monitor possible criminal activity when such information has been evaluated and determined to be relevant to the identification of criminal activity engaged in by an individual or organization reasonably suspected of involvement in criminal activity.

Criminal Justice Agency – Any law enforcement agency, correctional agency, court or prosecutor. The term also includes any other agency charged by law with criminal law enforcement duties, or agency having custody of criminal intelligence for the purpose of assisting other criminal justice agencies in conducting active criminal investigations or prosecutions.

Criminal Predicate – A level of suspicion established by information and sufficient facts leading a trained law enforcement officer to believe there is a reasonable possibility an individual or organization is involved in a definable criminal activity or enterprise.

V. PROCEDURE

A. INTELLIGENCE INFORMATION

1. The collection and reporting of intelligence information is the responsibility of each member of the VSO. Information coming to the attention of VSO members concerning on-going or suspected criminal activity shall be reported to the Volusia County Crime Center (VC3) in a timely manner on an intelligence information form, intelligence bulletin, or by electronic mail.
2. Intelligence information collection shall be based upon criminal predicate or activities that present a threat to the community. Intelligence data will not be collected by any member of the VSO or Unit merely on unpopular causes, unless criminal predicate can be shown.
3. Intelligence data will not be collected about individuals, groups, or organizations solely on the basis of their religious, political, or social views or activities; their participation in a particular noncriminal organization or lawful event; or their races, ethnicities, citizenship, places of origin, ages, disabilities, genders, or sexual orientations unless criminal intent can be shown or such affiliation is with organizations that advocate violence against the United States or its allies.
4. Information shall not be gathered by any employee or their agent by illegal or unlawful means.
5. No member of the VSO will use intelligence data for political or economic purposes.
6. The collection of information is the primary step in the intelligence process. The information that may be included in the file system will be collected from a variety of sources including:
    - Open sources;
    - Official police reports;
    - Criminal intelligence submissions from officers;
    - Other criminal justice agencies;
    - Members of the public;
    - Confidential informants;
    - Public records;
    - Surveillance;
    - Other records gathered via legal methods.
7. Once the information has been collected, it will be subjected to collation, analysis, and evaluation to determine the accuracy of the information, identification of subjects involved, determination of homeland security/criminal activity and then possible dissemination to operational units for enforcement action.

B. INTELLIGENCE PROCESSING

1. The Volusia County Crime Center has the primary responsibility for gathering, analyzing, disseminating, and maintaining criminal intelligence for the VSO.
2. All intelligence coming to the attention of VSO members shall be reported to the Volusia County Crime Center.
3. The Volusia County Crime Center shall:
    - Verify all intelligence information received to ensure it is in accordance with the purposes and objectives of the VSO.
    - Gather intelligence information concerning potential or on-going criminal activity relating to individuals, groups, or trends.
    - Evaluate intelligence data relating to individuals, groups, and trends and collate and disseminate the information to proper personnel within the VSO and to outside agencies.
    - Assist with VSO investigations in the intelligence support role which will include the preparation of statistical data, background information, and analytical support.
    - Maintain the VSO intelligence files.
    - Establish and maintain liaison with other local, state, and federal agencies.
    - Establish and maintain membership in state and regional intelligence groups.

- Be available at all hours to respond to urgent information requests, i.e., requests by the Special Weapons and Tactics (SWAT) Team.
- Receive all gang intelligence cards

4. The Volusia County Crime Center shall recognize the delicate balance between the individual rights of the citizens of the community and the legitimate needs of law enforcement. Members of the Volusia County Crime Center shall be trained on and comply with all State and Federal guidelines to include 28 CFR 23.

C. SECURITY

1. Security of the Volusia County Crime Center and its data will be of the utmost concern; the following guidelines will be strictly adhered to:
   a. Access to intelligence files and work area will be limited to those persons from criminal justice agencies authorized to review intelligence files and shall do so only when accompanied by Volusia County Crime Center personnel.
   b. Access and use of intelligence information shall be strictly limited to authorized individuals who have a demonstrated need for particular information.
   c. Intelligence files may be electronic and stored in a secure database or may be hard copy and secured in a locked container.
   d. The Volusia County Crime Center work area and files will be kept locked at all times when unit personnel are not in the area.
   e. Volusia County Crime Center work product waste shall be shredded at the end of each work day.
   f. Intelligence files will be maintained in a secure area designated for the Volusia County Crime Center, which is separate from the VSO Records Section.
   g. Intelligence files stored on a computer system will be secured with a password and accessible only with the authorization of the Volusia County Crime Center Supervisor.
   h. Members of the VSO that have access to or possession of intelligence products, to include bulletins, may not show or release the information to the public, in writing or orally, without permission of the Volusia County Crime Center or the originator.

D. AUDITING AND PURGING

1. The Special Investigations Section Commander or designee will review and approve each intelligence file to ensure that the documented information is in accordance with the purposes and objectives of the VSO.
2. The Volusia County Crime Center Supervisor or designee will review each file and determine if a case can be generated. If a case can be generated the, Volusia County Crime Center Supervisor or designee shall provide the intelligence to a unit or agency that has primary investigative responsibility. If it is determined that a case cannot be generated, an intelligence report will be filed for future reference under an inactive status. If inaccurate information is detected during this process it shall be corrected by the originator upon notification by the Volusia County Crime Center Supervisor.
3. After a five (5) year period, if the intelligence information is not placed back on active status, the information, including surveillance photographs and digital media, will be purged from the intelligence system and disposed of in the appropriate manner as regulated in Fla. Stat. § 119.011 per General Records Schedule GS2, item #30. Intelligence that does not specifically identify individuals is exempt. An example is a specific method of operation or a suspicious incident.
4. The Volusia County Crime Center Supervisor shall conduct an annual review of intelligence procedures and processes then recommend changes to the Chain of Command.

E. REQUESTS FOR INTELLIGENCE INFORMATION

1. Requests for information contained in the Volusia County Crime Center files can be by telephone, in person, or written. The requesting criminal justice agency personnel must state the reason for said information and the nature of the investigation.

2. All requests for information will be logged.

3. The log shall contain the date of the request, to whom the information was transmitted, the nature of the investigation, and the date the request was honored.

F. INTELLIGENCE REPORTS

1. Intelligence Reports, to include any information contained within the intelligence files, or any reference to intelligence information, shall not be made part of any criminal prosecution or report which will subject it to discovery or subpoena.

2. If information contained in the intelligence report is a basis for probable cause, the originator of the intelligence report will be subpoenaed to testify to the facts and validity of the report.

VI. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 40.2.1
- 40.2.2
- 40.2.3
- 43.1.2

VII. FORMS (Click here to access forms)

- Gang Intelligence Card, VSO Form # 012804.001
- Intelligence Information Form, VSO Form # 010991.005

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-051-02**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
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Title **HOMELAND SECURITY**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to define the role of and establish procedures for the Volusia County Crime Center and the Volusia Sheriff's Office (VSO) in regard to Homeland Security and related intelligence operations.

II. DISCUSSION

Local law enforcement is the most effective tool to combat terrorism within Volusia County, Florida, and the United States. Local law enforcement is the first responder to all terrorist events and must have constant interaction with the community who will assist in the reporting of suspicious activity. Local law enforcement must be engaged in monitoring events in the community and reporting significant incidents to federal and state agencies.

III. POLICY

It shall be the policy of the VSO to participate in Homeland Security investigations and operations with federal, state and local agencies. The Volusia County Crime Center shall be the primary unit responsible for Homeland Security coordination and communication of intelligence and operations within Volusia County and shall maintain liaison with other organizations for the exchange of information relating to terrorism and threat related activity.

IV. DEFINITIONS

Domestic Security Task Force (DSTF) – The statewide anti-terrorism task forces, created by law, that are composed of state and local law enforcement officers.

Homeland Security – Homeland Security is an ongoing and comprehensive process of preventing terrorism within the United States through intelligence gathering, investigation and interdiction.

Joint Terrorism Task Force (JTTF) – The Federal Bureau of Investigation anti-terrorism task forces composed of federal, state and some local law enforcement agents.

Terrorism – Under the Homeland Security Act of 2002, terrorism is defined as activity that involves an act dangerous to human life or potentially destructive of critical infrastructure or key resources and is a violation of the criminal laws of the United States or of any State or other subdivision of the United States in which it occurs and is intended to intimidate or coerce the civilian population or influence a government or affect the conduct of a government by mass destruction, assassination, or kidnapping.

NOTE: As terrorists' methods and training evolve, the act of planning, coordinating or complicitous association/collusion with regard to such occurrences or attempts to cause death, destruction, or government/civilian intimidation, both successful and failed, are considered acts of terrorism in and of themselves and as such are fundamentally of extreme, paramount concern to law enforcement.

V. PROCEDURE

A. HOMELAND SECURITY GROUP

1. The Volusia County Crime Center Supervisor shall serve as the agency's Point of Contact (POC) for all Homeland Security matters under the direction of the Special Investigations Section Commander. The Homeland Security duties and responsibilities of the Volusia County Crime Center shall include but not be limited to the following:

    - Maintain the VSO Homeland Security Manual/Threat Level Procedures, posted on the Intranet.
    - Conduct critical infrastructure protection operations
    - Advise the Chain of Command on Homeland Security or threat related issues.
    - Participate in the activities of the Joint Terrorism Task Force, Domestic Security Task Force, and other Homeland Security related multi-disciplined partnerships.
    - Coordinate Homeland Security related grant projects.
    - Investigate Homeland Security threats.
    - Respond to Homeland Security emergencies.
    - Deliver anti-terrorism awareness training to law enforcement and the community.

B. HOMELAND SECURITY INTELLIGENCE INFORMATION

1. The collection and reporting of Homeland Security information is the responsibility of each member of the VSO. Homeland Security information coming to the attention of VSO members concerning ongoing or suspected terrorist activity, to include activities occurring within a municipality, shall be reported to the Volusia County Crime Center in a timely manner.
2. The Chain of Command, to include the Communications Center Supervisor, District Commanders, and the Watch Commander, are responsible for ensuring that the Volusia County Crime Center or the Special Investigations Section Commander is notified of significant events as described herein. The following events, if within Volusia County, shall require immediate notification of the Volusia County Crime Center. Information shall include what radio frequencies are being utilized for the response, the identity of the Incident Commander and the location of any Incident Command Post established to manage the following:

    - Any murder, attempted murder, kidnapping, or abduction of a law enforcement officer, government official or of an on-duty security officer where the suspect(s) is still at large.
    - Any actual bombing, use of a weapon of mass destruction or the discovery of a genuine explosive device, improvised explosive device, nuclear, biological or chemical weapon (WMD). It shall be the duty of the Bomb Team Commander to inform the Communications Center of these findings.
    - Any abduction, kidnapping, aircraft, marine or public transportation piracy where a demand is made, or reasonably assumed, that expresses the intent described in the above definition of terrorism.
    - Any attack, mass illness or unexplained crisis at critical infrastructures to include, but not limited to, bridges, dams/dikes, public utilities, fuel depots, airports, ports, communication towers, government facilities, hospitals, defense contractors, or large concentrations of people to include special events.
    - Any notification received after normal duty hours regarding a verified terrorist attack occurring within the State of Florida.
    - Any suspicious event or emergency that appears to relate to another suspicious event or emergency that one might reasonably assume could involve a pattern of terrorist activity.

3. The following are indicators of possible terrorist activity that shall be reported to the Volusia County Crime Center. Immediate notification shall be made if the activity is in progress or a suspect is being detained.

- Suspicious photography, videotaping or sketching of government facilities, places drawing large crowds, or critical infrastructure such as bridges, dams, power facilities, water facilities, telephone facilities, fuel depots, airports, ports, communication towers, etc.
- Stolen or missing aircraft, ocean vessels, fuel trucks, emergency vehicles, explosives, or large quantities of poisons, military style weapons, blank identity documents, etc.
- Suspicious attempts to enter restricted areas without authorization or by use of false identity.
- Possession or production of false identity documents or multiple identities such as driver licenses, vehicle registrations, passports, immigration visas, etc.
- Suspicious requests for sensitive information such as government radio frequencies, blue prints of public buildings, security plans, emergency plans, personal information of government officials, etc.
- Suspicious attempts to disguise one's personal or vehicle appearance or identity.
- ANY OTHER activity that a reasonable person would suspect to be a terrorist act or that such act is being planned, or a terrorist organization is being funded or otherwise supported.

4. The Volusia County Crime Center shall ensure that Homeland Security intelligence information is shared on a need to know basis and that sensitive or classified information is physically controlled or secured at all times.

C. HOMELAND SECURITY INVESTIGATIONS

1. The Volusia County Crime Center or, through coordination with other agencies' intelligence officers, shall conduct investigations of reported information and make a determination if the subjects of the information pose a threat to the community. If a genuine threat is identified, necessary law enforcement action shall be initiated. All direct law enforcement action shall be coordinated with federal and state Homeland Security entities. All legal and acceptable methods of investigation and reasonable VSO and task force resources may be used to accomplish this objective.
2. The Volusia County Crime Center shall be the contributor of Volusia County's Homeland Security intelligence information to designated federal and state systems.
3. The Federal Bureau of Investigation and its adjunct, the Joint Terrorism Task Force, shall have primary jurisdiction on all terrorist related investigations.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-052-01**	**Distribution** All Personnel	**Reissue/Effective Date** 10/24/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 10/09/2023
Title **COMPLAINT PROCEDURES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for investigating complaints against the Volusia Sheriff's Office (VSO) and its employees so the facts in each incident are determined and carried to a proper disposition.

II. POLICY

It shall be the policy of the VSO to investigate all complaints against the agency and its employees and to maintain an internal affairs unit, which shall thoroughly, expeditiously, and impartially investigate all unresolved complaints or cases involving the integrity of the VSO.

It shall further be the policy of the VSO to disseminate an updated copy of all general orders relating to internal affairs administration and discipline to all employees.

III. DEFINITIONS

Administrative Investigation – An official review and evaluation of information relative to any suspected violation of agency policy or procedure where sufficient information exists to reasonably believe that the employee may have committed the violation. The findings of an investigation could lead to disciplinary action.

Complaint – An allegation of misconduct, violation of law, or violation of agency policy or procedure by any member of the agency, whether initiated by citizens or an agency member. [CALEA LE 26.2.2]

Fast Track Discipline (FTD) – An elective process by which an employee may acknowledge having violated VSO policy and accept discipline rather than proceeding with a formal investigation and disciplinary appeal. FTD affords the employee and agency an opportunity to negotiate a mutually acceptable resolution to policy violations.

Inquiry – The review and evaluation of information related to any suspected violation of agency policy or procedure by an employee to determine whether a reasonable belief exists that the employee was involved in the alleged violation and a formal investigation is necessary. An inquiry may be necessary before a formal investigation is undertaken.

Representative – An individual who appears with the employee during an interrogation/interview providing support and advice to the employee. This individual may or may not be a member of the agency. This individual is prohibited from participating directly during the interrogation; they will be permitted to consult with the employee or provide support and advice to the employee.

IV. PROCEDURE

A. GENERAL [CALEA LE 26.2.2]

1. The Internal Affairs Unit shall be responsible for registering and controlling all alleged or suspected misconduct complaints against the agency and its employees. The confidentiality of internal investigation files shall be maintained in accordance with public records law and Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) standards. [CALEA LE 26.2.2]

2. All complaints and discipline files can be classified under one of the following three (3) areas: [CALEA LE 26.3.1 (a)]

    - **Supervisory Discipline**: This type of discipline is usually generated through the first level of supervision and generally does not require a formal investigation.

    - **Citizen Complaints**: Depending upon the severity of the allegation, such complaints usually do not require a formal investigation, and should it be necessary to impose discipline, it usually is generated from the first level of supervision. Should a Citizen's Complaint be so severe as to merit a formal investigation, it will be labeled an Internal Investigation.

    - **Internal Investigations**: The more serious allegations usually require a formal investigation and may include the advisement of rights pertaining to an administrative investigation. [CALEA LE 26.3.1 (b)]

3. The Internal Affairs Unit is a staff unit which coordinates and exercises staff supervision over complaint investigations and allegations of misconduct against VSO employees from all sources. [CALEA LE 26.3.1 (b)]

4. The Internal Affairs Supervisor shall be directly responsible for the internal affairs function and has the authority to report directly to the Sheriff. [CALEA LE 11.3.3, 26.2.3, 26.3.2]

5. The Sheriff shall be notified immediately through the chain of command from the level receiving the complaint when the following complaints are received: [CALEA LE 11.3.3, 26.2.3, 26.3.2]

    - Civil liability suits against VSO or employees of VSO;

    - Allegations of corruption with supporting evidence;

    - Allegations of excessive force or brutality with supporting evidence;

    - Use of deadly force;

    - Violations of civil rights with supporting evidence;

    - Allegations of criminal misconduct with supporting evidence;

    - Any other conduct or action of such seriousness that disciplinary action is considered warranted.

6. The Sheriff or designee may authorize suspension, relief from duty with reassignment, or administrative leave with pay pending the outcome of any investigation into an alleged serious violation of VSO rules or local, state, or federal law. Suspension, relief from duty with reassignment, or administrative leave with pay under this provision shall be considered administrative and non-adverse. [CALEA LE 26.3.7]

7. The Internal Affairs Unit shall have the authority to interview any employee of the VSO, use facilities and equipment, and review any record or report of the VSO.

8. Personnel shall cooperate with and assist the Internal Affairs Unit, recognizing that complaint investigations are conducted under the immediate authority of the Chief Deputy.

9. Internal Affairs Detectives shall conduct administrative investigations. The appropriate investigative unit or agency shall conduct criminal investigations.

10. The Supervisor of the Internal Affairs Unit is responsible for maintaining all records pertaining to complaints against VSO or employees including supervisory inquiries, citizen complaints, and internal investigations. [CALEA LE 26.2.2]

    a. Supervisory inquiries and citizen complaints are maintained within the secure IAPro database which requires an active user account and password to access. The Internal Affairs Supervisor and Internal Affairs Specialist control and maintain user accounts.

    b. Digital Records of internal investigations are maintained within the secure IAPro database, while physical records are stored within locked file cabinets in the Internal Affairs Unit's office.

Access to the office is by the electronic locking system or escort. Internal Affairs personnel access by swipe card and PIN, while others are escorted.

11. The Internal Affairs Supervisor shall take all proper precautions to ensure the security of these records. These records shall be stored separate and apart from personnel records. This separation can be by digital means in IAPro or other secured electronic storage drive/database. [CALEA LE 26.2.2]
12. All complaints received by any member of the VSO against the VSO or an employee shall be assigned a complaint control number. Internal Affairs assigns control numbers after submission into IAPro.
13. The numbering system shall be sequential and three (3) digits in length, prefixed by the type of investigation, and two (2) digit year. Examples:
    - **Supervisory Inquiry** – SI22-001
    - **Citizen Complaints** – CC15-001
    - **Internal Investigations** – IA21-001
14. When discipline is administered, the numbering system shall be sequential and three (3) digits in length, prefixed by "SD" and two (2) digit year (e.g., SD22-235).
15. The IAPro database shall include the complainant's name, the VSO member against whom the complaint was lodged, the date the complaint was received, the type of complaint, the case number, and the final disposition and investigating Deputy.
16. The IAPro database shall provide the following:
    - Complainant's name, address, home, and business telephone numbers, if known;
    - Case/Control number;
    - Person complained against and nature of complaint;
    - Disposition and date.
17. Internal Affairs shall prepare a separate file, alphabetically indexed by names of personnel who have become the subject of an Internal Affairs investigation. The index shall provide the following:
    - Name, rank, employee identification number, and assigned division/district;
    - Case/Control number;
    - Complainant's name and nature of complaint;
    - Disposition and date.
18. Internal Affairs shall prepare a file for every complaint assigned. The file shall contain the original report and audio/video recordings from the Internal Affairs investigation, copies of offense reports, photographs, and other pertinent documentation, when applicable. [CALEA LE 26.2.2]
19. Folders shall be filed numerically by control number and kept secure while in the custody and control of Internal Affairs. [CALEA LE 26.2.2]
20. No one may access files without permission from the Sheriff or the Internal Affairs Supervisor. [CALEA LE 26.2.2]
21. No portion of the file shall be copied or reproduced by anyone other than Internal Affairs personnel.
22. Internal Affairs may utilize IAPro or other electronic drive/database to separate, alphabetically index, and file Internal Affairs investigations.
23. For record keeping efficiency, information-tracking files are computerized.

B. SUPERVISORY INQUIRIES [CALEA LE 26.3.1 (a)]

1. Supervisory personnel are authorized to conduct supervisor inquiries and take appropriate action concerning the behavior/violations of subordinates involving, but not limited to: [CALEA LE 26.3.1 (a)]
    - Minor violations of policy and procedure;

- Citizen complaints;
- Insubordination;
- Tardiness or dilatory behavior.

2. Supervisor inquiries shall be forwarded to the Sheriff via chain of command for review to ensure complaints are resolved satisfactorily.
3. However, if a Supervisor determines the employee's behavior, if true, could result in adverse discipline (suspension without pay; up to termination), further inquiry should cease. Rather, the Supervisor will document their preliminary findings in a Supervisory Inquiry and forward them to the Chief Deputy via the chain of command.
4. The Supervisor's inquiry report format will include: [CALEA LE 26.3.1 (a)]
   - **Background** – A summary of the complaint, incident, or alleged act of misconduct;
   - **Inquiry Details** – Details of the inquiry, including physical evidence and other pertinent information, a synopsis of interviews with witnesses, complainants, and, if applicable, the accused;
   - **Conclusion** – A synopsis of specific facts revealed during the inquiry that are pertinent to the complaint, violation, or allegation, along with the applicable finding(s) for each, as enumerated in section *V. F. Investigative Finding* of this general order. If applicable, the Supervisor will make a recommendation as to appropriate resolution to include Fast Track Discipline election made by the employee.
5. Citizen Complaints will be completed and submitted to the Internal Affairs Supervisor, via chain of command, within forty-five (45) calendar days of assignment. [CALEA LE 26.3.1 (a)]
6. All records shall be maintained by the Internal Affairs Unit Supervisor in a secure area and in compliance with Fla. Stat. § 112.533 Receipt and Processing of Complaints and Fla. Stat. Ch. § 119 Public Records regarding records confidentiality and disclosure. [CALEA LE 26.2.2]

C. ADMINISTRATIVE INVESTIGATIONS

1. The Internal Affairs Unit shall conduct investigations into:
   - Civil liability suits against members of the VSO;
   - At the direction of the Sheriff, internal investigations for other agencies within the concurrent jurisdiction of the VSO;
   - Allegations of corruption;
   - Gross misconduct;
   - Allegations of the use of excessive force or brutality;
   - Use of deadly force and firearms per VSO general orders *GO-001-01 Use of Force Guidelines*, *GO-001-02 Firearms*, and *GO-001-03 Use of Less-Lethal Weapons and Devices*;
   - Violations of civil rights;
   - Allegations of criminal misconduct;
   - Incidents requiring investigations that are extremely lengthy, time consuming, involve multiple units or divisions, or when other investigative resources are unavailable;
   - All other administrative investigations assigned by the Sheriff or Chief Deputy.
2. When an employee is under investigation and subject to a formal interview, the interview shall be conducted under the following conditions:
   - The interview shall be conducted at a reasonable hour, preferably at the time when the employee is on duty, unless the seriousness of the allegation requires immediate action.
   - The interview will take place at the office of command of the investigating authority or at the District Office/work location where the offense occurred.
   - The employee subject of the investigation shall be advised of the name, rank, and division of the member in charge of the investigation, the interviewer, and all persons present.

- Interrogation sessions shall be for reasonable periods, and time shall be allowed for personal necessities and rest periods as are reasonable.

3. Prior to the interview, the employee shall be notified, in writing, of the nature of the investigation, the employee's rights and responsibilities relative to the investigation, and the names of all complainants, if known.
4. The employee subject to the investigation shall not be subjected to offensive language or be threatened with transfer, dismissal, or disciplinary action. No promise or award shall be made to induce the answer to any questions.
5. If the employee under interrogation is under arrest or is likely to be placed under arrest as a result of the interrogation, the employee shall be informed of their Miranda rights prior to the commencement of the interrogation.
6. The sworn employee subject to investigation shall have the right to counsel and one (1) other non-attorney representative of their choice, who shall be present at all times during the interrogation. Under no circumstances shall any interview be unreasonably delayed due to the unavailability of the employee's counsel or non-attorney representative.
    a. If a sworn employee subject to investigation chooses to waive the presence of counsel or a representative of their choice during the interview, they may do so either orally or in written form to the interrogation administrator.
7. All formal interrogations shall be audio or video recorded. [CALEA LE 26.3.6 (c)]
8. The rights of all sworn and non-sworn employees under Florida Statutes, the Florida Constitution, the United States Constitution, and any applicable collective bargaining agreement will be protected.
9. Employees are required to answer all questions related to the performance of their duties. Employees are protected under the Fifth Amendment against self-incrimination in criminal proceedings. However, failure to answer questions related to the performance of duties may result in disciplinary action.

D. COMPLAINT PROCESSING

1. All complaints against the VSO and its personnel will be documented and investigated, including anonymous complaints. [CALEA LE 26.2.1]
2. Every effort shall be made to facilitate the convenient, courteous, and prompt processing of citizen complaints.
3. All VSO employees are charged with the responsibility of courteously receiving all complaints which may be lodged against the VSO or any employee thereof, whether made in person, by mail, or by telephone, regardless of nature.
4. Persons making complaints by mail or telephone will be interviewed and a complaint form prepared and processed as any other complaint.
5. Anonymous complaints will be received and processed as any other complaint.
6. Minors who wish to file a sworn complaint MUST be accompanied by a parent or legal guardian; the sworn complaint should be signed by the parent or legal guardian.
7. Citizens wishing to register a complaint will be referred to the employee's immediate Supervisor. If the immediate Supervisor is unavailable, a Supervisor within the employee's division shall be notified.
8. The Supervisor processing the complaint will record pertinent information concerning the complaint on the *Citizen's Complaint Form*.
9. All complaints will be investigated, including complaints where the complainant is unwilling to sign the complaint form. In the event the complainant is unwilling to sign the complaint form, supervisors should make every effort to obtain an audio recorded sworn statement.
10. When appropriate, the Supervisor shall conduct a preliminary inquiry into the complaint, including interviewing the complainant and any witnesses readily available in person. The Supervisor shall also advise the subject employee of the complaint unless such notification may pose an adverse effect on the inquiry or investigation.

11. The complaint shall be documented and forwarded to Internal Affairs via the chain of command and input into IAPro.

12. **SCHEDULE FOR STATUS NOTIFICATION TO COMPLAINANT**

    a. The person recording a complaint shall provide the complainant with a copy of the complaint form with a description of the investigative process.

    b. If the original *Citizen's Complaint Form* is received by an employee within a district or office outside of Internal Affairs, the District/Section Commander shall assign the complaint to either a Lieutenant or Sergeant for inquiry. The Supervisor shall forward a copy of the complaint to Internal Affairs as soon as possible to officially notify the complainant(s) of its receipt. If a complaint is received in the Internal Affairs office, a copy of the complaint will be forwarded to the District Commander or Director for assignment. The Supervisor will maintain and utilize a copy of said complaint while completing the inquiry.

    c. Once Internal Affairs is notified of a citizen's complaint, a letter is drafted and sent by mail to the complainant, notifying them that their complaint has been received and is being processed. The letter shall also indicate that the anticipated completion date is forty-five (45) days. This period may change dependent upon whether an investigation is needed or a criminal review may be necessary. In this case, the complainant will receive a second written notification by mail of the time frame being extended and the reason why. [CALEA LE 26.3.3, 26.3.4 (a, b)]

    d. A District Commander, Director, or Lieutenant shall notify their Division Chief of all citizen complaints.

    e. Whenever practical, Supervisors shall take corrective action to resolve minor complaints, which result from a misunderstanding, or need little or no investigation to resolve the issue.

    f. The Supervisor conducting the inquiry shall maintain contact with the complainant periodically during the inquiry and at its conclusion to inform the complainant of the status of the complaint, acting in compliance with Florida Statutes 112.533 and Chapter 119, Public Records. [CALEA LE 26.3.4 (b)]

    g. Upon completing the inquiry, the District Captain or Director shall forward the results through the chain of command via the Blue Team application. The completed complaint is then housed in the Internal Affairs Unit (IAU).

    h. Upon receipt of the completed complaint, a letter is drafted by IAU personnel indicating the outcome of the final disposition. The letter is then mailed to the complainant. [CALEA LE 26.3.4 (c)]

    i. During this entire process, IAU personnel have the ability to review and track the status of active complaints to ensure the complaint is being completed in a timely manner and in accordance with applicable general orders. Blue Team notifies the IAU member who entered the complaint when the complaint is either nearing or has passed the thirty (30) day due date, prompting follow-up by IAU.

    j. The impact of cases that reflect on the integrity of the VSO and employee morale necessitates an expeditious resolution. Therefore, complaints investigated by the Internal Affairs Unit shall be completed within a reasonable time period. This time period will not exceed the statutory requirements of Fla. Stat. § 112.532 for sworn personnel.

    k. Extensions may be granted in cases due to extenuating circumstances in accordance with Fla. Stat. § 112.532 (6)(a)1-6.

    l. The Internal Affairs Unit Supervisor shall report the status of ongoing investigations and all complaints against the VSO and employees to the Sheriff as needed. [CALEA LE 26.3.2]

    m. Complaints initiated by employees shall be handled using the same procedure as for citizens' complaints.

    n. In cases where the subject of the complaint is directly in the chain of command, the complaint will be forwarded via the subject's Supervisor, except for the cases listed above in paragraph IV.C.12.k.

    o. Employees shall be notified that they have become the subject of an internal affairs investigation. The Internal Affairs Unit shall provide an accused employee, in writing, a

statement of the allegations and the employee's rights and responsibilities relative to the investigation. [CALEA LE 26.3.5]

p. This does not apply in cases where confidentiality is deemed necessary because of the sensitivity of the investigation.

E. INVESTIGATIVE TECHNIQUES

1. The collection of evidence in investigations directed toward employees of the VSO shall follow the following guideline.
2. All testing methods for detecting illegal drugs shall be conducted in conformance with Florida Statute 112.0455 and VSO general order *GO-022-12 Drug Testing*. [CALEA LE 26.3.6 (a)]
3. All such orders shall be in writing and signed by the Sheriff or Chief Deputy.
4. An employee shall be required to be photographed or participate in a line-up if it is material to a particular offense or investigation. [CALEA LE 26.3.6 (b, d)]
5. Employees may be required to submit financial disclosure statements if the particular investigation involves questions of a financial nature. [CALEA LE 26.3.6 (e)]
6. The employee's immediate family members shall not be required to give statements in administrative investigations but may volunteer such statements.
7. An employee of the VSO shall not be required to subject their residence, place of private business, or private vehicle to search unless a valid search warrant has been obtained or the employee voluntarily agrees.
8. Issued or assigned property shall be subject to search based on reasonable suspicion when related to a particular investigation.
9. Employees may be required to submit to other types of medical or laboratory procedures related to particular investigations. [CALEA LE 26.3.6 (a)]
10. No employee shall be required to submit to a device measuring the truth responses during questioning. However, there shall be no restriction on the right of an employee to submit to such device on a voluntary basis. [CALEA LE 26.3.6 (f)]

F. INVESTIGATIVE FINDING

1. All evidence involving investigations that may result in adverse actions will be presented to the appropriate Command level by the investigating authority.
2. The dispositions are as follows:

- **EXONERATED** – The allegation is true; however, proper, appropriate police procedures and techniques were adhered to.
- **EXONERATED BY TECHNOLOGY** – The allegation is true; however, proper, appropriate police procedures and techniques were adhered to as quickly proven by available technology, to include body worn camera (BWC), in-vehicle video, or other available audio/visual recordings.
- **NOT SUSTAINED** – The investigation discloses insufficient evidence to clearly prove or disprove the allegation.
- **POLICY FAILURE** – Policy or procedure does not properly address the allegation or procedure which led to the alleged conduct, and the investigation reveals policy or procedural changes are recommended.
- **SUSTAINED** – The investigation discloses that the accused employee has committed a substantial part of the alleged act(s) or improper conduct.
- **UNFOUNDED** – No basis for the allegation, or the employee acted properly under the circumstances.
- **UNFOUNDED BY TECHNOLOGY** – Where available technology including body-worn-camera, in-vehicle-camera, or other available audio/visual recordings quickly prove there is no basis for the allegation, or the employee acted properly under the circumstances.

3. Upon conclusion of the investigation, both the complainant and the employee(s) shall receive, in writing, the conclusion of fact and the disposition of the allegation. [CALEA LE 26.3.8]

G. ANNUAL REPORT AND PUBLIC INFORMATION [CALEA LE 26.2.5]

1. To ensure unimpeded access/availability by the public to the agency's citizen's complaint procedures, the VSO will maintain an informational brochure and ***Citizen's Complaint Forms*** in the public lobby at each District office and the Administrative Offices in DeLand. In addition, the agency will maintain easy-to-access information, Frequently Asked Questions (FAQs), and complaint forms on its website at www.volusiasheriff.gov. [CALEA LE 26.2.4]
2. The Supervisor of the Internal Affairs Unit shall annually prepare a statistical summary of Internal Affairs investigations. A copy will be sent to the Professional Compliance Unit for inclusion in the agency's Annual Report, which is made available to all personnel through the agency intranet; a copy will also be sent to the PIO for posting on the agency's website.
3. The Public Information Officer and Community Relations shall disseminate information to the public on procedures for registering complaints against the VSO and its employees. These procedures and required forms will also be made available on the agency's website. [CALEA LE 26.2.4]

V. REFERENCES

- How to Officially Commend or Complain About a Deputy Sheriff or Employee Brochure (English)
- How to Officially Commend or Complain About a Deputy Sheriff or Employee Brochure (Spanish)

VI. FORMS (Click here to access forms)

- Citizen's Complaint Form (English), VSO Form # 103097.022
- Citizen's Complaint Form (Spanish), VSO Form # 103097.022

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-053-01**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **LINE INSPECTIONS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide general guidelines and responsibilities for conducting regular inspections of personnel, facilities, and equipment.

II. DISCUSSION

Since police service is almost entirely a personal service, every condition in a police organization and its environment is traceable in large measure to the acts of law enforcement officers and to the success or failure of their operations. Line inspection is a continuous inspection of the process of doing a task.

The purpose of inspections is to learn whether the task is being performed, whether the anticipated results are being realized, whether the resources of the Volusia Sheriff's Office (VSO) are being utilized to the best advantage, to reveal needs for additional or modified organization, regulations, procedures, equipment, manpower training, direction, or leadership. Line inspections also provide a vehicle for employee evaluation.

Line inspections ensure that employees are acting in concert with the VSO requirements in such areas as personal appearance, use and maintenance of equipment, and adherence to general orders, standard operating procedures, and orders. Additionally, line inspections encompass the status and conditions of physical facilities.

III. POLICY

It shall be the policy of the VSO that all components, facilities, property, equipment, activities, and personnel of VSO be subject to line inspections.

IV. PROCEDURE

A. INSPECTIONS

1. Line inspections shall be conducted on a continuous basis and the results of both formal and informal inspections documented. The evaluation of employees, equipment, and facilities shall be based on both informal and formal inspections.
2. Sworn personnel with the rank of Lieutenant and higher and Directors **OR** Division Chiefs, Section Commanders/Directors, and Unit Supervisors shall make personal inspections of personnel and areas under their command at frequent and irregular intervals.
3. Every supervisory level within the VSO shall be required to exercise supervisory control through frequent and routine inspections. Observations should be made on a routine basis as part of the normal course of daily events.
4. Line inspections will be an ongoing activity to ensure that employees are acting in concert with VSO requirements in areas such as personal appearance, use and maintenance of equipment,

adherence to general orders, standard operating procedures, and orders. Line inspections ensure accountability.

5. Informal line inspections shall be the cornerstone for employee evaluation.
6. Formal line inspections shall be conducted quarterly. Formal line inspections shall be conducted for the purpose of accountability/correction and shall be supplementary to informal line inspections.
7. Section/District Commanders/Directors or designee shall formally inspect personnel, vehicles, and equipment quarterly.
    a. Deficiencies will be documented and shall be corrected or addressed. The Section/District Commanders/Directors shall conduct a follow-up inspection to ensure such deficiencies have in fact been corrected.
8. Division Chiefs shall formally inspect facilities, procedures, vehicle assignments, and the operational readiness of the Division quarterly.
    a. Deficiencies shall be documented and corrected. The Division Chief shall conduct a follow-up inspection to ensure such deficiencies have been properly addressed.
9. Counseling, corrective, or disciplinary action should be utilized when appropriate.

B. INFORMAL INSPECTIONS

1. It is the responsibility of each supervisor to make informal inspections of the personnel under their supervision and take corrective actions on the conditions discovered. These inspections may include, but are not limited to:
    - Punctuality;
    - Readiness for duty;
    - Compliance with the dress code;
    - Appearance;
    - Condition of issued equipment or equipment in the employee's charge;
    - Issued equipment and materials;
    - Cleanliness of VSO vehicles;
    - Appearance of workstation;
    - Adherence to rules and regulations;
    - Conduct when dealing with the public and fellow employees;
2. During informal inspections, deficiencies should be brought to the attention of the subordinate for prompt correction.
3. Repeated or serious deficiencies shall be documented and added to the employee's division/district level personnel file.
4. Counseling or disciplinary action should be utilized when appropriate.
5. Supervisors shall conduct follow-up inspections to ensure deficiencies are corrected.

C. FORMAL INSPECTIONS

1. Formal inspections shall be conducted on all organizational components.
2. **FIRST LINE INSPECTIONS**
    a. First line supervisors shall formally inspect vehicles, workstations, equipment, and personnel at least monthly.
    b. These inspections shall examine:
        - The cleanliness of equipment or workstations;
        - The presence and condition of equipment;
        - The operational readiness of the equipment;

- Maintenance records;
- The personal appearance of personnel;

c. Deficiencies should be brought to the attention of the subordinate for prompt correction.

d. Serious or frequent deficiencies shall be documented.

e. Counseling, corrective, or disciplinary action should be utilized when appropriate.

f. Supervisors shall conduct follow-up inspections to ensure deficiencies are corrected.

D. PATROL INSPECTION PROCEDURES

1. Formal roll call inspections shall be conducted monthly by the Squad Sergeant and quarterly by the District Commander. Additional inspections may be ordered and attended by the Division Chief.

2. **SIDEARM INSPECTION**

a. Glock pistols may be inspected holstered, unholstered, assembled, or disassembled.

b. If unholstered pistols are to be inspected, the inspection shall be conducted only after:

- The pistol has been rendered safe by the Deputy being inspected using an approved VSO bullet trap, and
- The Safety Officer or Inspector has determined the pistol is safe by a visual and tactile inspection using a chamber checker tool to ensure the pistol chamber and magazine well are clear.

c. A Safety Officer or Inspector must be present during loading or unloading inspection procedures.

d. The Deputy or Inspector will use the following unloading and loading procedures to unload the Glock pistol for inspection and reload the Glock pistol for duty.

e. **UNLOADING INSTRUCTIONS**

(1) Fingers must be kept off the trigger and outside the trigger guard during unloading.

(a) With the weapon in the holster remove the magazine.

(b) Put the magazine away and out of the Deputy's hands.

(c) While facing the bullet trap, draw the weapon and place the muzzle into the bullet trap.

(d) Rack the slide to the rear and observe the chambered round being ejected.

(e) Lock the slide to the rear.

(f) Visually and physically check to ensure that there is not a round in the chamber and there is not a magazine in the magazine well.

(g) Present the weapon to the Inspector for inspection to ensure the weapon is safe.

(h) The Safety Officer or Inspector must use a chamber checker tool to ensure that the chamber and magazine well are clear.

f. Disassembly:

(1) If the weapon is to be disassembled for inspection, place the muzzle of the empty weapon in the bullet trap, pull the slide to the rear and release to let the slide move forward, and press the trigger to uncock the weapon.

(2) Remove the slide from the frame for inspection.

(3) If the slide was pulled too far to the rear when disassembling and the weapon is recocked, the Deputy will place the muzzle back into the bullet trap before pressing the trigger to uncock.

g. **LOADING INSTRUCTIONS**

(1) Fingers must be kept off the trigger and outside the trigger guard during loading.

(a) Lock the slide to rear.

(b) Insert the muzzle of the weapon into the bullet trap.

(c) Insert a fully loaded magazine into the magazine well.

(d) Pull the slide to the rear and release, charging the weapon.

(e) Press check while the muzzle is still in trap.

(f) Place the weapon in holster and snap it in.

(g) Remove the magazine and replace the round that was chambered.

(h) Insert the fully loaded magazine into the magazine well, tap the base of the magazine to ensure that it is fully seated.

(i) Pull on the magazine to ensure that it is locked in the magazine well.

h. The Safety Officer or Inspector shall record discrepancies and shall ensure that the necessary corrections are made through follow-up inspections.

E. INVESTIGATIVE INSPECTIONS

1. Investigative personnel and vehicles shall be inspected in the same manner as patrol Deputies.
2. Supervisors shall make daily inspections of their assigned work areas (rooms, cubicles) to ensure the area is clean, orderly and supplied with the proper equipment.
3. Serious or repeated deficiencies shall be documented.
4. If disciplinary action appears warranted, it shall be documented and forwarded to the Section Commander/Division Chief as appropriate.

F. OPERATIONAL DEFICIENCIES

1. Supervisors charged with inspection responsibilities shall identify and report any deficiencies, which affect the operational readiness of the VSO.
2. If the deficiency noted can be corrected by a change in procedure at the division level, the appropriate action shall be taken.
3. If the deficiency cannot be corrected at the Division level, the appropriate component shall be notified.
4. Upon request, The Staff Inspections Unit will provide guidance and coordination during the inspection process.
5. Staff inspections shall be conducted in compliance with general order *GO-053-02 Staff Inspections*, with the purpose to inspect all organizational components, facilities, property, equipment and activity.

G. INSPECTION REPORTS

1. Following the quarterly formal roll call inspection, the individual inspecting supervisor shall complete an inspection/evaluation report on each employee.
2. Deficiencies noted during the inspection shall be noted on the inspection/evaluation form.
3. Any malfunctioning weapons shall be removed from service immediately and replaced prior to the Deputy going in-service.
4. Deputies with noted deficiencies shall be re-inspected within two working days. If the deficiencies are not corrected, disciplinary action may be initiated by the Supervisor.
5. The Supervisor shall maintain the original copy of the inspection/evaluation in the Division/District files after review by the Division Chief/District Commander
6. On-street and other inspections of personnel and equipment shall be conducted as deemed necessary by the line supervisor, Captain or Division Chief.
7. Serious or repeated deficiencies shall be documented and a copy placed in the employee's field personnel file.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-053-02**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **STAFF INSPECTIONS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish and provide guidelines for a Staff Inspections Unit.

II. DISCUSSION

A staff inspection process provides the Sheriff with an effective means of regularly assessing the Agency's efficiency and effectiveness.

Inspections provide information necessary for planning, ensure policies and procedures are adhered to, determine whether resources are adequate and are properly utilized. Inspections further offer a means to evaluate and improve the Volusia Sheriff's Office (VSO) overall performance.

The staff inspection process focuses on discovering and pinpointing specific areas where irregularities or weaknesses occur. The staff inspection process also ensures compliance with procedures and applicable laws.

III. POLICY

It shall be the policy of the VSO to objectively evaluate and improve the Agency's performance, operational efficiency, and professional standards by regularly conducting staff inspections and maintaining a Staff Inspections Unit.

IV. PROCEDURE

A. AUTHORITY AND RESPONSIBILITY

1. The Staff Inspections Unit is under the administrative control of the Professional Compliance Commander.
2. Staff inspections shall be conducted by Staff Inspectors assigned to the Professional Compliance Unit and other persons as required.
3. Persons with expertise in specialized areas may be temporarily assigned to a particular inspection process.
4. Staff inspectors shall conduct inspections through the authority of the Sheriff and shall have access to all records, facilities, procedures, operations, personnel and equipment required for the purpose of inspection.
5. Staff Inspectors are responsible neither to the supervisors of the function being inspected, nor for the performance of the unit.

6. Staff Inspectors are subordinate to the Commander of Professional Compliance, who is subordinate to the Professional Standards Section Commander, who is subordinate to the Chief Deputy.
7. The primary duties of Staff Inspectors are to observe, evaluate, recommend and report.
8. During the course of an inspection, Staff Inspectors may operate outside of the normal supervisory, line inspection procedures and the chain of command, within the components being inspected.
9. The Staff Inspection Unit shall be responsible for coordinating and conducting individual inspections, compiling reports, monitoring the status of deficiencies and making recommendations to the component commander to bring the affected component into compliance. The staff inspection process includes, but is not limited to, ensuring the following tasks or goals are achieved:
    - The VSO fulfills its legally mandated responsibilities,
    - Divisions, districts, sections, and units comply with all VSO policies, procedures and standards,
    - Progress is being made or program goals and objectives are being achieved through observation of selected programs,
    - Integrity in the reporting of crime, arrest and other statistical information is achieved and maintained,
    - The service rendered to line personnel by support elements is adequate and productive.
10. Staff inspections shall be conducted openly and the commander of the component being inspected may provide liaison personnel to assist with or observe the inspection.
11. All VSO employees shall cooperate with and provide assistance to members of the Staff Inspection Unit conducting the inspection process.
12. The correction of deficiencies through training, direction and discipline is the responsibility of the appropriate component commander.

B. FREQUENCY OF INSPECTIONS

1. Staff inspections shall be scheduled so that all VSO components are formally inspected at least once every three years. Components are defined as;
    - Office of the Chief Deputy
    - Administrative Services
    - Law Enforcement Operations
    - Support Operations
2. Sections and Units are entities within each component. At the discretion of the Sheriff, Chief Deputy, Division Chief, Professional Standards Commander or Professional Compliance Commander, all or part of these may be inspected during the staff inspection.
3. The Staff Inspections Unit shall conduct unannounced inspections of evidence and property storage areas annually or as directed by the Sheriff.
4. Staff inspections may be formally scheduled or may be initiated:
    - As the result of complaints from the public,
    - At the request of a specific unit, division or section,
    - To confirm accreditation compliance proofs,
    - To affirm, through observation, that selected goals and objectives are achieved by particular programs or procedures,
    - At the direction of the Sheriff.

C. INSPECTION PROCEDURE

1. **ORIGINATION**

a. Staff inspections shall be initiated in accordance with accepted accreditation standards.

b. Inspections may be suggested or requested by any member of the VSO upon submission of a memorandum via the chain of command to the Sheriff, briefly stating the reasons for the inspection.

2. **PRE-INSPECTION NOTIFICATION**

a. Written notice of a formal inspection shall be provided to the Division Chief and the component to be inspected five (5) days prior to the inspection.

b. The memorandum shall indicate the nature of the inspection and may include specific requests for desired actions, questions to be answered, documents to be produced, or other necessary actions to complete the inspection.

3. **TYPES OF INSPECTIONS**

a. Inspections shall be conducted in the following areas to insure compliance with VSO policies, procedures and applicable law:

(1) **OPERATIONS** inspections shall include:

- Facilities and equipment condition,
- Investigative techniques,
- Communications,
- Incident response time,
- Quality of service,
- Report preparation and records,
- Roll calls,
- Supervision and command,
- Court appearance and presentation,
- Selectivity of enforcement,
- Manpower scheduling and deployment.

(2) **ADMINISTRATION** inspections shall include:

- Cooperation within other components or agencies,
- Manpower utilization,
- Control of overtime,
- Compliance with established procedures or law.

4. The Sheriff may order other inspections deemed necessary or Staff Inspectors may spot check any component, procedure or condition which does not appear to be functioning properly.

D. SPOT CHECK STAFF INSPECTION

1. Spot check inspections shall be conducted continuously on an unscheduled basis, requiring no advance notification.

2. All spot check inspections shall be approved by the Professional Compliance Commander or designee.

3. If deficiencies are identified and can be corrected immediately, they will be.

4. The inspection shall be documented as described below.

5. The Professional Compliance Commander may authorize or schedule such follow-up spot check inspections as deemed appropriate.

6. If a spot check inspection reveals the need for a more comprehensive inspection, the pre-inspection notification shall be initiated prior to a formal inspection.

E. POST INSPECTION ACTIVITY

1. The Staff Inspections Team leader shall be designated by the Professional Compliance Unit Commander.

2. The Inspector shall be responsible for the completion of a constructive report at the conclusion of the spot check.
3. The specific format shall be as described in the *Volusia Sheriff's Office Staff Inspections Manual*. The report will identify deficiencies and make recommendation for improvement and correction. The report will also identify positive aspects of the component being inspected.
4. Credit or recognition shall be given to the inspected organizational component and its personnel found to be exemplary.
5. When possible, upon conclusion of the staff inspection, the Staff Inspection Supervisor shall brief the Commander of the inspected unit on the findings of the inspection.
6. The Commander may offer input on specific items, and both the Staff Inspection Supervisor and the Commander should be satisfied that the Staff Inspection Unit was not misled by erroneous information.
7. Recommendations for improvement shall be made to the commanding officer in cases where it is within the authority of the commanding officer to effect the change.

F. RESPONSE TO FINDINGS

1. Staff inspections reports are reviewed and appraised by the Sheriff and the Chief Deputy.
2. A copy of the inspection report is then forwarded via the chain of command to the Division Chief of the affected component for review and response, in writing.
3. Division Chiefs shall respond to the Sheriff, in writing, within fourteen days of receipt of the staff inspection report.
4. The response shall indicate corrective actions taken, or reasons for not correcting noted deficiencies.
5. The response, proofs and original report shall be maintained by the Professional Compliance Unit in a report file.
6. Contested findings or recommendations shall be resolved by the Sheriff.
7. The Division Chief of the affected unit shall be responsible for insuring implementation of the approved recommendations.
8. The Staff Inspections Unit shall maintain a tracking file to keep the Sheriff informed of responses due.
9. The Sheriff may direct such follow-up inspections deemed necessary to determine compliance.

G. FOLLOW-UP INSPECTIONS

1. At the direction of Command Staff, inspectors shall conduct follow-up inspections and report on the progress of implementation of the recommended changes and noted deficiencies, which could not be immediately corrected.
2. Follow-up inspections shall be documented in written reports.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 53.2.1

VI. REFERENCES

- Staff Inspections Manual

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-053-03**	**Distribution** All Personnel	**Reissue/Effective Date** 05/12/2023
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **ACCREDITATION MANAGEMENT**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish an accreditation management system that provides authority for administering the accreditation process and delegating responsibilities to those involved.

II. DISCUSSION

Due to the complex, changing, and continuous nature of the accreditation process, it is necessary to assign accountability, responsibility, and utilize a review system to ensure continued compliance with accreditation standards.

Providing general orders (policies and procedures) that meet or exceed the minimum requirements set forth by the Commission on Accreditation for Law Enforcement Agencies and maintaining the general orders in current compliance is the responsibility of the Professional Compliance Unit.

III. POLICY

The Professional Compliance Unit Commander has staff authority to discharge their responsibilities of ensuring the success of the accreditation process and the continued compliance with all standards. For this general order, the principal shall be the Sheriff.

IV. DEFINITIONS

Staff Authority – The authority conferred upon another to command in the name of the principal. The authority extends over all persons subordinate to the principal so long as the person exercising staff authority is acting within the scope of their assignment.

V. PROCEDURE

A. GENERAL

1. The Commander of the Professional Compliance Unit shall have direct access to the Chief Deputy and all Division Chiefs, Assistant Chiefs, Captains, Lieutenants, Directors, and any other persons whose expertise or authority is required for the successful operation of the accreditation and staff inspection processes.
2. The Commander of Professional Compliance shall receive specialized accreditation manager training within one year of being appointed and ensure appropriate training for other agency personnel assigned to the accreditation function. [CALEA LE 33.5.4]
3. Division Chiefs, Assistant Chiefs, Captains, Lieutenants, Directors, and all other persons shall cooperate with the Professional Compliance Unit.

4. Division Chiefs, Assistant Chiefs, Captains, Lieutenants, Directors, and all other persons shall furnish or provide access to all necessary annual, semi-annual, quarterly, monthly, weekly, and daily reports as required by the Professional Compliance Unit and general orders. [CALEA LE 11.4.3]

5. Division Chiefs are responsible for all standard operating procedures (SOP) manuals pertaining to their division, including ensuring an annual review of each manual is completed. All SOP manuals must be approved by the pertinent Division Chief. Additionally, a current copy of each SOP manual will be provided to the Professional Compliance Unit. [CALEA LE 11.4.3]

6. Division Chiefs are responsible for ensuring continued compliance with all applicable standards. The Professional Compliance Unit shall assist all divisions in maintaining compliance. [CALEA LE 11.4.3]

7. Division Chiefs, Assistant Chiefs, Captains, Lieutenants, Directors, and all other persons shall comply with all sections of this general order, including due dates on general orders review assignments, and proofs of compliance. [CALEA LE 11.4.3]

B. ACCREDITATION PROCESS ORIENTATION **[CALEA LE 33.5.3]**

1. The Administrative Services Division Chief and Academy Commander ensure all newly hired agency personnel within thirty (30) days after employment begins or within thirty (30) days after graduation from the recruit academy receive training regarding the accreditation process. They further ensure the training is documented.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-054-01**	**Distribution** All Personnel	**Reissue/Effective Date** 04/02/2024
		Original Issue Date 01/05/2021	**Previous Revision Date** 07/26/2023
Title **PUBLIC AFFAIRS AND MEDIA RELATIONS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines and define responsibilities for the release of information to the news media and the dissemination of informative data and statistics to the community.

II. DISCUSSION

In order to effectively provide and disseminate information to the community and the news media, the Volusia Sheriff's Office (VSO) must establish and maintain public affairs and media relations procedures. These procedures should provide for the timely and effective distribution of information, which bolsters community support, provides for the rights of the public to be informed, yet safeguards against the release of information, which could impede ongoing investigations or damage the integrity and rights afforded to victims. It is therefore, imperative that this position be maintained by professionally experienced, trained and knowledgeable individuals. [CALEA LE 54.1.4]

III. POLICY

It shall be the policy of the VSO to be committed to informing the community and the news media of events within the public domain that are handled by or involve the VSO.

IV. PROCEDURE

A. GENERAL [CALEA CM 6.1.4 (a, b, c)]

1. The VSO Public Affairs Director shall have the responsibility of coordinating news media activities and acting as liaison between the VSO and the news media. All press releases shall be sent to the Public Affairs Director for dissemination to the news media as soon as practicable upon completion of the situation being reported. [CALEA CM 2.6.6 (a), 6.1.4 (a, b, c)]
2. The Public Affairs Director will: [CALEA CM 6.1.4 (a, b, c); LE 54.1.1 (b, c)]
    a. Act as a liaison between news media representatives and the agency for the dissemination of news including but not limited to, specific incidents, statistical information and feature stories on VSO activities, personnel or changes. [CALEA LE 54.1.1.(b)]
    b. Respond to the incident scenes which are of concern to the press and coordinate information release. [CALEA LE 54.1.1 (a)]
    c. Act as a spokesperson for the agency and advise the Sheriff on matters relating to media affairs.
    d. Assist news personnel by issuing press releases that originate with the investigating officers and answer questions concerning press releases. [CALEA LE 54.1.1.(c)]

e. Coordinate and authorize release of information about victims, witnesses, and suspects. [CALEA CM 2.6.6 (e); LE 54.1.1 (d)]

f. Respond to the scene of special operations or unusual incidents and assist the Incident Commander in the management of the media and dissemination of information to news media representatives. [CALEA LE 54.1.1 (a)]

g. Be available and "on-call" twenty-four-hours-a-day by telephone, or radio for response to emergency situations or other VSO occurrences which involve the media. [CALEA CM 2.6.6 (b); LE 54.1.1 (a, c)]

h. Gather, utilize and disseminate information provided by VSO employees to compose a finished press release in traditional news style. Specific attention should be given to the rules of grammar, punctuation and spelling. [CALEA LE 54.1.1.(b)]

i. Schedule and assist at press conferences for incidents considered of major significance; i.e., the conclusion of a lengthy investigation or arrests in an unusually high-profile case. [CALEA LE 54.1.1.(c)]

j. At the direction of the Sheriff, act as the VSO spokesman to provide information on events that may have negative connotations in the public sector. [CALEA LE 54.1.1.(c)]

k. Assist in crisis situations within the VSO. [CALEA CM 2.6.6 (f)]

l. Coordinate media requests for interviews with the Sheriff or VSO personnel, with the approval of the Sheriff.

m. Coordinate the release of information or statistics concerning confidential investigations or operations. Normally, information will not be supplied to the press until such information becomes “public record.” [CALEA CM 2.6.6 (g); LE 54.1.1 (e)]

n. Coordinate and release information relating to the VSO objectives, challenges, and successes. [CALEA LE 54.1.1.(b)]

o. Coordinate the processing of all requests from the media for access to public records of the agency.

3. When unavailable, due to vacation or out of town business trips, the Public Affairs Director will advise the communications supervisor.

4. When an incident requires an immediate agency spokesperson, the Incident Commander shall designate a spokesperson.

5. When the Public Affairs Director is unavailable during normal work hours, the assistant to the Public Affairs Director may release information from agency files.

6. In the Public Affairs ’Director’s absence, the Deputy in charge of an incident or their supervisor will release information concerning criminal investigations and incidents.

7. When available, the Detective in charge of a criminal investigation or their supervisor will answer media representatives’ inquiries on agency cases. [CALEA LE 54.1.1.(c)]

8. The Public Affairs Coordinator will, during normal office hours, attempt to comply with media requests for information by notifying the appropriate person to supply the information, be it the Sheriff, a Detective in charge of the investigation, a Division Chief or a Shift Commander. [CALEA LE 54.1.1.(c)]

9. VSO employees shall cooperate with the Public Affairs Director and assist in the release of information, which does not impede or interfere with ongoing investigations.

10. The Public Affairs Director shall seek the advice of Incident Commanders, Detectives or other Deputies in charge of incidents or operations in a conscientious effort to protect the rights of individuals and the interests of the VSO. [CALEA LE 54.1.1.(d)]

11. Individual Personnel are not prohibited from answering telephone calls and questions from the media concerning an investigation or incident. However, particulars about victims, suspects or witnesses relative to an individual case, or information which may be confidential or exempt, shall not be released without the authorization of the Public Affairs Director.

12. When other public service agencies such as Fire Services, Medical Examiner’s Office or other outside agencies are involved in a mutual effort, the agency having primary jurisdiction shall be responsible for coordination and release of any information beyond the basic information provided

by either the VSO Office of Public Affairs and Media Relations, or Communications Center personnel. [CALEA LE 54.1.1.(f)]

B. PRESS RELEASES [CALEA CM 2.6.6 (c)]

1. Public information shall be released as promptly as circumstances allow in an impartial, courteous and objective manner. The Supervisor or Deputy in charge shall prepare and forward newsworthy events to the Public Affairs Director in a timely fashion. The Public Affairs Director shall be responsible for releasing press releases. [CALEA CM 2.6.6 (c); LE 54.1.1 (b)]
2. When deemed necessary and approved by the Sheriff, the Public Affairs Director may distribute public service announcements to all local television, radio and newspaper companies within Volusia County, Florida. [CALEA LE 54.1.1.(a, c)]
3. Press releases regarding criminal activity and events, which may be of interest to the press are available to all legitimate media sources from the Office of Public Affairs and Media Relations. [CALEA LE 54.1.1.(a, c)]
4. Supervisors shall ensure that information concerning newsworthy events, which has been released to the press during the absence of the Public Affairs Director is reported to the Public Affairs Director as soon as possible.
5. Press releases should be prepared on major events or arrests, the seizure of large quantities of narcotics, weapons or currency, items of public interest and unusual events and forwarded to the Public Affairs Director for release. [CALEA LE 54.1.1.(b)]
6. Press releases shall be released on a daily basis: as they occur if during working hours or during a major incident day or night. [CALEA LE 54.1.1.(b)]
7. To ensure information is equally available to all area media, press releases will be broadcasted by electronic transmission to agencies on a recipient list.
8. Press releases are issued in the Sheriff's name and shall be generally limited to those aspects of the case or incident that are "public record." However, a press release may contain additional data the Detective in charge of the incident and Public Affairs Director consider appropriate and which does not conflict with Federal and State law.

C. INFORMATION NOT TO BE RELEASED [CALEA CM 2.6.6 (g)]

1. Neither the Public Affairs Director nor any other member of the VSO shall release the following information:
    - Information concerning the testimony or credibility of any prospective witness. VSO personnel will not give their opinion on the specific merits of a case or the specific quality of evidence.
    - Information received from other law enforcement agencies without their concurrence.
    - The identity of critically injured or deceased persons, until the next of kin has been notified.
    - The specific cause of death until determined by the Medical Examiner.
    - The exact monetary figures involved in robbery or embezzlement cases, until completion of the investigation.
    - Identity or location of suspects, without permission of the Detective in charge.
    - Unchecked or unverified leads or information.
    - Information concerning civil actions.
    - Information commonly used as investigative tools, i.e., specifics that only the suspect would know and may be used as suspect confirmation.

D. EXCEPTIONS TO PUBLIC INFORMATION

1. Among the exceptions to the public information law are:
    - Information on active criminal intelligence or active investigative information without the permission of the Case Agent or Detective in charge.
    - Information, which may identify a confidential informant or source.

- Surveillance or undercover techniques, procedures or personnel.
- Information or photographs, which reveal the identity of victims of a sexual battery or lewd, lascivious, or indecent assault.
- Information that reveals the identity of the victim of any sexual offense or child abuse.
- Information that would reveal the assets of the victim of a crime.
- Information that would reveal the address or telephone number of active or former law enforcement personnel or the address, place of employment or school of spouse or children.
- Information revealing the substance of a confession, until the final disposition.
- As outlined in Florida Statutes, press releases may include the names and addresses of juveniles taken into custody for a violation of law, which, if committed by an adult, would be a felony. Also, the names and addresses of such individuals may be released if they were found by a court to have committed at least three or more violations which, if committed by an adult, would be misdemeanors.
- Information relating to a complaint or the existence of a complaint filed against a law enforcement officer until the final disposition of the complaint.
- Complaints or records relating to discrimination, until the final disposition.
- Inmate medical records.
- Expunged or sealed arrest records.
- Victim information, if the victim has invoked the confidentiality provisions afforded by the Florida Constitution Article 1. Section 16 Rights of Accused and Victims, known as Marsy's Law.

  In the City of Tallahassee v. Florida Police Benevolent Association, Inc., et al., a 2023 opinion, the Florida Supreme Court ruled that victims do **NOT** have the right under Marsy's Law to withhold their names from disclosure.

E. ONGOING INVESTIGATIONS[CALEA LE 54.1.1.(d, e)]

1. The Supervisor or Deputy in charge of an ongoing investigation or newsworthy event shall forward information to the Public Affairs Director as soon as possible. The release of information regarding ongoing investigations shall conform to the guidelines stated herein.
2. Information that may be released before charges are officially filed may include:
   - A confirmation or denial that an offense allegedly occurred;
   - A brief, non-technical explanation of the incident as reported;
   - The location, date, and time of the alleged incident;
   - Confirmation that arrest(s) was made;
   - Name of officer in charge of investigation (unless confidentiality is requested or necessary due to assignment);
   - A statement that the matter is under investigation.
3. Information that may be released after official charges have been filed includes:
   - Specific charges against the defendant;
   - The defendant's name and identifying information;
   - The arresting Deputy's name and a statement of investigation duration;
   - Circumstances of the arrest, i.e., place and time, amount of resistance, weapons involvement and a general description of property seized.
4. The Public Affairs Director may arrange for the release of mug shots on a case-by-case basis and upon the request of the media pursuant to Public Records law.
5. In some cases, information which is not confidential by law may be of a sensitive nature.

6. The Public Affairs Director should make the press aware of victim's requests that certain information not be released.

7. The decision to publish the information is the responsibility of the press.

F. PRESS CONFERENCES [CALEA CM 2.6.6 (d); LE 54.1.1 (c)]

1. A press conference may be conducted with the consent of the Sheriff. [CALEA CM 2.6.6 (d); LE 54.1.1 (c)]

2. In most cases, the Sheriff, a Division Chief or the Deputy in charge of the case, and other knowledgeable Deputies will be present to provide additional background information. [CALEA CM 2.6.6 (d); LE 54.1.1 (c)]

3. VSO representatives should be appropriately attired and respond to inquiries courteously. [CALEA CM 2.6.6 (d); LE 54.1.1 (c)]

4. The Public Affairs Director should respond to improper questions or adversarial situations. [CALEA CM 2.6.6 (d); LE 54.1.1 (c)]

5. Media representatives will be supplied with appropriate press packets. Packets may include, but are not confined to: [CALEA CM 2.6.6 (d)]

    - When appropriate, a general press release detailing the incident, with correctly-spelled names, dates of birth and addresses of suspects;
    - Applicable statistics;
    - Photographs of suspects, news clippings and other visual objects that will meet the special needs of television crews.

6. At the discretion of the Sheriff, Public Affairs Director or their designees, any party or representative of the news media may be prohibited entry to the press conference area.

7. Media representatives will remain in one central location until the press conference is scheduled to begin. At the conclusion of the press conference, reporters will be escorted from the room and will exit through the same door.

8. In instances where the VSO is engaged in an activity with another agency (e.g., another law enforcement agency, fire department, Medical Examiner's Office), the agency having primary jurisdiction shall be responsible for releasing or coordinating the release of information. [CALEA CM 2.6.6 (h)]

G. STAGING AREAS [CALEA LE 54.1.3]

1. The media shall remain outside the outer perimeter or within the established press area at the scene of an unusual or high risk incident, major occurrence, major fire, natural disaster or crime scene. [CALEA LE 54.1.3]

2. The Public Affairs Director shall be responsible for the control of the press within the press area, and shall have the authority to eject individuals disrupting or hampering law enforcement activities. [CALEA LE 54.1.3]

3. In the event a reporter is ejected from the press area, the Public Affairs Director will record the event and report the incident in writing to the reporter's supervisor.

4. Information shall be released and coordinated by the Public Affairs Director.

5. In the absence of the Public Affairs Director, the Incident Commander shall designate a Deputy to act as public information spokesperson.

H. PRESS EXPECTATIONS

1. News media representatives will not interfere with the following law enforcement operations at the incident scene:

    - Contacting barricaded suspects during the operation.
    - Soliciting information from emergency services personnel while they are performing their assigned duties.
    - Using lights and camera equipment in such a manner as to endanger the lives of personnel.

- Media representatives shall remain within the designated press area or outside of the outer perimeter.

2. Media representatives will be requested to honor specific requests to delay the release or omit information obtained within the (inner perimeter) press area when it relates to:
    - The identity of critically injured or deceased persons, until the next of kin has been notified.
    - When information release might be of aid to a suspect, i.e., the live coverage of operations which could endanger the lives of law enforcement personnel, or operations during a barricaded suspect or hostage situation.
    - When photographing undercover or surveillance personnel would reveal their identity.
    - Specifics that only the perpetrator or person committing an offense would know and that may be used as suspect confirmation.
3. Media representatives will remain in one central location until the press conference is scheduled to begin. At the conclusion of the press conference, reporters will be escorted from the room and will exit through the same door.
4. Media representatives in violation of the expected behavior will be ejected from the press area and are subject to removal from the media distribution list.
5. When a media representative violates one or more of the above listed rules, the Public Affairs Director and the Incident Commander shall submit a written report to the Sheriff detailing the event.
6. Each incident will be decided on a case by case basis.
7. In most cases, violations may be handled by mediation with the media representative's supervisor.
8. The Public Affairs Director shall maintain files relating to violations.
9. The Public Affairs Director shall be responsible for identifying problems, which may occur between the VSO and the press. If these problems are the result of a policy failure, the Public Affairs Director shall solicit ideas and suggestions from the press and submit a written evaluation of the problem(s) and input from the press, to the Sheriff. [CALEA LE 54.1.2]
10. These suggestions and ideas will be taken into consideration in the revision or formulation of policies and procedures. [CALEA LE 54.1.2]

I. SOCIAL MEDIA [CALEA LE 54.1.1 (g)]

1. The Office of Public Affairs & Media Relations serves as the administrator of all social media platforms utilized by VSO.
2. The Public Affairs Director and staff are responsible for the development and implementation of effective social media strategies to accomplish the VSO’s mission.
3. Primary objectives of the VSO social media strategy include:
    - Increasing community engagement;
    - Fostering transparency;
    - Disseminating timely public safety information;
    - Assisting in solving crimes and missing person cases;
    - Furthering the VSO recruitment efforts.
4. Posting social media or other web content in a manner that purports to represent the VSO without prior approval of the Sheriff, Chief Deputy, Public Affairs Director or designee is prohibited.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-055-01**	**Distribution** All Personnel	**Reissue/Effective Date** 03/05/2026
		Original Issue Date 01/05/2021	**Previous Revision Date** 04/02/2024
Title **VICTIM ASSISTANCE**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE [CALEA LE 55.1.1]

The purpose of this general order is to delineate responsibilities and furnish guidelines for the implementation and delivery of victim and witness services by members of the Volusia Sheriff's Office (VSO). This general order will also govern the relationship between VSO and victim/witness efforts of other agencies and organizations.

II. POLICY [CALEA LE 55.1.1]

It shall be the policy of the VSO to utilize the Victim Advocate Program and the Victim Services Program of the State Attorney's Office to provide a strong link between the victims of a crime and VSO. It shall be the overall goal of VSO to assist victims of a crime and their families, to return to the level of normalcy enjoyed prior to the offense and to ensure compliance with Article I, Section 16 of the Florida Constitution and Chapter 960, Florida Statutes.

The VSO is committed to the development, implementation and continuation of victim/witness assistance programs and activities and shall comply with Florida's Constitution and Statutes.

III. PROCEDURE

A. LIAISON PROCEDURES

1. The Major Case Sergeant shall be responsible for coordinating the VSO Victim Advocate Program involvement with the State Attorney's Office Victim Assistance Program.
2. The Major Case Sergeant shall maintain liaison with criminal justice agencies, government and non-government agencies and organizations concerned with victim/witness needs and rights. [CALEA LE 55.1.1]
3. VSO will utilize these agencies and maintain communications with them to ensure accurate and up-to-date knowledge on the services offered.
4. VSO shall maintain liaison to offer and receive suggestions in order to correlate effective methods of serving victims/witnesses.
5. Victim/Witness awareness training shall reflect the findings of the victim/witness assistance analysis.

B. VICTIM/WITNESS SERVICES [CALEA LE 55.1.1, 55.2.1, 55.2.3]

1. All VSO employees are charged with the responsibility of assisting the public and shall treat all victims and witnesses with fairness, compassion and dignity.
2. Victim/witness services are divided into two categories: those offered by the VSO and those provided through other agencies and organizations within the community.

3. Deputies shall provide the assistance necessary to ensure the safety and security of victims/witnesses. Victims/witnesses in need of referral shall be directed to the agency best suited to provide assistance.

4. Members shall evaluate the circumstances encountered by the victim or witness. The member shall offer assistance or arrange the appropriate service if provided by the VSO. If the needed service is not one provided by the VSO, the member shall determine the appropriate resource and make the appropriate referral to the outside agency or organization. VSO personnel shall refer persons in need of assistance to the law enforcement agency having jurisdiction, or when not related to criminal matters, to the agency best able to provide the requisite aid.

5. The responsibility to inform victims and witnesses of the available services rests with each individual employee, particularly Law Enforcement Operations Deputies, Detectives, and Central Communications Telecommunicators.

6. NOTE: VOLUSIA FLAGLER 2-1-1 is a comprehensive one-stop resource of social services, health and wellness programs offered throughout the community and is facilitated through United Way. The service is free and confidential and available 24/7/365 either on-line at www.211live.org, or through the 2-1-1 Call Center.

C. SERVICES OFFERED PRIOR TO DEPUTY'S ARRIVAL

1. Whenever a victim or witness reports a crime, a Deputy is assigned to respond as expeditiously as circumstances allow. If a victim or witness should need information or assistance prior to the Deputy's arrival, the VSO maintains a single point of contact that is available 24 hours a day.

2. A victim/witness calling the Central Communications has access to information, including the VSO emergency response phone number, regarding the victim/witness assistance offered by the VSO. Telecommunicators staffing Central Communications maintain copies of the Victim/Witness Information/Rights Pamphlet and this general order from which they are able to answer a caller's questions.

3. United Way maintains a 24 hour a day help line, "First Call for Help," that provides referral information that is available from a single point of contact regarding services offered within Volusia County by other organizations, both governmental and private sector, for victims/witnesses in need of medical attention, counseling and emergency financial assistance.

4. As a back-up, callers to Central Communications may also be referred to the United Way First Call for Help telephone line for information regarding services offered by other agencies and organizations. Directory of Human Services for Volusia and Flagler Counties will be kept readily available at Central Communications for referring persons in need of assistance.

5. The phone numbers for United Way First Call for Help shall be printed and distributed on various VSO materials such as the Victim/Witness Information/Rights Pamphlet, business cards, Internet web page and other appropriate mediums.

6. Victim referral services shall also be available by phone or in person at any District Office and through the VSO Victim Advocate Program, during normal business hours from 0800-16:30, Monday through Friday.

D. SERVICES OFFERED DURING PRELIMINARY INVESTIGATION

1. During the preliminary investigation, Deputies shall:

   a. Provide the victims with the *Victim's Right to Confidentiality Form* advising them of their right not to prevent disclosure of information or records.

      In the City of Tallahassee v. Florida Police Benevolent Association, Inc., et al., a 2023 opinion, the Florida Supreme Court ruled that victims do **NOT** have the right under Marsy's Law to withhold their names from disclosure.

      (1) The form is located under *Agency Forms/Law Enforcement/Victim's Right to Confidentiality*.

      (2) The form shall be completed and submitted to Records for every crime where there is an identified victim. If the victim refuses to sign the form, such will be documented in the deputy's report.

(3) Deputies shall state at the end of the Incident Report Narrative that the victim has or has not elected to prevent disclosure of confidential or privileged information per Marsy's Law.

b. Provide the Victim and any Witness who might be called upon to testify with the Victim/Witness Information/Rights Pamphlet. [CALEA LE 55.2.3]

(1) Deputies shall complete the front cover of the pamphlet to include the case number and investigating Deputies name.

(2) Deputies shall inform the victim/witness, the pamphlet contains contact information, including telephone numbers, to report additional or receive the status information regarding the case.

(3) Deputies shall state in the incident report narrative that the victim/witness was provided the Victim/Witness Information/Rights Pamphlet.

2. Deputies and Detectives shall advise the victim/witness regarding procedures to follow if the suspect or the suspect's family threatens or otherwise intimidates them. Victim/witnesses shall be instructed to telephone 911 if the threat is immediate or to dial the non-emergency phone numbers to Central Communications if the threat is not exigent. [CALEA LE 55.2.2, 55.2.3]

3. When a Deputy has reason to believe a victim/witness has been threatened and there are specific, credible reasons to believe intimidation or further victimization will occur, the Deputy will ensure the appropriate steps are taken. The appropriate steps may range from arranging for protective custody to offering words of encouragement. Members shall contact their supervisor for further instruction in arranging protection, if necessary. [CALEA LE 55.2.2, 55.2.3]

4. Deputies and Detectives will provide information to the victim/witness regarding subsequent steps in the processing of the case.

E. FOLLOW-UP INVESTIGATION SERVICES [CALEA LE 55.2.4]

1. Arresting Deputies and Detectives assigned to a follow-up shall utilize the VSO Victim Advocate Program to re-contact the victim/witness periodically when there is reason to believe an event has had an unusually severe impact on witnesses or victims.

2. The Deputy or Detective in charge shall request assistance from the Victim Advocate Program and provide the assigned Victim Advocate with the necessary information to explain to the victim/witness the procedures involved in the prosecution of their cases and their role in those procedures, so long as it does not endanger the successful prosecution of the case.

3. Deputies and Detectives shall schedule line-ups, interviews, and other required VSO appearances at the convenience of the victim/witness, when possible.

4. If requested, Deputies and Detectives may arrange for transportation for the victim/witness on a case by case basis for VSO scheduled activities.

5. Efforts shall be made to promptly return evidentiary property to the victim. Whenever possible, the property shall be photographed in accordance with the rules of evidence and returned to the owner.

6. Upon request, written notification to the employer that the need of the victim/witness may necessitate absence from work shall be provided.

F. VICTIM/WITNESS INFORMATION/RIGHTS PAMPHLET [CALEA LE 55.1.1]

1. The VSO *Victim/Witness Information/Rights Pamphlet* explains the rights of victims and witnesses, in compliance with Florida Constitution Article I, Section 16 (Marsy's Law) and Statute 960.001. VSO employees shall provide this pamphlet to every victim reporting a crime and witnesses which may be called upon to testify.

2. Every District headquarters and all Law Enforcement Operations vehicles shall keep a sufficient supply.

3. The *Victim/Witness Information/Rights Pamphlet* provides information regarding:

a. The Florida Constitution Article I, Section 16, Rights of Accused and of Victims;

b. Florida Statutes Chapter 960 Victim Assistance;

c. Requesting restitution;

d. Florida's Crime Victim Compensation Program;

e. Victim/witness protection;

f. Notifications made to victims/witnesses;

g. Scheduling changes;

h. Filing a victim impact statement;

i. Victim's right to request the offender charged with violating Florida Statute 775.0887(1)(a)-(n) to be tested for HIV/Hepatitis;

j. Victim's/witness' roll in the criminal justice process and the stages in the process;

k. Services available to victims:

(1) Contacts for numerous community based support organizations;

(2) Through the State Attorney's Office;

(3) Through the VSO:

- Victim/Witness protection;
- Scheduling;
- Work notification for absences necessitated by the case;
- Creditor notification of serious financial strain caused by the case or incident;
- Support by the Victim Advocate Program.

l. Legal rights and remedies for victims of domestic, dating, repeat, and sexual violence and stalking:

(1) Definitions of domestic, dating, and repeat, and sexual violence and stalking;

(2) What the laws mean and how they can help the victim;

(3) How to apply for an injunction for protection;

(4) What to do if the respondent violates the injunction.

m. Contacts for:

- VSO;
- Law enforcement agencies;
- State Attorney's Office;
- Witness coordination;
- Government and private organizations providing support or resources to victims.

G. VICTIM ADVOCATES

1. LINE OF AUTHORITY

a. The Victim Advocate Program is assigned to the Investigative Services Section under Criminal Investigations. The Criminal Investigations Lieutenant has administrative responsibility over the program, while the Major Case Unit Sergeant is responsible for daily coordination and supervises the activities of the advocates.

b. Advocates are members of the VSO who have undergone specialized training in victim advocacy. as described in *GO-033-05 Training Programs*.

c. Advocates have no arrest power or law enforcement authority.

d. Advocates will be on a rotating emergency call out list. The on-call Advocate shall be available to respond to calls for service involving severe impact to victims.

e. Advocates will comply with all policies, procedures and orders issued by competent authority of the VSO and in accordance with all Victims of Crime Act (VOCA) rules and regulations.

2. JURISDICTION

a. The VSO Victim Advocate Program will provide support to victims of crimes and tragedy within unincorporated Volusia County and any contracted cities. The Victim Advocate Program administrative office is located in the Sheriff's Operations Center, or may be operationally placed at satellite offices in designated Districts, as determined by the Investigative Services Captain, or designee.

3. **VICTIM ADVOCATE PROGRAM'S SUPERVISOR**

a. The Supervisor shall:

(1) Organize and administer all training necessary for implementation, maintenance, and management of the program;

(2) Develop a case assignment system to ensure an organized system of case management and follow-up;

(3) Review all the reports referred from other members of the VSO;

(4) Ensure that supplemental reports are completed and submitted for approval;

(5) Ensure that contacts with, and activities involving, clients are documented in confidential advocate files;

(6) Supervise the performance of each advocate to ensure high quality service delivery;

(7) Maintain personnel and training files of volunteer advocates;

(8) Assist the Grants Coordinator to ensure all requirements of the VOCA grant are met and maintained;

(9) Ensure all Victim Advocate contact numbers and information is accurately reflected on the on-call schedule;

(10) Act as liaison to area service providers to ensure quality referrals;

(11) Participate in various public and community functions to keep the citizens of Volusia County aware of the Victim Advocate Program and its ability to deliver services to the victims of crime and other unexpected emergencies;

(12) Assist in obtaining information and resources available to the citizens;

(13) Ensure *Victim Services Practitioner* certification status is maintained and that advocates are given training opportunities offered by Attorney General's Division of Victim Services, Criminal Justice programs and the VSO;

(14) Complete other coordination tasks, as assigned.

4. **SENSITIVE INFORMATION**

a. All members of the Victim Advocate Program will have access to highly sensitive information. There is an absolute need to respect victim privacy and to avoid any type of activity that would expose victims, or family members, to unwarranted public exposure and related embarrassment. Attention must be given to avoiding activity that would hamper successful court processing of the case. It cannot be stressed too strongly that confidentiality is a legal requirement as well as being the expressed policy of the VSO. Any and all information given to members of the media will be given through the Public Information Office and approved by the Victim Advocate Coordinator. All members of the Victim Advocate Program will sign a Confidentiality Form. [CALEA LE 55.1.1]

5. **DRESS CODE**

a. Advocates shall be dressed in appropriate civilian attire:

- Business casual attire is required. No tee shirts or torn jeans are permitted.
- In rare unavoidable cases when the advocate must respond immediately and does not have the opportunity to change clothes, an exception to the dress code may be necessary.
- Professional business attire is required when attending court.
- A VSO identification card will be worn at all times while in the work place or on duty in the field.
- Wind breaker and Polo type shirt with VSO insignia will be issued attire.

6. **AFTER HOURS CALLOUT**

a. The Victim Advocates are available during normal business hours from 0800-16:30, Monday through Friday. The decision to call out a Victim Advocate at any other time shall be made by the first line supervisor. The immediacy of the situation, the age of the victim if the victim is a child or elderly, and the seriousness of any injuries should be given great weight by the supervisor when making this decision.

b. The Victim Advocates can be reached outside normal business hours through Central Communications.

c. The dispatcher will refer to the call-out list to initiate “advocate call for service.” The dispatcher will give the advocate the information provided by the supervisor.

d. Advocates will respond in a safe and direct manner.

e. Upon arrival of an advocate, the requesting supervisor will brief the advocate on what is required in terms of services. The supervisor will not leave the advocate alone at a potentially dangerous scene. The advocate will be briefed on hazards, both human and environmental, by the requesting supervisor. The Advocate will not enter any scene without the permission of the supervisor in charge of that scene. The time entered and the time of exit along with a description of the task will be documented by the advocate.

f. The Advocate Program Supervisor must be notified immediately via phone in the event of an extraordinary call-out of a victim advocate, and the Supervisor has the authority to modify the response of personnel due to qualifications and experience.

g. Advocates will be on a rotating emergency call out list. The advocate on-call shall be available and ready to respond to calls for service at all times.

7. **NOTIFICATIONS** [CALEA LE 55.2.5]

a. The VSO provides specific victim/witness assistance services upon the arrest and during post-arrest processing of a suspect. This service is provided in the form of notification to the victim/witness under the following circumstances.

b. The VSO shall promptly attempt to notify the victim when the accused is arrested.

c. When any employee of the VSO becomes aware of danger to a victim/witness, prompt and reasonable efforts shall be made to warn the victim/witness.

d. In the event the witness is outside the jurisdictional responsibilities of the VSO, the appropriate agency shall be notified and the employee contacting said agency shall request that reasonable precautions be taken.

e. In the case of a homicide, pursuant to chapter 782; or a sexual offense, pursuant to chapter 794; or an attempted murder or sexual offense, pursuant to chapter 777; or stalking, pursuant to s. 784.048; or domestic violence, pursuant to s. 25.385, the arresting Deputy or Detective must request that the victim or appropriate next of kin of the victim or other designated contact complete a victim notification card. However, the victim or appropriate next of kin of the victim or other designated contact may choose not to complete the victim notification card. If this option is waived, it shall be documented in the incident report.

f. Unless the victim or the appropriate next of kin of the victim or other designated contact waives the option to complete the victim notification card, a copy of the victim notification card must be filed with the incident report. The notification card shall, at a minimum, consist of:

(1) The name, address, and phone number of the victim; or

(2) The name, address, and phone number of the appropriate next of kin of the victim; or

(3) The name, address, and phone number of a designated contact other than the victim or appropriate next of kin of the victim; and

(4) Any relevant identification or case numbers assigned to the case.

8. **HOMICIDE NOTIFICATION**

a. The Deputy or Detective arresting an accused shall attempt to make prompt notification to the victim, relative of a minor who is the victim, or relative of a homicide victim that the arrest has been made and the results shall be recorded in the incident report. Notifications or

attempted notifications will be documented including: date, case number, suspect identifiers, name of person contacted with their phone number, and address.

b. If the case is the responsibility of an outside agency, the outside agency will be notified of the arrest and they are responsible for contacting the victim.

9. **SPOUSE ABUSE**

a. Cases of spouse abuse where there is a serious impact and the suspect is not charged shall be referred to the VSO Criminal Investigations Lieutenant or designee. The spouse abuse victims may be contacted, offered assistance and given referral information.

10. **JUVENILE VICTIMS**

a. Those cases involving juvenile victims shall be coordinated between the District Detectives and the VSO Investigative Services Section, Child Exploitation Unit, in accordance with VSO policy and procedures.

b. Liaison shall be maintained between the District Detectives, the Child Exploitation Unit and the VSO Victim Advocate Program to ensure this coordination.

11. **CHAPLAINS** [CALEA LE 22.1.4, 22.1.5]

a. VSO Chaplains are available to assist the public, as well as VSO personnel, in the event of severe injuries, deaths, homicides, suicides/suicide attempts, mentally disturbed persons and other situations or tragedies.

b. Chaplains shall be aware of the various community service agencies and functions available to victims.

c. Chaplains are specially trained and qualified volunteers that are available to Detectives and Deputies in cases in which immediate counseling or other compassionate services are required.

d. The LEOD Executive Officer or designee shall ensure that all Chaplains are properly trained in those tasks which they perform. Training shall be coordinated with the Training Section.

e. The LEOD Executive Officer or designee shall determine the records system and reports, if any, that are to be kept.

f. Chaplains shall be used to notify the next-of-kin of deceased, seriously injured, or seriously ill persons as per the next of kin notifications section within GO-041-03 Patrol Operations.

12. **EMPLOYEE ASSISTANCE** [CALEA LE 22.1.4, 22.1.5]

a. In accordance with VSO general order *GO-022-02 Benefits and Leave*, when an employee is seriously injured or killed on duty, the "person to be notified in case of emergency" listed in the Records Management System (RMS) shall be notified in person by a Chaplain and the Sheriff, the Chief Deputy or in their absence, the ranking VSO deputy.

b. Employees wishing to change or update the "person to be notified", should complete an emergency notification form.

c. In the event of the serious injury or death of an employee, the immediate supervisor of the employee at the time of the event will be appointed liaison.

d. The supervisor or designee shall assist the family of the deceased or seriously injured by providing information concerning benefits and support services available to the family, assist the family with funeral arrangements (if applicable), maintain contact with the family throughout any criminal proceedings, maintain long term contact with the family, and keep the VSO informed of the needs.

e. The Human Resources Section will send notification of the death to the Florida Retirement System and Life Insurance agency who, in turn, will provide the survivors of the deceased with a record of benefits due them.

f. The supervisor of persons seriously injured on duty shall follow the procedure found in the Workers Compensation (On the Job Injury) section of *GO-022-02 Benefits and Leave*.

13. **RECORDS**

a. All cases where a referral has been made to the VSO Victim Advocate Program shall be documented by the investigating Deputy in the case report. Records shall be maintained in accordance with state statutes and VSO policies.

b. Members will ensure the confidentially of records, files and the roles of victims/witnesses in case development to the extent consistent with state and federal law. The confidentiality of files will be determined by a review of the public information law and VSO policies and procedures as they relate to the release of information.

14. **PUBLICITY** [CALEA LE 55.1.1]

a. The VSO will use a variety of methods to inform the public and media about the VSO victim/witness services.

b. The VSO Victim/Witness Information/Rights Pamphlet explains in brief the rights of victims and witnesses. VSO employees shall provide this pamphlet to every victim reporting a crime and to witnesses who may be called upon to testify.

c. Information concerning the rights of victims and witnesses will be posted on the VSO Web site.

15. **DOCUMENTED REVIEW** [CALEA LE 55.1.2]

a. The Criminal Investigations Lieutenant shall complete a documented review, at least once every two years, of victim/witness assistance needs and available services within the VSO service area. To the extent that another organization's survey conforms to these requirements, that survey may be adopted in whole or in part.

b. This documented review shall include:

- The major type and extent of victimization;
- An inventory of information and service needs of victims/witnesses in general;
- Victim assistance and related community services available within the County;
- Identification of any existing or emerging unfulfilled needs and selecting those that are appropriate for the VSO to fulfill.

16. **USE OF DOCUMENTED REVIEW** [CALEA LE 55.1.2]

a. A copy of the biennial report shall be submitted to the Chief Deputy for strategic planning review by the Sheriff's Staff.

b. Staff shall use this documented review to assist in better defining VSO goals and objectives related to the delivery of services to the victims/witnesses of crimes and coordinating with partner agencies.

c. Services provided by VSO but better rendered by other agencies or organizations shall be reviewed for discontinuation. Identified lapses and unmet needs shall be reviewed by the Staff for possible referral through the liaison activities of the Criminal Investigations Lieutenant or designee.

IV. REFERENCES

- http://www.211live.org

V. FORMS (Click here to access forms)

- Victim/Witness Information/Rights Pamphlet
- Victim's Right to Confidentiality Form (Marsy's Law), VSO Form # 071519.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-061-01**	**Distribution** All Personnel	**Reissue/Effective Date** 10/13/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **TRAFFIC ADMINISTRATION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide general guidelines and assign responsibility for the enforcement of State and local traffic laws and ordinances.

II. DISCUSSION

The enforcement of traffic laws is an integral part of the law enforcement function. It is one of the most visible activities observed by the public and frequently is the only contact some citizens may have with a law enforcement officer. Traffic stops are important not only because they promote driver safety but also because they frequently reveal criminal activities which may otherwise go unnoticed.

The VSO has a responsibility to reduce traffic crashes by enforcement of Florida Statutes and local ordinances. This responsibility includes the formulation of policy and procedures, the development of effective enforcement techniques, allocation of personnel, and the evaluation of the effectiveness of the traffic enforcement effort.

Traffic crash investigations within the unincorporated areas of Volusia County are the responsibility of the Florida Highway Patrol (FHP) and the VSO. Investigating crashes, along with other traffic law enforcement within the incorporated cities, are primarily the responsibilities of the respective police departments. Responsibility for traffic crash investigations within the contracted municipalities of Deltona, DeBary, Oak Hill, and Pierson rests with the VSO.

III. POLICY

It shall be the policy of the VSO to maintain a Traffic Unit to plan, analyze, monitor, implement and coordinate the VSO traffic activities.

IV. PROCEDURE

A. ORGANIZATION AND RESPONSIBILITIES

1. The Traffic Unit shall be under the administrative command of the Special Services Section of the Law Enforcement Operations Division. It is responsible for planning, analyzing, monitoring, coordinating, and implementing the VSO traffic activities. These activities include, but are not limited to:

    - The operation, maintenance, and control of all speed measuring devices;
    - The VSO breath testing equipment and activities;
    - Parking and congestion control;

- Maintaining liaison with Traffic Engineering, the Volusia County School Board Transportation Department, and other groups interested in traffic safety;
- Conducting traffic related surveys and preparing and maintaining traffic related reports;
- Scheduled escort and selective enforcement activities;
- Responding to traffic related complaints;
- Conducting VSO traffic education activities.

2. Traffic Unit Deputies shall be deployed in an effort to reduce traffic crashes and respond to the needs of the motoring public. This function includes:
   - DUI enforcement and breath testing operations;
   - Radar operation in areas where speed violations occur;
   - Traffic violations and other related offenses;
   - Crowd and traffic control functions;
   - Mobility and rapid response, under certain conditions such as disturbances in congested areas;
   - Directing traffic when necessary to ensure the safe and efficient flow of vehicular and pedestrian traffic;
   - Maintaining police visibility in areas known to produce frequent violations or which have a high crash count;
   - Stopping violators and issuing warnings or traffic citations, as appropriate;
   - Arresting violators found to have committed criminal traffic offenses.
3. It shall be the responsibility of all uniform personnel to enforce the traffic laws, ordinances, and regulations of the State of Florida relating to traffic.
4. The Traffic Units assigned to District 4/Deltona and District 6/DeBary report directly to their respective Districts.

B. TRAFFIC UNIT SUPERVISOR

1. The Traffic Unit Supervisor shall be responsible for:
   - Ensuring the Traffic Unit is properly trained, equipped, and maintained to carry out the traffic enforcement function;
   - Ensuring that annual goals and objectives to support this function are developed;
   - Planning,
   - Crash and enforcement information review and monitoring
   - Coordinating traffic activities;
   - Conducting a documented annual review of selective traffic enforcement activities;
   - Developing annual performance objectives based on the annual review of activities.
2. The Traffic Unit Supervisor or designee shall enter data into the records management system or ensure the data is imported from the VSO crash and citation software system, which is capable of providing accurate information regarding traffic crash and citation information. Such information shall be available upon request.
3. Traffic supervisors or designees shall have the capacity to produce daily activity and citation summaries utilizing the CAD/RMS System and the VSO crash and citation software system.

C. REPORTS

1. All incident reports related to traffic or traffic hazards shall be maintained in Central Records. Copies of these reports will be available to the Traffic Unit for review. The Traffic Unit shall work with the Volusia County Crime Center (VC3), which provides various temporal and geographic analysis reports and electronic mapping determined by crash and enforcement information.

2. VC3 will be utilized to prepare maps of specific locations to assist with resource deployment and evaluation of various selective enforcement activities.
3. Collision data, enforcement activity records, and traffic violation factors as provided by the Florida Department of Highway Safety and Motor Vehicles (FLHSMV) Florida Crash Records Database provide data summaries for Volusia County and contain a tabulation of the most common contributing crash factors.
4. These reports shall be reviewed along with the Volusia County Traffic Engineering Crash Records database information. Traffic Engineering provides detailed reports to all user agencies in Volusia County. The reports support field operations in trend monitoring and decision making, assist traffic enforcement program planning and development, devise countermeasures, and evaluate program effectiveness.
5. VSO generated reports and records may be filed, stored, or accessed via computer systems.
6. **TRAFFIC RECORDS**
    a. Specific information concerning traffic activities is available for planning, research, management, and informational purposes upon request from the following locations:
7. **TRAFFIC ENGINEERING**
    a. Information concerning traffic patterns, traffic volume data, traffic volume and distribution reports, trends, roadway hazards, and crash data is provided and readily available.
    b. Traffic Unit obtains reports which contain traffic crash enforcement data (reports, investigations, locations, arrests, dispositions.)
    c. Information about routine traffic related deficiencies shall be routinely exchanged. Situations that may prove hazardous shall be reported immediately to Traffic Engineering.
    d. Signal Four Analytics compiles yearly crash statistic report information. This report contains a statistical breakdown of traffic crash facts and figures.
    e. Signal Four Analytics maintains a computerized system for recording crash locations.
8. **COMPUTER AIDED DISPATCH (CAD) AND RECORDS MANAGEMENT SYSTEM (RMS)**
    a. Information concerning traffic enforcement data (citations/arrests) by date, time, location, and type is available. The Records Management System has a complete crash management system incorporated.
    b. All citations, crash reports, and traffic arrest reports shall be processed through the RMS system as expeditiously as possible. These records will be handled according to the RMS system's current regulations. Crash data is maintained in the VSO crash and citation software system.
9. **FLHSMV** compiles information regarding:
    - Crash facts – Geographic, temporal, and causative analysis of traffic crashes occurring throughout the State of Florida
    - Crash Records/investigations
    - Statewide crash analysis by code and individual county.
10. **The Florida Department of Community Affairs, Bureau of Public Safety Management** compiles a three (3) year matrix that identifies traffic problems within all of Florida's counties.
11. **The National Highway Traffic Safety Administration** maintains information regarding:
    - Fatal Crashes through the Fatality Analysis Reporting System (FARS)
    - Traffic related studies
12. The Traffic Unit maintains traffic safety education reports.
13. The Traffic Unit responds to and maintains statistical data in reference to requests or complaints regarding traffic violations.
14. Deputies assigned to directed patrols or STEP shall prepare activity reports that reflect the enforcement action taken.

15. These reports are reviewed by the Deputy's immediate supervisor and maintained in the Agency's crash and citation system.
16. Records Section shall maintain VSO incident reports in reference to crashes without injury occurring on private property, hazardous roadway incidents, and directed patrols.
17. Clerk of The Court, Violations Bureau – Once issued, copies of criminal traffic citations will be reviewed by the issuing Deputy's immediate supervisor, then logged into the Records Management System by those designated by the Traffic Unit Supervisor and transmitted to the Clerk's office. Traffic citations will be imported from the VSO crash and citation software system into the Records Management System and transmitted to the Clerk's office.
18. Citation data is logged into the Records Management System prior to transfer to the Clerk's Office or will be imported from the VSO crash and citation software system into the records management system and transmitted to the Clerk's office.
19. The Clerk's Office maintains copies of citations issued by Deputies.
20. The VSO is responsible for traffic crashes as outlined in general order *GO- 061-08 Traffic Crashes*.
21. **ROADWAY HAZARD REPORTS**
    a. Hazardous roadway conditions or deficiencies will be verified and appropriate action taken. Those conditions that cannot be corrected by law enforcement personnel will be referred to the appropriate agency.
    b. Complaints or suggestions received or referred to the Communications Section will be recorded in CAD, then forwarded to the Traffic Unit or the appropriate agency for analysis and correction of deficiencies.
    c. Written complaints or suggestions received by the VSO shall be forwarded to the Traffic Unit for evaluation and forwarded as necessary to the appropriate agency.
    d. Deficiencies that present a hazard shall be reported to Traffic Engineering by the employee receiving the complaint.
    e. The complainant should be assured that their complaint will be forwarded to the appropriate unit or agency.
22. The Traffic Unit shall respond to and maintain statistical data in reference to requests or complaints regarding traffic violations.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 61.1.1
- 61.1.6
- 61.3.1
- 82.3.3

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-061-02**	**Distribution** All Personnel	**Reissue/Effective Date** 10/13/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **SELECTIVE TRAFFIC ENFORCEMENT**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish and provide guidelines for selective traffic enforcement.

II. DISCUSSION

Crashes may be reduced by applying such techniques as scientific geographic/temporal assignment of personnel and equipment and establishing of preventative patrols to deal with specific categories of unlawful driving behavior. The techniques should be based on crash data, enforcement activity records, traffic volume, and traffic conditions.

III. POLICY

It shall be the policy of the Volusia Sheriff's Office (VSO) to employ selective traffic enforcement techniques to reduce traffic crashes and to deploy available manpower and equipment to areas with the greatest concentration of crashes and calls for traffic services.

IV. PROCEDURE

A. GENERAL

1. The ultimate goal of selective traffic law enforcement is to reduce traffic crashes. Selective enforcement activities shall be governed by a compilation and review of traffic crashes and traffic enforcement activity records.
2. The Traffic Unit Supervisor shall be responsible for the coordination of all selective enforcement activities, including the comparison of collision data and enforcement activities.
3. The Traffic Unit Supervisor may appoint a Traffic Administration Coordinator to assist; however, the Traffic Unit Supervisor shall retain the responsibilities of coordinating traffic enforcement activities.
4. The Traffic Unit Supervisor shall ensure that traffic units are equipped and deployed, as needed, to the areas identified through a review of compiled data and various analyses conducted by Crime Analysis. Information provided by Signal Four Analytics, the Records Management System (RMS), and other traffic data sources shall be the basis for deploying manpower and equipment.
5. The Traffic Unit Supervisor shall be responsible for the annual evaluation of the Selective Traffic Law Enforcement program and setting traffic enforcement goals and objectives for the following year. The evaluation should ascertain the effectiveness of selective law enforcement efforts and include a comparison of work required against work accomplished.

B. COMPILATION AND REVIEW PROCEDURES

1. The Traffic Unit Supervisor or designee shall gather all available traffic crash data, enforcement activity records, traffic volume, and traffic conditions reports from Signal Four Analytics, Florida Highway Safety and Motor Vehicles, and the various sources listed in general order *GO-061-01 Traffic Administration*. This data shall be compiled and reviewed.
2. Traffic Engineering provides periodic traffic crash analysis reports to the VSO. These reports shall be incorporated into the VSO compilation and review of traffic enforcement activities. Provided data includes facts and figures such as a breakdown of fatal crashes, lighting conditions, hit and run, DUI influences, and other contributing factors.
3. The above information shall be used in conjunction with monthly Traffic Enforcement/Crash Data Summary Reports, VSO incident reports detailing activity during directed traffic enforcement, Crime Analysis traffic related analysis reports/maps/etc., and the Records Management System (RMS) to provide a complete review of traffic factors.
4. The review shall consist of the following traffic crash factors, including but not limited to:
    - Location, hour, day of the week, and violation.
    - Fluctuations caused by seasonal variations that result in increases in traffic volume and crashes.
    - Types of vehicles involved.
    - Volume of traffic.
    - Environmental factors.
    - Types of violations noted.
    - Traffic crash data. The time, location, and violation factors should be based on numerically significant samples.
    - Traffic enforcement activities.
    - Equipment availability.
    - Comparison of fluctuations caused by seasonal variations resulting in increased traffic volume or crashes.
5. A review of these various reports and analyses shall identify and assign priorities as to the types of violations needing enforcement attention. Enforcement actions shall be proportional to the frequency with which they occur in crash situations and response to traffic-related needs identified by the analysis.

C. PERSONNEL AND EQUIPMENT DEPLOYMENT

1. Traffic enforcement personnel shall be deployed to areas with the greatest concentration of crashes and calls for traffic services when experience has shown these occur. The purpose of the assignments is to take enforcement action against those violations determined to cause crashes. Crash location data may also influence the geographic distribution of patrol zone units.
2. The Traffic Unit Supervisor shall deploy Traffic Unit Personnel based on a review of traffic crashes and traffic related calls for service covering the most recent three (3) year period.
3. Speed measuring devices and other equipment shall be issued to Traffic Unit Deputies and Deputies in zones identified as having hazardous or congested conditions.
4. The Traffic Unit Supervisor shall make the appropriate geographic adjustments to Traffic Unit personnel and equipment to compensate for temporal conditions or to address events or situations demanding attention.
5. The Volusia County Crime Center (VC3) provides various traffic analysis reports Field supervisors utilize the reports to assist in directing zone Deputies to provide extra patrol and traffic enforcement to problem areas during the times identified by the analysis.
6. Deputies shall be directed in their enforcement actions toward those violations identified as contributing to the crashes.

7. Deputies assigned a selective enforcement detail shall document the actions taken during the detail under an incident number. The data contained in the report will be forwarded to the Traffic Administration Coordinator.
8. The Traffic Unit Supervisor shall deploy personnel and equipment to areas and times identified by the report and direct enforcement efforts toward those violations contributing to the traffic crashes.
9. Traffic Unit Deputies assigned a selective enforcement detail shall document the actions taken during the detail under an incident number. The data contained in the report will be forwarded to the designated coordinator.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 61.1.1

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-061-03**	**Distribution** All Personnel	**Reissue/Effective Date** 05/22/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/10/2025
Title **TRAFFIC LAW ENFORCEMENT**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish procedural guidelines and standards for uniformed sworn employees charged with enforcing traffic laws.

II. POLICY

It shall be the policy of the Volusia Sheriff's Office (VSO) to enforce the traffic laws of the State of Florida, and local traffic ordinances and regulations in a uniform and consistent manner, without regard to race, religion, sex, age, or economic standing in the community.

Deputies shall conduct themselves in a courteous manner and not intentionally humiliate, embarrass, or harass citizens.

Unless otherwise directed, Deputies shall retain their discretionary privilege and exercise sound judgment regarding traffic law enforcement.

There shall be no "quota system" nor other procedure by which an employee is required to cite a specific or minimum number of motorists during a specified time period.

III. PROCEDURE

A. GENERAL

1. Traffic law enforcement is the responsibility of all uniformed law enforcement personnel. Emphasis is placed on the qualitative aspects of traffic law enforcement rather than the quantitative. Activities should be directed to control violations of traffic law through preventative patrol, education, and active enforcement.
2. Enforcement action is necessary whenever a Deputy observes a serious or overt traffic violation or a violation that places others in immediate or near danger.
3. Traffic violations of a routine nature will not be the subject of enforcement action by off-duty personnel. Only those violations that pose an immediate threat to the public's safety, in which an on-duty Deputy cannot be summoned, shall be authorized for off-duty stopping/enforcement.
4. Deputies responding to a previously dispatched call for service will balance the seriousness of the traffic violation against the urgency of the call for service to which they are responding.
5. Deputies shall use discretion in reference to the type of enforcement action to take for traffic violations. When deciding the level of enforcement action to take, the type and severity of the violation committed shall be considered. There are three general levels of enforcement action available to Deputies: [CALEA LE 1.2.7]

- Warning – Warnings may be either verbal or written. Warnings may be given for minor traffic infractions when the Deputy feels the warning is sufficient to correct the violation. [CALEA LE 1.2.6, 61.1.2 (c)]
- Traffic Citation – Deputies may issue Uniform Traffic Citations for specific violations of Florida Statutes. Traffic infractions are non-criminal violations and may only be charged through the use of a Uniform Traffic Citation (UTC). Criminal traffic violations must be evaluated with the utmost care. As in most cases, Deputies have the option to physically arrest the offender. If physical arrest is not possible or deemed inappropriate, the defendant will be charged using the Uniform Traffic Citation. [CALEA LE 1.2.6, 61.1.2 (b)]
- Physical Arrest – Physical arrest may be made for most misdemeanor and all felony criminal violations of traffic laws. All arrests will be in accordance with current Florida law. [CALEA LE 1.2.5, 61.1.2 (a)]

6. Misdemeanor violations may be handled: [CALEA LE 1.2.5, 1.2.6, 1.2.7]
   - By the issuance of a Uniform Traffic Citation with mandatory court appearance;
   - By the arrest and release upon issuance of a Uniform Traffic Citation;
   - Through arrest, issuance of a Uniform Traffic Citation, and completion of an SA-707 Arrest Report followed by processing the offender into the County Jail;
   - By submission of an SA-707 Complaint Affidavit to include a Uniform Traffic Citation to accompany the SA-707 to the State Attorney's Office when physical arrest is not possible or appropriate.
7. Felony violations may be handled only by the issuance of a Uniform Traffic Citation and physical arrest of the offender followed by processing into the County Jail or by submission of an SA-707 Complaint Affidavit to include a Uniform Traffic Citation to accompany the SA-707 to the State Attorney's Office when physical arrest is not possible or inappropriate. [CALEA LE 1.2.5]
8. In all cases, Deputies will exercise sound judgment and discretion when deciding what level and type of enforcement action to take. [CALEA LE 1.2.6, 1.2.7]

B. TRAFFIC ENFORCEMENT PRACTICES

1. Concentrated enforcement efforts should be directed at those areas, at the times, and for the offenses which have been identified by analysis. A variety of tactics may be used to enforce compliance with traffic laws.
2. **Visible Traffic Patrol** – shall be used while conducting: [CALEA LE 61.1.6 (a)]
   - **Area Patrol** – Units may be deployed to a specific geographical area to enforce traffic laws. Commonly, Deputies will be assigned to particular areas for events or circumstances to conduct highly visible preventative patrols.
   - **Line Patrol** – Units are stationed on particular roads or highways, either in stationary observation or moving patrol. Line patrols will be conducted when specific roads or highways are identified as having unusually high crash or fatality rates. Rigorous enforcement of all traffic laws should be employed. An example calling for line patrol would be heavy beach traffic on a specific roadway.
   - **Directed Patrol** – Directed patrols should be employed to tackle specific problems or complaints (see general order *GO-061-02 Selective Traffic Enforcement*). Deputies are directed in their enforcement actions toward those violations identified as contributing to the crashes or specific complaints. Deputies assigned directed patrols shall document the actions taken during the detail in an incident report. The data contained in the report will be forwarded to Traffic Administration.
3. **Stationary Observation** – Stationary observation may be covert or overt and employed for the operation of radar, detection of defective equipment violations, surveys, and the enforcement of other traffic violations. Stationary observation may be conducted in two ways: [CALEA LE 61.1.6 (b)]
   a. **Overt** – Highly visible stationary observation may be employed to slow traffic, remind citizens of their responsibility to obey the traffic laws, or observe, identify and target particular problems. Deputies should park vehicles to avoid presenting a roadway or visibility

obstruction. Utilization of a radar or laser may be effectively employed during overt observation.

b. **Covert** – Covert observation is normally employed to conduct surveys or detect those violations of traffic laws that would not occur if the Deputy's presence was known. Deputies may use covert observation to detect and enforce any violation of the laws of the State of Florida. Covert observation of intersections, roadways, and school crossings is recommended during traffic surveys.

4. **Unmarked/Unconventional Vehicles** – All unmarked or unconventional vehicles used for traffic enforcement shall be equipped with emergency lighting equipment and a siren. [CALEA LE 61.1.6 (c)]

5. Plain-clothes sworn personnel shall not regularly conduct traffic stops; however, an exception would be violations or circumstances which expose the public to danger.

6. Plain-clothes Deputies conducting traffic stops shall advise the dispatcher of the stop, location, tag number, description of the vehicle, and the fact that they are in plain-clothes.

7. The Deputy stopping the violator shall handle the enforcement actions.

C. UNIFORM TRAFFIC LAW ENFORCEMENT ACTIONS

1. It is impossible to foresee every conceivable situation involving traffic violations. In unusual circumstances, Deputies must decide what enforcement action is proper based on a combination of training, experience, and common sense.

2. **DRIVING UNDER THE INFLUENCE OF ALCOHOL/DRUGS** [CALEA LE 61.1.5 (a)]

   a. Deputies shall make a concerted effort to detect and apprehend those persons suspected of violating Fla. Stat. § 316.193 Driving under the influence (See general order *GO-061-06 DUI Enforcement Program*).

3. **SPEED VIOLATIONS** [CALEA LE 61.1.5 (c)]

   a. Deputies enforcing speed violations shall comply with general order *GO-061-04 Speed Detection Devices*.

   b. Deputies using speedometers to establish probable cause to issue speed violation citations must pace the violator for an adequate distance to ensure an accurate reading prior to the stop and must have the speedometer certified semiannually.

   c. Deputies not certified in radar or laser operation may support certified operators by issuing citations and listing the Deputy who operated the device as a witness.

4. **EQUIPMENT VIOLATIONS** [CALEA LE 61.1.5 (d)]

   a. Deputies shall consider using written warnings for minor equipment violations in lieu of traffic citations.

   b. If the citation is issued to the operator of a non-commercial vehicle for an equipment violation, the issuing Deputy shall explain the procedure that allows the operator or owner to have the vehicle inspected by a police agency after the repairs have been made, which results in a reduction of the fine.

   c. If a written warning is issued, the issuing Deputy shall explain the procedure for making the necessary repairs and complete the warning within the VSO crash and citation software system.

5. **PUBLIC CARRIER/COMMERCIAL VEHICLE VIOLATIONS** [CALEA LE 61.1.5 (e)]

   a. Public carriers and commercial vehicles must comply with all applicable laws, rules, and regulations.

   b. Deputies may summon assistance from the Highway Patrol or Department of Transportation for special equipment needs.

   c. School buses must comply with federal laws as well as Florida Statutes.

6. **TRAFFIC VIOLATIONS**

a. Traffic citations shall be based on lawful authority and probable cause, which satisfies the elements of the specific violation being charged. Discretion may be used by Deputies enforcing hazardous and non-hazardous violations when appropriate.

(1) Hazardous violations expose a person or property to risk, loss, or damage (e.g., running a red light/stop sign or careless driving).

(2) Non-hazardous violations are those not likely to involve or expose persons or property to risk, loss, or damage.

7. **MULTIPLE VIOLATIONS** [CALEA LE 61.1.5 (f)]

a. Deputies shall exercise discretion when dealing with multiple violations. Consideration should be given to issuing citations for charges encompassing multiple lesser violations, e.g., running a stop sign and speeding can be cited as careless driving.

8. **NEWLY ENACTED LAWS OR REGULATIONS** [CALEA LE 61.1.5 (g)]

a. Deputies are notified of newly enacted laws or regulations via legal bulletins.

b. When considering enforcement action for violations of newly enacted laws or regulations, the Deputy shall evaluate:

- The actual or potential danger to persons and property;
- The seriousness of the violation;
- The degree or excessiveness to which the motorist violated the law;
- The attitude of the motorist;
- The urgency of calls for service to which the Deputy may be responding.

D. BICYCLE/PEDESTRIAN VIOLATIONS [CALEA LE 1.2.6, 61.1.5 (i)]

1. Written warnings and Uniform Traffic Citations shall be issued to bicycle operators and pedestrians who violate traffic laws, with particular attention being paid to the following offenses: [CALEA LE 1.2.6]

- Riding on the wrong side of the road, against traffic;
- Improper lights during night riding;
- Failure to obey traffic signs or signals;
- Failure to yield to on-coming traffic when exiting residential driveways;
- Soliciting a ride, employment, or business from an occupant of any vehicle;
- Crossing an intersection at other than right angles.

2. Traffic citations or warnings for bicycle/pedestrian violations shall be issued under the following guidelines: [CALEA LE 1.2.6]

- For violators 14 years of age or older, the Deputy shall use discretion when deciding to issue a Uniform Traffic Citation, written or verbal warning.
- First time violators under 14 years of age should be issued a verbal or written warning.

3. The Deputy shall obtain the violator's parent's name, address, and zip code and write this information on the citation.

4. Warning citations shall be completed within the VSO crash and citation software system.

5. For serious violators and repeat offenders under the age of 14, the Deputy should use discretion when deciding to issue a citation, written or verbal warning. [CALEA LE 1.2.6]

E. OFF-ROAD VEHICLES [CALEA LE 1.2.6]

1. Deputies shall enforce all traffic laws as they apply to off-road recreational vehicles.

2. Written warnings and Uniform Traffic Citations shall be issued to operators who violate traffic laws, with particular attention being paid to the following offenses: [CALEA LE 1.2.6]

- Unlicensed vehicles being operated on the roadway. Deputies shall immediately remove or cause unlicensed vehicles to be removed from the traffic way.

- Misuse of public trails.
- Improper crossing of traffic way.

3. For violators 14 years of age or older, the Deputy shall use discretion when deciding to issue a Uniform Traffic Citation, written or verbal warning. [CALEA LE 1.2.6]
4. First time violators under 14 years of age should be issued a verbal or written warning. The Deputy shall obtain the violator's parent's name, address, and zip code and write this information on the citation. [CALEA LE 1.2.6]
5. Warning citations shall be completed within the VSO crash and citation software system.
6. For serious violators and repeat offenders under the age of 14, the Deputy should use discretion when deciding to issue a citation, written or verbal warning.
7. Deputies shall advise Communications of off-road recreational vehicle violations and the action taken.

F. VEHICLE OPERATION

1. ROUTINE VEHICLE OPERATION

a. Under normal, non-emergency operating conditions and while responding to routine calls for service, operators of VSO vehicles shall strictly adhere to all traffic laws and shall drive defensively in a safe and courteous manner. Seat belts shall be worn at all times as required by Florida Statutes.

2. REQUESTS FOR VSO VEHICLE TO STOP

a. VSO personnel, when requested or commanded by other law enforcement to stop, shall:

(1) Immediately stop, regardless of the assignment, even if handling a serious emergency call;

(2) Clearly identify self and activity unless such declaration would nullify or hinder a criminal investigation;

(3) If the operator of a VSO vehicle continues to be detained by another law enforcement officer, the operator shall advise Communications of the circumstances and request a supervisor to report to the scene.

b. A report of the incident shall be submitted to the operator's Division Chief/District Commander.

3. EMERGENCY OPERATION

a. VSO personnel may engage in emergency vehicle operations in accordance with Florida Law when responding to an emergency or when in pursuit. (See general order *GO-041-02 Motor Vehicle Apprehension*)

b. VSO vehicles engaged in emergency operations shall utilize emergency lights. The siren shall be used to warn vehicular and pedestrian traffic along the emergency route. Hazardous warning lights, the spotlight, take-down lights, and public address system may be used as additional safety measures during emergency operations.

c. When engaged in emergency operations, the operator shall exercise extreme care.

d. In accordance with Florida Law, emergency vehicle operators may:

- Exceed the maximum speed limit so long as life or property are not endangered. Speed shall be limited by road and weather conditions and the exercise of good judgment.
- Proceed past a stop signal or sign only after slowing or stopping as necessary for safe operation. VSO vehicles shall not enter controlled intersections against the flow of traffic at an unsafe speed and shall be sure that cross-traffic flow has yielded in each lane before attempting to cross that lane.
- Disregard regulations governing direction of movement or turning in specified direction, so long as life or property is not endangered.
- Disregard regulations governing parking laws under normal circumstances, except that a VSO vehicle shall not block access to a fire hydrant at the scene of a fire or in any way obstruct fire apparatus.

e. Emergency operation of VSO vehicles shall immediately be reported to Communications via radio.

f. Operators shall immediately terminate emergency operations when ordered to do so by superior authority.

4. **TRAFFIC STOPS: TRAFFIC VIOLATORS, UNKNOWN RISK AND HIGH RISK STOPS**

a. Due to the uniqueness and inherent potential for risk involved with all traffic stops, it is impossible to establish procedures that address each and every scenario. However, these procedures and guidelines are intended to maximize the safety of the officer, as well as the violator and passing motorists.

b. Occasions may arise where adverse weather and road conditions, engineering conditions, the urgency to stop a particular violator, and traffic congestion may require altering the steps listed herein. This will be determined based on the Deputy's training, experience, discretion, and circumstances surrounding the stop.

c. Whenever a Deputy makes any traffic stop, Communications shall be contacted and advised that a vehicle is being stopped, the location, the tag number, and the vehicle description (model, color, year, and other identifying features). This shall be done in a manner that allows the dispatcher to copy the information; this information will be provided to other Deputies via MDT.

d. Traffic stops should preferably be made at the right-hand edge of the roadway.

e. **TRAFFIC VIOLATORS – DEPUTIES SHALL:**

- Direct the traffic violator to a suitable stopping point where the normal traffic flow will not be impeded.
- When possible, avoid using private drives and business access areas (when open) for traffic stops. Care shall be taken to avoid inconvenience to property owners or patrons.
- When stopping traffic violators in residential areas at night, flashing emergency lights may be turned off if there is no traffic hazard or need to signal location to additional units.
- Exercise caution when approaching the violator's vehicle, observing for any suspicious activity by the vehicle's occupants. The approach method should be based on the Deputy's training, experience, and the circumstances surrounding the stop. The passenger side approach is preferable for officer safety unless the situation prevents this approach.

f. **UNKNOWN RISK STOPS – DEPUTIES SHALL:** [CALEA LE 61.1.6 (a), 61.1.7 (a)]

- Always use caution and be alert and aware of their surroundings.
- Position their vehicles in tactically safe positions.
- When exiting the vehicle, remain particularly alert to suspicious movements or actions of the vehicle operator and passengers.
- When approaching the vehicle, be observant of the vehicle trunk and passenger compartment.
- Approach the vehicle being particularly observant of occupant movements and choosing a path that will not allow the occupants to thrust the door open against the Deputy.
- Request the driver to produce their driver's license and vehicle registration and only accept the license and registration without a wallet or other card case containing them.
- Advise the driver and all occupants to remain inside their vehicle before backing away from the vehicle unless exigent circumstances or safety concerns exist.

g. **HIGH RISK FELONY TRAFFIC STOPS – DEPUTIES SHALL:** [CALEA LE 61.1.7 (b)]

- Use **extreme** caution and make a plan.
- Not individually initiate a known high-risk vehicle stop; the Deputy shall trail the vehicle until backup arrives unless the urgency of the situation demands immediate action.
- Select an appropriate location to initiate the stop considering visibility, nearby cover, and vehicular and pedestrian traffic.

- Once backup units are in position, signal the suspect to stop. Once the suspect vehicle has stopped, Deputies should exit their vehicles quickly and assume positions of cover.
- Employ contact/cover techniques: the initial officer is the contact; the backup officer is the cover.
    (a) Only the contact Deputy gives initial orders, while other units provide cover.
    (b) Orders will be given in a clear professional manner. The Deputy will first identify themself and then notify the occupant(s) of the vehicle that all instructions are to be followed without hesitation or suspicious movements.
    (c) After ordering the vehicle to be turned off and keys placed on the roof, the occupants will be ordered to exit the vehicle one at a time; the suspect will be talked back to a position between the patrol cars and placed in an appropriate position most advantageous to the Deputy's safety.
    (d) The cover Deputy will now control the suspect as the contact Deputy watches the vehicle and remaining occupants.
    (e) With appropriate cover, the suspect will be approached, handcuffed, checked quickly for weapons, and escorted backwards to the rear of the patrol cars.
    (f) Once at the rear of the patrol vehicle, thoroughly search the suspect for weapons and attempt to gain information about the number of vehicle occupants and the presence of weapons.
    (g) Place the suspect into one of the patrol cars and acquire another set of handcuffs.
    (h) Remove other suspects in the same manner.
    (i) With appropriate cover and adequate backup, Deputies should then approach the suspect vehicle using extreme caution, avoiding a crossfire situation, and inspect the passenger compartment and trunk. Be alert for any signs of movement.
    (j) Communicate with Central Communications and other backup units as necessary, but only when safe to do so; avoid "reporting to the dispatcher."
- ALWAYS BE AWARE OF YOUR SURROUNDINGS.

G. CITATION AND REPORT PREPARATION AND PROCESSING

1. Traffic citations and arrest reports form the basis for prosecution and ultimate adjudication of traffic offenses.
2. Paper citations should only be used when the VSO crash and citation software system is not functioning, or the Deputy does not have access to the system at the time of the stop.
3. **ISSUANCE AND ACCOUNTABILITY**
    a. **ELECTRONIC CITATIONS** [CALEA LE 82.3.4 (a, b)
        (1) Electronic citation numbers are received from the Florida Department of Highway Safety and Motor Vehicles by the Information Technology (IT) section. IT uploads the citation numbers into the VSO crash and citation software system.
        (2) Deputies log into the VSO crash and citation software system using their usernames and passwords to issue electronic citations.
        (3) Once the Deputy enters the required information and validates the citation, the VSO crash and citation software system applies a pre-loaded electronic citation number to the citation.
        (4) The VSO crash and citation software system maintains tracking of citation numbers loaded into the system, as well as issued electronic citations. [CALEA LE 82.3.4 (b)
    b. **PAPER CITATIONS** [CALEA LE 82.3.4 (a, b, c)
        (1) Citations are received from the Florida Department of Highway Safety and Motor Vehicles (FLHSMV) by Special Services. The citations are securely stored within Special Services.
        (2) Special Services issues citations to individual Deputies by the book.

(3) It shall be the responsibility of the receiving Deputy to personally examine each pre-numbered citation form to ensure that each form is present and complete. If one form is found to be missing, damaged, or incomplete, the entire book shall be returned to Special Services.

(4) Upon issuance of a citation book, Deputies complete the book's accountability record (the first two (2) pages of the book) and turn them into Special Services which maintain the forms as records of issuance.

(5) Upon separation from VSO, Deputies shall surrender citations in their possession to their immediate supervisor. Supervisors are responsible for returning the citations to Special Services.

4. **ACCOUNTING OF PAPER CITATIONS** [CALEA LE 82.3.4 (b)

a. Special Services shall account for all paper citations issued to the VSO by FLHSMV. This is accomplished by:

- Ensuring citations are being securely stored;
- Ensuring distribution and issuance records are up to date and correct;
- Identifying and accounting for any lost or missing citations not previously reported.

b. Any errors discovered during the audit are corrected and documented.

5. **UNIFORM TRAFFIC CITATION PROCEDURE**

a. Traffic citations, electronic or paper, will be completed in accordance with the current instructions issued by FLHSMV.

b. At the time a motorist is charged with a violation, the Deputy will: [CALEA LE 61.1.4 (a, b, c, d)]

- Advise the motorist whether a court appearance is mandatory or optional. If a court appearance is optional, the Deputy shall advise the motorist that if they want a court appearance, they must request a court date in writing from the clerk of the court. If a court appearance is mandatory, the Deputy should indicate "to be noticed" on the UTC and explain to the motorist that they will be receiving notification of their court date via the mail. [CALEA LE 61.1.4 (a, b)]
- Advise the motorist if they will be allowed to pay a fine in lieu of court appearance, the amount of the fine, and that it may be paid by mail or online, if applicable. [CALEA LE 61.1.4 (c)]
- Advise the motorist of any other options available to them, if other options apply. [CALEA LE 61.1.4 (d)]
- Point out the information sections on the defendant's copy of the citation. [CALEA LE 61.1.4 (d)]

c. Citations are processed as follows:

(1) If the violator is not taken into custody, a copy of the electronic citation will be imported from the VSO crash and citation software system. If a paper citation is issued, all copies except the yellow violator's copy shall be turned in to the District citation box. Each citation will be reviewed by a supervisor or their designee and then entered into the Records Management System.

(2) The citations shall be delivered to the Clerk's Office within five (5) working days.

(3) If a physical arrest is made: [CALEA LE 61.1.2 (a)]

- A copy of the electronic citation, or if a paper citation is issued, the pink and two white copies shall be presented to booking.
- A copy of the electronic citation, or if a paper citation is issued, the yellow copy of the citation shall be given to the defendant.
- A copy of the electronic citation, or if a paper citation is issued, a copy of the citation shall be placed in the District citation box.

(4) If the defendant is cited for other charges or infractions in addition to the criminal charges, all "companion" citations will be routed as directed above. [CALEA LE 61.1.2 (a)]

6. **VOIDED UNIFORM TRAFFIC CITATIONS**

a. **ELECTRONIC CITATIONS**

(1) Approval from the issuing Deputy's Lieutenant or higher authority is required to void electronic citations.

(2) The word "VOID" will be conspicuously printed in large block letters on the face of the citation.

(3) A brief explanation of why the citation is voided will be printed on the face of the citation. If a replacement citation is issued, the citation number of the replacement citation will be noted on the voided citation. If the explanation is lengthy, a note with the printed explanation will be attached to the voided citation.

(4) The authority authorizing voiding of the citation will sign their name and write their DID number on the face of the citation.

(5) The citation will be forwarded to Special Services for proper disposition and disposal.

b. **PAPER CITATIONS**

(1) If a Deputy voids a citation, the following procedures will apply:

(a) The Deputy will ensure that all copies of the citation are present or accounted for.

(b) The word "VOID" will be conspicuously printed in large block letters on the face of the citation.

(c) A brief explanation of why the citation is voided will be printed on the face of the citation. If a replacement citation is issued, the citation number of the replacement citation will be noted on the voided citation. If the explanation is lengthy, the Deputy will attach a note with the printed explanation to the voided citation.

(d) The Deputy will sign their name and write their DID number on the face of the citation.

(e) The citation will be forwarded through the chain of command to Special Services for proper disposition and disposal.

7. **LOST OR STOLEN TRAFFIC CITATIONS**

a. An incident report shall be completed when citations are discovered lost or stolen by the Deputy issued the citations. The report shall list the numbers of the lost or stolen citations and describe the circumstances.

b. A copy of the report shall be forwarded to Special Services.

c. Special Services shall notify FLHSMV of the lost or stolen citations to have them removed from the VSO inventory kept by FLHSMV.

8. **WARNING CITATIONS**

a. VSO utilizes electronic warning citations that are completed through the agency crash and citation software system. A copy shall be given to the violator along with a verbal explanation of the violation, what measures should be taken in the future to prevent the reoccurrence.

9. Misdemeanor arrests may be processed with the issuance of a traffic citation and an arrest affidavit. [CALEA LE 1.2.5]

10. A copy of any non-electronically submitted arrest affidavit shall be placed in the District report box and reviewed by a supervisor. A copy of the arrest affidavit shall be forwarded to the Records Unit. [CALEA LE 1.2.5]

11. The arrest of juveniles requires an incident report, arrest affidavit, and citation. [CALEA LE 1.2.5]

12. Felony arrests reports shall be handled as follows: [CALEA LE 1.2.5]

a. Adults charged with a traffic felony shall be arrested and booked. An Incident report and an arrest affidavit shall be completed.

b. Juveniles charged with a felony require an incident report, arrest affidavit, and citation.

H. CITIZEN CONTACT

1. The Deputy's initial contact with the violator shall be courteous and professional in nature. The Deputy shall not approach the citizen in a rude and offensive manner.
2. The Deputy shall be certain that the vehicle stopped has committed the violation.
3. The Deputy shall present a professional image by proper dress, grooming, language, bearing, and emotional stability.
4. Citizens shall be greeted and addressed by an appropriate title (e.g., Sir, Ma'am) and the reason for the stop.
5. The Deputy should ask for license, registration, and insurance information. Once identified, the citizen should be addressed by name (e.g., Mr. Jones, Ms. Smith, Miss Collins).
6. The Deputy should explain the violation, ensuring the driver understands how they violated the law and the proper course of conduct to correct the violation.
7. During contact with the violator, the Deputy should check for signs of physical impairment, emotional distress, and alcohol/drug abuse.
8. Upon completion of the traffic stop, the Deputy should assist the violator in reentering the traffic flow safely.
9. **SUSPENDED/REVOKED DRIVER'S LICENSE** [CALEA LE 61.1.5 (b)]

    a. When a Deputy suspects a driver's license is either suspended or revoked, the following procedure shall be followed:

        (1) The Deputy shall conduct a license check to determine if the license is suspended, revoked, or canceled.

        (2) Upon receiving information from FLHSMV that an individual's license is suspended, revoked, or canceled, the Deputy shall make reasonable attempts to verify the information.

        (3) Verification may be done by a phone call or teletype to the licensing agency or an interview with the suspect. Physical arrest shall not be made unless verified by one of these methods.

        (4) For the charge of unlawful use of license, including possession of a suspended license, the appropriate Florida Statute shall be cited.

        (5) The driver's license shall be seized by the Deputy and transmitted to the Driver License Office.

        (6) Deputies may physically arrest any driver operating a motor vehicle with a suspended, revoked, or canceled driver's license.

        (7) If the driver's license has been suspended/revoked for DUI or for refusal to submit to a blood/alcohol test, the physical arrest of the violator is mandatory. The violator shall be booked into the Volusia County Branch Jail in accordance with current procedures.

        (8) If the driver's license has been suspended/revoked for any reason other than DUI or refusal to submit to a blood/alcohol test, the Deputy shall have the following options:

            - Physical arrest followed by booking into the Volusia County Branch Jail with appropriate bond set.
            - Physical arrest followed by issuance of a criminal Uniform Traffic Citation.

I. REFERRAL FOR REEXAMINATION [CALEA LE 61.1.11]

1. Routine traffic enforcement activities may lead to the discovery of drivers who have suspected incompetency, physical or mental disability, disease, or other conditions that might prevent the person from exercising reasonable and ordinary care over a motor vehicle. In this event, Deputies should submit a report, using the FLHSMV Medical Referral Form to the Bureau of Motorist Compliance recommending reexamination. Direction for submitting the form is found on the form itself, which is available from the VSO intranet's Agency Forms webpage or FLHSMV's website.

J. PARKING [CALEA LE 61.1.12]

1. Deputies may engage in parking enforcement activities while on routine patrol or may be dispatched to specific locations upon receipt of citizens' complaints. Upon observing a parking

violation, Deputies should attempt to have the offending vehicle moved by the driver if the driver is present or can be readily located to ensure the parked vehicle is not obstructing the flow of traffic or creating a safety hazard. Deputies may also take one or more of the following actions:

a. Issue a Uniform Traffic Citation to the driver/owner if present. IN NO CASE WILL A UNIFORM TRAFFIC CITATION BE ATTACHED TO AN UNATTENDED VEHICLE.

b. Issue a Volusia County Parking Citation to the driver/owner if present, or securely attach the parking citation to the offending vehicle if unattended.

c. Have the offending vehicle towed to an impound yard if the vehicle is illegally parked in a handicapped parking space, is blocking a public or private driveway, is parked upon a sidewalk, is obstructing the normal and safe flow of traffic, or is otherwise creating a hazard to the public. [CALEA LE 61.4.3 (b)]

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-061-04**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **SPEED DETECTION DEVICES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish procedures for the operation of speed measuring devices and the authentication of documents for court presentation.

II. DISCUSSION

Speed measuring devices are an effective tool used to regulate speed and have an important role in traffic safety; however, speed measuring devices can be complex. They have inherent limitations and are susceptible to internal and external interference.

The effectiveness of speed measuring devices is dependent upon the operator's training and understanding of the limitations of the device used, and the operational readiness of the device.

III. POLICY

It shall be the policy of the Volusia Sheriff's Office (VSO) to employ speed measuring devices in compliance with Florida Statutes, 316.1905 (speed calculating devices) and 316.1906, (radar speed measuring devices) and administrative orders of the Department of Highway Safety and Motor Vehicles, Chapter 15B-2.

IV. PROCEDURE

A. ELECTRONIC AND MECHANICAL SPEED MEASURING DEVICES

1. Electronic or mechanical devices used to measure speed will meet the following requirements:
   - The device must be approved for use by the Department of Highway Safety and Motor Vehicles.
   - The device must have been tested not less than once each six (6) months.
   - A certificate, signed and witnessed, showing the device was tested within the required test period and that the device was in proper working order will be kept on file and ready for court presentation.
2. Visual Average Speed Computer (VASCAR) devices shall not be utilized by Deputies.

B. RADAR OR LASER

1. The use of radar or laser speed measuring devices require:
   - The operator must have completed the radar training course established by the Criminal Justice Standards and Training Commission.
   - The operator will have an independent visual determination that the vehicle is operating in excess of the applicable speed limit.

- The operator will issue a citation only where conditions permit a clear assignment of speed to a single vehicle.
- The device shall have no automatic locking device or audio alarm unless said device is deactivated or disconnected.
- The audio Doppler will be engaged on radar devices.
- The radar or laser unit must be approved by the Department of Highway Safety and Motor Vehicles.
- The operator will maintain a citation log and conduct tests in accordance with Chapter 15B-2, Department of Highway Safety and Motor Vehicles.
- The radar unit will be used in conjunction with a certified speedometer, where applicable.
- The operator will follow the manufacturers recommended methods of checking calibration.

C. SPEEDOMETER

1. Deputies may use vehicle speedometers with current accuracy certificates to pace clock vehicles.
2. Deputies shall follow the target vehicle being clocked at a safe distance for the length of time necessary to accurately establish the target vehicle's speed.

D. ADMINISTRATION

1. It shall be the responsibility of the District Commander to:
   - Ensure the devices utilized are in compliance with State Statutes and Administrative procedures
   - Determine the proper assignment of speed measuring devices
   - Ensure the devices are properly maintained
2. The Special Operations Section Captain or their designee shall maintain documents and certification on all radar units and speed measuring devices, with the exception of speedometer calibration certificates.
3. The Special Operations Section Captain or their designee shall provide certified copies of documentation to the District Commanders.
4. The Special Operations Section Captain or their designee shall ensure that District Commanders are notified of radar units in need of scheduled recertification.
5. Speedometer certificates shall be maintained by the individual operators.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 61.1.8

VI. FORMS (Click here to access forms)

- Radar Log, VSO Form # 010202.02

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-061-06**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **DUI ENFORCEMENT PROGRAM**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish policy and procedures for the enforcement of state laws prohibiting the operation of a motor vehicle while impaired due to alcohol or other controlled substances, (Fla. Stat. § 316.193, Driving or Actual Physical Control of a Motor Vehicle While Impaired Due to Alcohol or Controlled Substances; or, Driving With An Unlawful Blood-Alcohol Level (DUI)), and state law regarding zero tolerance (Fla. Stat. § 322.2616).

II. DISCUSSION

Enforcement of DUI traffic laws is an important duty of the law enforcement officer charged with protecting the public welfare. Drivers impaired by alcohol or drugs represent a serious threat to public safety. A comprehensive DUI enforcement program is necessary. This multi-faceted program includes not only enforcement of the traffic laws, but also education, prosecution, substance abuse treatment programs, and public support. Current Florida Law also requires law enforcement officers to seize the driver's licenses of persons arrested for DUI under certain circumstances. The underlying intent of the law is to provide an immediate impact at the time of the DUI arrest. This general order will address law enforcement efforts in the areas of detection, apprehension, arrest, processing, and seizure of driver's licenses. Procedures contained herein are intended to provide a uniform method for the agency's enforcement countermeasures programs against alcohol and drug related traffic offenders.

III. POLICY

It shall be the policy of Volusia Sheriff's Office (VSO) to vigorously enforce the DUI traffic laws of the State of Florida to include the State's 0.02 violation, referred to as the zero tolerance law, Fla. Stat. § 322.2616.

All uniformed Deputies shall make a concerted effort to detect and apprehend those persons suspected of violation of Fla. Stat. § 316.193, Driving or Actual Physical Control of a Motor Vehicle While Impaired Due to Alcohol or Drugs; Driving with an Unlawful Blood-Alcohol Level, and those persons under 21 years of age in violation of Fla. Stat. § 322.2616 (zero tolerance law).

All Deputies affecting an arrest for violation of Fla. Stat. § 316.193 shall adhere to the provisions of Fla. Stat. § 322.2615 relating to the seizure and suspension of driver's licenses.

IV. PROCEDURE

A. GENERAL

1. While each DUI traffic stop is unique, the following procedures shall be followed as closely as is practicable. It is recognized that in some cases the level of intoxication may be so high that some procedures may be impractical. Also, if an intoxicated driver becomes belligerent, it may become necessary to physically secure the offender to minimize the danger of injury to the public, the officer, or the offender.

B. DETECTION PHASE

1. An impaired driver may be detected in a variety of ways. Frequently, the Deputy may first suspect the driver is intoxicated upon the initial face-to-face meeting after stopping the vehicle for some other reason. If the Deputy suspects intoxication prior to the traffic stop, it is important that the Deputy first establishes probable cause to stop/approach the offender during this phase. Probable cause to stop a vehicle may be established by the following means:

    a. The Deputy observes a violation of State or local traffic laws, or other violation, which gives the Deputy cause to stop the vehicle for the purpose of investigation or to take enforcement action.

    b. The Deputy observes specific behavior or driving style that indicate a high probability that the driver may be impaired by alcohol or drugs, commonly referred to as a wellbeing check on the driver.

    c. The Deputy locates the occupied vehicle based upon a description from a citizen's complaint of erratic, improper, or reckless driving.

    d. The vehicle or occupants are suspected of involvement in a criminal act.

    e. The vehicle or driver have been, or are suspected of involvement in a recent traffic accident.

2. Regardless of the means by which the Deputy comes into contact with an impaired driver, the Deputy must establish sufficient probable cause to stop and investigate. The Deputy shall note the indicators present and shall be able to articulate those factors in any subsequent arrest reports or court proceedings.

C. APPREHENSION PHASE

1. Once probable cause to stop a vehicle has been established, the Deputy shall conduct a traffic stop in accordance with the provisions of general order *GO-061-03 Traffic Law Enforcement*. Often, it is at this time the Deputy may first become suspicious that the driver may be impaired. The Deputy shall carefully observe the driver's actions and driving during this phase to gather further evidence to support an arrest.

D. INVESTIGATIVE PHASE

1. Once the vehicle has been stopped, the Deputy shall approach with caution. The Deputy will be alert to signs of intoxication due to alcohol or drug use. This investigative process is continuous as long as the Deputy is in contact with the driver. The following procedures shall apply, where applicable.

2. Upon the initial approach to the vehicle, the Deputy should look into the vehicle interior for such plain-view evidence as open containers of alcoholic beverages or narcotics residue or paraphernalia.

3. The Deputy should request the driver's license, vehicle registration, and insurance card. The Deputy shall be alert for the odor of alcoholic beverages, note any physical characteristics indicating alcohol or drug use, and signs of possible medical impairment.

4. If the driver is suspected of being intoxicated, they will be asked to exit the vehicle. The Deputy will note the driver's balance, demeanor, speech, and general appearance.

5. The Deputy will make inquiries regarding the driver’s well-being to rule out possible medical impairment, i.e. Diabetes, Epilepsy, etc. If or when in doubt, the Deputy shall have the driver evaluated by medical personnel. The Deputy shall request the response of medical personnel through Central Communications.

6. The Deputy will advise the driver of the specific reason for the traffic stop (i.e. speeding, improper lane change, equipment violation, etc.). At this point, the Deputy may proceed with processing the traffic infraction while continuing to observe the driver for signs of impairment due to alcohol or drugs.

7. Upon a reasonable suspicion that the driver may be impaired due to alcohol or drugs, the Deputy will advise the driver they are suspected of a DUI violation.

8. The Deputy should proceed with the DUI investigation and may ask specific questions concerning the driver's consumption of alcohol or drugs.

9. **STANDARDIZED FIELD SOBRIETY EXERCISES**

a. If conditions warrant, the driver will be asked to take a Standardized Field Sobriety Exercise (SFSE). If the driver agrees, the Deputy shall carefully observe the driver's performance during the exercises and accurately record the results. The Deputy will administer the three (3) Standardized Field Sobriety Exercises (SFSE), Horizontal Gaze Nystagmus, Walk and Turn and One Leg Stand. These exercises are deigned to be administered and evaluated in a standardized manner to obtain validated indicators of impairment based on National Highway Traffic Safety Administration (NHTSA) supported research. These three acceptable exercises include:

(1) **HORIZONTAL GAZE NYSTAGMUS EXERCISE: [This exercise may only be administered by those Deputies who have attended a 24-hour Field Sobriety Exercise training class and who have been instructed in the proper use and procedures of the HGN]**

- Begin the exercise by positioning the driver in a manner that is deemed safe by the Deputy and safe for the person being evaluated.
- The driver should be turned away from emergency lights; take care as to not interfere with the person's ability to fixate on the stimulus.
- Ask the driver to remove glasses, if applicable (Note if subject wears contacts, especially colored contacts); Place feet together; put hands at your side; look straight ahead; keep your head still; and follow stimulus with eyes only. It is suggested to give the subject the following verbal instructions: "I am going to check your eyes. Keep your head still and follow the stimulus with your eyes only." "Keep your eyes on the stimulus until I tell you to stop."
- The stimulus will be held approximately 12-15 inches away from the person's face, slightly above the bridge of the nose.

(2) **WALK AND TURN EXERCISE**: The Walk-and-Turn (WAT) exercise is divided into two stages: Instruction Stage and Walking Stage.

(a) **Instruction Stage**: During the instructions stage the subject must stand heel-to-toe, with the right foot ahead of the left foot with the heel of the right foot against the toe of the left foot, keeping their arms at their sides.

- The Deputy shall demonstrate the stance that the driver must maintain during the instructions stage. If the driver fails to maintain the starting position during your instructions, discontinue the instructions and direct them back to the starting position before continuing.
- If the driver continues to struggle with the stance, the deputy shall document the indicator and continue with the exercise.
- The person must be told not to start walking until told to do so.
- The person must be told to take nine heel-to-toe steps on the line. After completing the ninth step the person must turn around keeping the front or lead foot on the line and turn by taking a series of small steps with the other foot.
- The person will then return nine heel-go-toe steps down the line. The person must be told to watch their feet while walking, and to count the steps out loud.
- The person must be told to keep their arms at the sides at all times. The person must be told not to stop walking until the test is completed.
- The person should be asked if they understand the instructions.

An example of how to describe the exercises: *"Put your left foot on the line with your right foot directly in front of it, heel touching toe. Keep your hands straight at your sides. At my command, take nine (9) steps forward, heel-to-toe, counting each step out loud and looking at your feet. After taking the last step, keep the front foot in place and turn using a series of small steps with the rear foot, to turn around. Continue walking, taking nine (9) more steps, heel-to-toe. Do not stop walking until the exercise has been completed. Do you understand?"*

(b) **Walking Stage**: Once the person acknowledges their understanding of the instructions, instruct the person to begin the exercise.

- If the person stops or fails to count out loud or watch their feet, remind them to perform these tasks.
- The interruption will not affect the validity of the exercise and is essential for evaluating divided attention.

(3) **ONE-LEG-STAND EXERCISE:**

- Initial positioning and verbal instructions: “Stand with your feet together and your arms down at your sides. “Remain in this position and do not begin until I tell you to do so.” “Do you understand the instructions so far?”
- During the instructions stage, the person must stand with their feet together, arms at their side, facing the deputy. The deputy shall demonstrate the stance that the person is required to maintain. The person must be told that they will have to raise either leg approximately six (6) inches of the ground, keeping both legs straight with the elevated foot parallel to the ground. The Deputy must demonstrate the one-leg stance.
- Emphasize that the person must maintain the foot elevation throughout the exercise. If the person lowers their foot, they should be instructed to raise it. The person must be told to look at the elevated foot during the exercise. The deputy shall not look at their own foot while giving the instructions; **for safety reasons, the Deputy must keep eyes on the person at all times**. The person must be told that they will have to count out loud in the following manner: “one thousand one, one thousand two, one thousand three” and so on until told to stop. After giving the instructions, the deputy shall ask the person if they understand.

b. The aforementioned exercises shall be explained, demonstrated and performed in the order as they are listed above.

c. There will be cases, such as crashes involving injuries to the impaired suspect, where the exercises are not applicable. In those cases, the Deputy will provide detailed documentation of the reason for deviating from performing the SFSE’s.

d. Absent the required HGN training, or the inability to perform one of the above exercises, the Deputy may also administer other recognized Field Sobriety Exercises (FSE’s). In such cases, the Deputy will sufficiently articulate how the selected exercise assisted in determining impairment. These FSE’s include:

(1) **FINGER-TO-NOSE EXERCISE**: Stand with your feet together, arms at your side and your index fingers pointed straight towards the ground (demonstrate). Do not start the exercise until told to do so. Do you understand the instructions so far (make sure the subject understands with a verbal response). When I tell you to start, tilt your head back and close both of your eyes. When I tell you to, bring the hand and pointed index finger straight out in front of you and then bring the tip of the index finger to the tip of your nose and then back to your side without stopping (demonstrate the exercise to the subject). Ensure the person understands the tip-to-tip contact versus using the pad of the finger and side of the nose. Do you understand the instructions so far (make sure the subject understands with a verbal response). **NOTE: The Deputy will conduct the exercise in the following sequence: left-right; left-right; right-left.

(2) **RHOMBERG BALANCE WITH RECITATION EXERCISE**: Stand with your feet together and arms down by your side (demonstrate). Do not start the exercise until told to do so. Do you know your numbers from 1 to 100? And do you know the English alphabet? Based on the subject’s response, the Deputy will then follow-up with the appropriate exercise:

- **If Alphabet**: When I tell you to begin, close your eyes, tilt your head back, and keep your arms at your side. You will recite the entire alphabet out loud in a slow, non-rhythmic manner until I tell you to stop; do you understand the instructions so far (make sure the subject understands with a verbal response). Remain in the instruction position until I tell you to stop.
- **If Numbers**: When I tell you to begin, close your eyes, tilt your head back, and keep your arms at your side. Count out loud from ___ to ___ (Deputy decides the appropriate number series equal to 30 seconds of counting). Do you understand the instructions so far (make sure the subject understands with a verbal response). Remain in the instruction position until I tell you to stop.

10. When sufficient probable cause to arrest has been established, the Deputy will then advise the driver they are under arrest and may then arrest the offender. The Deputy shall retain their discretionary privilege to arrange for some other disposition in lieu of arrest in questionable cases.

E. ARREST/PROCESSING PHASE

1. If the offender is arrested the following procedures shall apply.
2. In all cases the offender will be handcuffed per VSO general orders immediately following arrest and shall be secured inside a caged VSO vehicle. Reasonable accommodations will be made for disabled/injured suspects without compromising officer safety, in accordance with general order *GO-001-16 Providing Services to Persons with Disabilities*.
3. The Deputy shall immediately notify Central Communications they have made an arrest, and shall note the specific time of arrest. The time given by the dispatcher shall be the official time of arrest.
4. An appropriate disposition shall be made of the offender's vehicle in accordance with general order *GO-061-13 Vehicle Towing and Impound*.
5. The arresting Deputy shall advise the offender of the circumstance of their arrest, and:
    a. In all instances of a DUI arrest, the offender shall first be asked to submit to a breath test using an approved breath test instrument. Depending on the results of the breath test, further tests such as urine may be requested. This is regardless of whether the offender is believed to be under the influence of alcohol, drugs, or a combination of both.
    b. If the offender refuses to provide a breath sample for alcohol or a urine sample for drugs, then the offender shall be read the Florida Implied Consent Law.
    c. The offender shall be advised that their refusal could cause the suspension of their driver's license and that any refusals could be used against them in court.
    d. If the offender still refuses, then the offender will be charged with DUI and DHSMV Refusal Affidavit will be completed and submitted along with all associated paper work. If the suspect has a prior refusal to submit to DUI testing and they currently refuse, then they will be additionally charged with Refusal to Submit to DUI Testing (FLA. STAT. § 316.1939).
    e. If the person agrees, then the arresting Deputy shall make arrangements to have Central Communications locate a VSO Breath Test Operator (BTO) and the offender shall be transported to a VSO District Office where there is a valid Breath Testing Instrument.
    f. The VSO has a certified Intoxilyzer in Districts Two, Three North, Three South and Four.
6. The offender shall be transported to the designated location within the VSO to meet with the BTO for the breath test and all applicable paper work to be completed in accordance with Florida Administrative Code, Rule 11 D-8. If no agency BTO's are on duty, arrangements may be made to have the breath test conducted by another agency.
7. Breath testing shall be conducted by BTO operators. If the breath test is given by another agency, the arresting Deputy shall adhere to VSO policies as closely as is practicable.
8. After arriving at the location for the breath test, the offender will be observed by the BTO for a required 20 minute observation period. This time is to ensure the offender has nothing in their mouth, drinks or takes anything, or regurgitates or brings anything up in their mouth that may interfere with a valid sample being obtained of their breath. This 20 minute observation time may be used to make sure the offender has been read Miranda before asking them the questions about their driving and prior actions.
9. The arresting Deputy shall be responsible for all citations, arrest reports, tow sheets, and booking of the offender.
10. The BTO operator will be responsible for all Administrative Code Rules 11 D-8 forms of the alcohol influence report, breath testing and its associated reports and forms.

F. SPECIAL CIRCUMSTANCES

1. The breath-alcohol test shall be the normal test requested of a DUI offender. If the breath sample reads 0.049 or below and the Deputy suspects impairment/intoxication is due to drugs or other controlled substances, they shall request the offender supply a urine sample to be collected and sent to FDLE for analysis.

2. In all cases where drug impairment is suspected and the breath sample reads 0.079 or below, the Deputy will contact the Communications Section in an attempt to locate and use a Drug Recognition Expert (DRE). Communications has contact information for both the VSO DRE Coordinator and local DREs with other agencies. In the event the Communications Section is unable to locate a local DRE, the VSO DRE Coordinator will be contacted to assist in locating a DRE.

    a. Drug Recognition Experts are highly trained sworn personnel from multiple agencies around Volusia County. They are specially trained in determining the category of drugs a person may be impaired on and can also determine if a person is suffering from a medical condition or other issues.

    b. It is the responsibility of the VSO DRE Coordinator to ensure the Communications Section has a current and updated list of all DREs both within the VSO and with other local agencies, including the Florida Highway Patrol.

3. A Drug Recognition Expert cannot be used if the offender provides a breath sample over a .08 g/210 l.

4. After the DRE has been located and responds, it will be the responsibility of the arresting Deputy to remain with the DRE for the interview and evaluation phase of the investigation.

5. The DRE shall follow all the Administrative Rules and Regulations for completing the evaluation and shall be responsible for all the required paper work of the evaluation of the offender.

6. If for any reason the offender is incapable of giving a sufficient breath sample, the Deputy may request a blood or urine sample to be collected. The blood sample shall be taken by an authorized person as defined in Fla. Stat. § 316.1932(f)2a. The Deputy may utilize EVAC personnel to obtain the blood sample, using an approved kit. If needed, the offender may be transported to the nearest hospital where the blood may be taken.

7. If the offender becomes ill, unconscious, or otherwise incapacitated, they shall be transported to a hospital emergency room for treatment. If incapacitation occurs prior to the taking of a breath sample, a blood sample should be taken while at the medical facility.

G. DRIVER'S LICENSE SEIZURE/SUSPENSION

1. Fla. Stat. § 322.2615 provides for the seizure and suspension by the arresting officer of the driver's licenses of persons arrested for DUI under certain circumstances. The seizure and suspension may be made only for impairment due to alcohol intake; or for refusal to submit to a blood or urine test as requested and required. The DUI Uniform Traffic Citation will be used for cases falling within the purview of this statute. In all other cases, the standard Uniform Traffic Citation will be used.

2. There are only two instances in which the driver's licenses may be seized under this statute:

    a. The offender has a blood-alcohol level of 0.08% or higher; or

    b. The offender refuses to submit to a blood-alcohol test.

3. DUI Uniform Traffic Citations will be retained by the VSO BAT Unit Coordinator and shall be made available at each of the VSO breath testing locations; DUI Uniform Traffic Citations are also available electronically through use of the Iye Tek portal.

H. BLOOD-ALCOHOL LEVEL 0.08% OR HIGHER

1. In this instance, it is necessary that the offender give a breath sample if the Deputy is to seize the driver's licenses immediately. If blood or urine is taken, the licenses may be suspended at a later date after receiving test results indicating a blood-alcohol level of 0.08% or higher. In either case, the license is automatically suspended, administratively, for six (6) months for the first offense and for one year for subsequent offenses. This suspension has no effect upon any subsequent punitive suspension awarded by a court. The following procedures shall apply.

I. BREATH TEST

1. Following a lawful arrest for DUI, the breath test will be administered to the offender.

2. If any one of the test results is 0.08% or higher, the Deputy will issue a DUI Uniform Traffic Citation and retain any and all driver's licenses held by the offender. This includes licenses issued by any state or foreign country.

3. The Deputy will check the first block below the Defendant's signature line indicating that the license is suspended for driving with an unlawful blood-alcohol level.
4. The arresting Deputy will request a teletype verification of the license status to ensure there are no other suspensions currently in effect.
5. If no other suspensions/revocations are currently in effect, the Deputy will check the "YES" block on the citation indicating the driver is "Eligible For Permit?". This allows the offender to use their copy of the citation as a ten-day (10 DAY) Temporary Driving Permit.
6. If the license is currently suspended or revoked, or there is no verification that the offender has a current license issued, the Deputy will check the "NO" block on the citation. The Deputy will indicate the reason the offender is not eligible for the permit on the line provided.
7. The remainder of the citation will be completed in accordance with the instructions issued by the Department of Highway Safety and Motor Vehicles.

J. BLOOD/URINE TEST

1. If blood or urine is taken, the samples will be submitted to the Evidence Section for further shipment to an appropriate lab for analysis. In this instance the driver's licenses may not be immediately seized.
2. The offender will be issued a standard Uniform Traffic Citation charging the DUI statute.
3. Upon receipt of the results of the chemical analysis of the blood or urine samples, the arresting Deputy will check for a blood-alcohol level of 0.08% or higher.
4. If the results indicate a blood-alcohol level of 0.08% or higher, the arresting Deputy will submit the appropriate reports and forms to the State Attorney’s Office, along with the appropriate citations for the offense of DUI. The Deputy may make contact with the offender and issue them the DUI Uniform Traffic Citation, and submit all reports to the Bureau of Driver Improvement, who may then suspend the offender's driver's license. In either case, the Deputy shall complete all needed paper work and forward to the State Attorney’s Office and the VSO BAT Unit office.

K. REFUSAL TO SUBMIT TO BLOOD-ALCOHOL TEST

1. Following lawful arrest, the Deputy will request the offender submit to a breath test; or blood/urine test if circumstances dictate. If the offender refuses to submit to a blood test that would result in the suspension of their driving privilege for a period of one (1) year for a first refusal, or for a period of eighteen (18) months if their driving privilege had been previously suspended for refusing to submit to a breath, urine or blood test, ALSO inform the driver that if they hold a CDL, or was operating a CMV, refusal will result in the disqualification of the Commercial Driver’s License/driving privilege for a period of one (1) year in the case of a first refusal or permanently if they have been previously disqualified as a result of a refusal to submit to a breath, urine or blood test.
2. The arresting Deputy or BTO will read the appropriate Florida Implied Consent Law pertaining to the request for blood to the offender and request that they submit to a blood-alcohol test.
3. The offender must then refuse to take the offered blood-alcohol test.
4. The Deputy will issue a DUI Uniform Traffic Citation and retain any and all driver's licenses held by the offender. This includes licenses issued by any state or foreign country.
5. The Deputy will check the second block below the defendant's signature line indicating that the license is suspended for refusing to submit to a blood-alcohol test.
6. The arresting Deputy will request a teletype verification of the license status to ensure there are no other suspensions currently in effect.
7. If no other suspensions/revocations are currently in effect, the Deputy will check the "YES" block on the citation indicating the driver is "Eligible For Permit". This allows the offender to use their copy of the citation as a ten-day (10-DAY) Temporary Driving Permit.
8. If the license is currently suspended or revoked, or there is no verification that the offender has a current license issued, the Deputy will check the "NO" block on the citation. The Deputy will indicate the reason the offender is not eligible for the permit on the line provided.

9. The remainder of the citation will be completed in accordance with the instructions issued by the Department of Highway Safety and Motor Vehicles.

L. ADMINISTRATIVE PROCEDURES

1. In all cases falling under the purview of FLA. STAT. § 322.2615, two separate documentation "packets" must be prepared. One packet is to support the arrest and booking of the offender. The second packet supports the seizure and suspension of the driver's licenses.

2. **ARREST PACKET**

   a. It shall be the responsibility of the arresting Deputy to prepare or assemble all necessary paperwork and citations to support the arrest of the offender. These documents may include some or all of the following:

      (1) SA-707 Arrest Report/Complaint Affidavit;

      (2) All issued citations, including the DUI Uniform Traffic Citation;

      (3) Alcohol Influence Report;

      (4) Breath Test Report/Results;

      (5) Affidavit of Refusal To Submit;

      (6) Teletypes;

      (7) Incident Report (if required); and

      (8) Tow Sheet (if required).

3. **SUSPENSION PACKET**

   a. It shall be the responsibility of the arresting Deputy to assemble the packet to support the seizure and suspension of the driver's license. This packet must include the following:

      (1) A copy of the DUI Uniform Traffic Citation;

      (2) A copy of the arrest affidavit (SA-707) which contains an original signature and original LEO notary and is separately sworn to by the arresting officer;

      (3) A copy of the Alcohol Influence Report;

      (4) A copy of the breath, blood, or urine tests; or, the originally sworn Affidavit of Refusal to Submit;

      (5) The driver's license, if surrendered.

   b. The arresting Deputy will forward the completed suspension packet to the BAT Unit Coordinator at VSO District 3 where it will then be checked and recorded before being taken to the Bureau of Driver Improvement Office.

4. **BUREAU OF DRIVER IMPROVEMENT OFFICE**

   a. The Department of Highway Safety and Motor Vehicles, through the Bureau of Drivers Improvement Office, reviews and processes all DUI cases in which the arresting officer seized/suspends the driver's licenses of the defendant. All suspension packets will be sent to:

      Bureau of Driver Improvement

      2400 S. Ridgewood Ave. – Suite #2

      South Daytona, FL 32119

M. CONCENTRATED ENFORCEMENT EFFORTS

1. The VSO may engage in concentrated DUI enforcement efforts when deemed necessary. The Special Operations Captain or their designee shall be responsible for coordinating concentrated enforcement efforts.

2. Concentrated enforcement efforts may be conducted when deemed necessary due to holidays, special events, or periods of unusually high alcohol-related accidents or arrests.

3. The targeted areas will be selected based upon accident/citation statistics involving impaired drivers, and past VSO experience in identifying specific problem locations.
4. Selective roadway checks (checkpoints) for impaired drivers are also authorized for deterrence purposes. This shall be evaluated by Command Staff.
5. The Special Operation Captain or their designee may assign any personnel under their command to concentrated DUI enforcement efforts to include, but not limited to:
    a. The Crime Suppression Team;
    b. Traffic Units;
    c. Selected Zone Deputies;
    d. Reserve Deputies.

N. ARRESTING JUVENILES FOR DUI TRAFFIC OFFENSES

1. The procedure for the arrest of a juvenile for DUI will be handled in the same manner as the arrest of an adult except for the requirements surrounding the detainment of the juvenile per Fla. Stat. § 318.143(5).

O. ZERO TOLERANCE LAW – Fla. Stat. § 322.2616 [OVER THE LIMIT & UNDER 21 YEARS OF AGE]

1. Effective January 1, 1997, Fla. Stat. § 322.2616 was enacted which provides for the suspension of the driver's license of any person under the age of twenty-one who has a blood alcohol level of 0.02 percent or higher, who is driving and in actual physical control of a motor vehicle.
2. Violation of this statute (Fla. Stat. § 322.2616) results in administrative suspension of the person's driver's license and is neither a traffic infraction nor a criminal offense unless the person is arrested for DUI in violation of Fla. Stat. § 316.193.
3. Fla. Stat. § 322.2616 provides that a law enforcement officer who has probable cause to believe that a vehicle is being driven by or is in the actual physical control of; a person under the age of twenty-one while under the influence or with a breath alcohol level may lawfully detain the person and request they to submit to a breath test.
4. Further, Fla. Stat. § 322.2616 specifically states that detention pursuant to this section does not constitute an arrest. For this reason, it has been recommended that law enforcement agencies do not transport underage drivers to a breath testing facility. Since a violation of Fla. Stat. § 322.26216 is not a criminal act, it is also recommended that the driver not be handcuffed, placed in an area with persons who are under arrest or taken to a detention facility
5. For the purpose of this statue, and to keep and maintain the rights of those stopped under the age of twenty-one (21), it is the policy of the VSO to have a person respond to the location of the traffic stop who has been trained in the use of and who has an Alco Sensor Hand Held Breath testing Device that is and has been approved for the purpose of testing those drivers under the age of twenty-one (21) years of age, who have been lawfully stopped for committing a traffic infraction, or who were found to be in actual or physical control of a motor vehicle and have been determined to be under the influence of alcohol.
6. Any person found in violation of Fla. Stat. § 322.2616 shall first be read the Implied Consent Warning, which is on the front part of the suspension notice. If they are found to be in violation or refuse, they shall be issued an Under 21 citation packet to include: This will include the following:
    a. Affidavit of probable cause;
    b. Breath test result affidavit, or the Refusal Affidavit (whichever is applicable); and
    c. Notice of suspension if the results were above a 0.02 and the driver was under the age of twenty-one.
7. This packet is provided by DHSMV and is located throughout the VSO locations. This packet, when completed along with a copy of any traffic citations and any other reports or paper work, will be forwarded to The VSO Bat Unit to be validated and forwarded to The DHSMV Office.
8. **GUIDELINES FOR ENFORCEMENT OF FLA. STAT. § 322.2616**

a. First, you must ensure that lawful contact was made prior to an underage driver being checked for a violation of Fla. Stat. § 322. 2616. Lawful contacts include but are not limited to:

   (1) A traffic stop related to a violation of Florida Law;

   (2) Contact at a sobriety checkpoint;

   (3) Driver's license and equipment checkpoints;

   (4) Contact at the site of a traffic crash;

   (5) A consensual encounter with an underage driver;

   (6) Reasonable Suspicion of either impairment, a medical episode, or a person falling asleep while driving.

b. First, the Deputy shall rule out the possibility that the driver is legally impaired under Fla. Stat. § 316.193 before checking for a violation of Fla. Stat. § 322.2616. If the driver is found to be impaired or under the influence, then the Deputy shall proceed with a DUI investigation, and if needed, an arrest should be made for DUI

   (1) Interview the driver, verify the driver's age and check for signs of impairment.

   (2) Check the driver for a medical bracelet, or condition.

   (3) Have the driver perform standardized field sobriety tests if reasonable cause exists.

   (4) Rule out probable cause to make an arrest for DUI

      - If the decision is made to apply the use of a portable breath tester (PBT), and the person provides a breath sample and that sample provided is above a 0.02 level including up to or even above an 0.08, a change cannot be made to then arrest for DUI.
      - The deputy shall rule out the possibility of DUI first and then proceed to enforce the FLA. STAT. § 322.2616.

c. If no D.U.I arrest is to be made, but there are indications of alcoholic beverage consumption, you should determine if the driver is in violation of Fla. Stat. § 322.2616 through the use of the P. B. T.

d. If there is no arrest for another violation and the driver is age 18-22, the driver will be released after complying with the requirements of Fla. Stat. § 322.2616. The driver will not be allowed to continue to drive if any presence of alcohol and or impairment is noted. All opportunities will be made to contact the legal registered owner of the vehicle and make arraignments to have the owner respond to the location and retrieve the vehicle. If the driver is the owner and no other person on-scene is deemed safe or sober, the owner may summon a third party person respond to retrieve their vehicle. If said third party cannot respond in a reasonable time, then the vehicle will be towed according to any and all VSO policies concerning the towing of vehicles.

e. If there is no arrest for another violation and the person is under the age of 18, the Deputy shall follow the procedures listed below:

   (1) Attempt to contact a parent, guardian or legal custodian to come and pick up the vehicle and child;

   (2) If contact with a responsible person is unable to be made, the vehicle shall be towed, and transportation to the violator's residence shall be obtained.

   (3) If any of the conditions cannot be made, a VSO Supervisor shall be contacted and any and all VSO policies and procedures involving juveniles shall be followed.

f. At the conclusion, the under 21 years of age driver shall be given their copy of the 0.02 suspension notice and advised that their driver's license is now suspended and they cannot operate a motor vehicle.

g. They have a 10-day period that they must contact the local **Driver Improvement Office** and request a hearing about their license.

h. It should be noted that at all times during the encounter with any impaired driver and particularly with a minor, the person's safety and any medical needs should be noted and addressed.

9. **TRAINING, RECORDS AND MAINTENANCE OF THE PBT**

a. A PBT test can only be administered by a person who has received documented training in the use of the PBT.

b. It shall be the duty and responsibility of the Volusia County BAT Unit Coordinator or a designated FDLE-certified VSO Inspector to conduct accuracy checks every six months. The purpose of these accuracy checks is to ensure that:

(1) The PBT works within acceptable guidelines as set forth by the manufacturer;

(2) The instrument still operates within the guidelines set forth in Fla. Stat. § section 322.2616(17) for devices acceptable for use of administering breath test for a person under the age of 21;

(3) The operation limits set for the temperature guidelines and the instrument's tolerance levels are still acceptable given a test with a known value of alcohol dry gas.

c. The records for each of the inspection tests will be noted on the operator's ***Breath Test Log Book*** carried and used with each instrument in the field, as well as on the matching ***Agency Calibration Log***.

d. The ***Breath Test Log Book*** shall accompany the PBT in the field; all tests run on individuals will be noted as to:

(1) Name;

(2) Date;

(3) Test results of both tests;

(4) Officer requesting the test; and

(5) Name of the agency and the BTO's name

e. The ***Agency Calibration Log*** shall be kept and maintained in the BAT Unit Office of the VSO and shall show:

(1) Any deviations or notes of repairs, failures, or out-of-service repair needs that may be required or performed to the unit(s)notes;

(2) An accurate accounting of all downloaded tests that must be removed from the PBT periodically to keep the unit's memory from becoming full.

f. These calibration tests and downloaded notes will be kept in accordance with the ***Florida State Archive Record Retention Schedule*** should any checks or requests of the units' working abilities resulting from any civil or criminal hearing arise from the units' use.

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 61.1.2
- 61.1.5

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-061-07**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **TRAFFIC DISCRETION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide general guidelines on the discretionary privilege of personnel involved in traffic law enforcement activities and actions that require special processing.

II. DISCUSSION

The goal of traffic law enforcement is to reduce traffic crashes, fatalities and injuries, as well as, facilitate the safe and expeditious movement of vehicular and pedestrian traffic through the public's voluntary compliance with traffic regulations. This goal should be met through a combination of education, enforcement, engineering and public support.

Traffic enforcement activities should be conducted in a consistent and uniform manner and should not give preference; however, certain classes of traffic law violators require special processing such as persons with diplomatic immunity, United States Legislators, military personnel and juveniles.

III. POLICY

It shall be the policy of Volusia Sheriff's Office (VSO) to fairly and impartially provide a deterrent to traffic law violations and faithfully observe the rights and privileges of all people.

IV. PROCEDURE

A. GENERAL

1. Deputies may in the course of their duties encounter individuals claiming to have diplomatic immunity. Members of diplomatic missions, consular posts and certain international organizations should be accorded their respective privileges, rights, and immunities as directed by international law and federal statute. These officials shall be treated with the courtesy and respect that benefit their distinguished positions.
2. The United States Department of State issues identification cards to all members of diplomatic missions, consular posts and certain international organizations who are entitled to privileges and immunities. A brief statement of the bearer's immunity is printed on the reverse side of the card.
3. Deputies should be aware that newly arrived members of diplomatic and consular staffs may not have received identification documents.
4. Deputies may seek verification of an individual's status by contacting the U.S. Department of State Protocol Office at:
    - (202) 647-2663 during business hours
    - (202) 647-7277 after hours diplomatic security office.

B. TRAFFIC STOPS

1. Traffic stops and issuance of traffic citations do not constitute an arrest. Traffic citations may be issued to persons with immunity at the Deputy's discretion, based on the nature of the violation. The person with immunity is not required to sign a citation.

C. DRIVING UNDER THE INFLUENCE

1. The primary consideration in an incident involving a person with immunity that is believed to be driving under the influence is to ensure that the person and the public are not endangered. The following options are available:
    - Transport the party to a location where they can recover sufficiently to drive, such as a hotel or a friend's residence.
    - Assist the person in summoning a friend or relative to drive them.
    - Call a taxi for them.
    - Transport them home.
2. The person should not be handcuffed, subjected to a sobriety test or mistreated in any way.
3. An incident report will be completed for any incident involving driving under the influence by members of diplomatic missions, consular posts or certain international organizations who are entitled to privileges and immunities.
4. **REPORTING INCIDENTS**
    a. Should a member of a diplomatic mission, consular post or one of the certain international organizations, who is entitled to privileges and immunities, be involved in criminal actions, it shall be documented by an incident report and immediately reported to the Sheriff, via chain of command.

D. MILITARY PERSONNEL

1. On occasion it may be necessary to issue a traffic citation or effect a physical arrest of military personnel.
2. Deputies stopping military vehicles should use discretion based on the nature of the offense. In most cases, offenses can be handled by reporting it to the liaison officer of the Armed Forces Investigative Division.
3. When armed forces personnel are physically arrested, the Armed Forces Investigative Division liaison officer of the nearest armed forces headquarters shall be contacted by the arresting Deputy's immediate supervisor.

E. UNITED STATES SENATORS AND REPRESENTATIVES

1. United States Senators and Representatives in all cases, except treason, felony offenses and breach of the peace, are immune from arrest during their attendance at sessions of their respective houses, while going to or returning from the same and for any speech or debate in either house.
2. State Senators and Representatives do not possess any special immunity.
3. Driving under the influence shall be considered within the breach of the peace category.

F. NON-RESIDENTS

1. Persons who are not United States citizens or Florida residents shall not be afforded special considerations and shall be warned, cited or arrested as appropriate.

G. JUVENILES

1. Juveniles are issued uniform traffic citations and handled in the same manner as adults for traffic violations with the exceptions outlined in general order *GO-044-02 Juvenile Arrest and Investigation Procedures*.

H. EMERGENCY VEHICLES

1. As provided in Fla. Stat. § 316.072, unless specifically applicable, provisions of Fla. Stat. Ch. § 316, except for Fla. Stat. §§ 316.193, 316.1925 shall not apply to:

- The driver of an authorized emergency vehicle when responding to an emergency call, when in the pursuit of an actual or suspected violator of the law, or when responding to a fire alarm, but not when returning from a fire.
- A medical staff physician or technician of a medical facility licensed by the State of Florida when responding to an emergency in the line of duty in their privately owned vehicle, using red lights as authorized in Fla. Stat. § 316.2398.

2. Emergency vehicles shall be subject to the constraints of Fla. Stat. § 316.072.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 1.2.6
- 61.1.3

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-061-08**	**Distribution** All Personnel	**Reissue/Effective Date** 03/05/2026
		Original Issue Date 01/05/2021	**Previous Revision Date** 10/13/2022
Title **TRAFFIC CRASHES [CALEA LE 61.2.1]**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines regarding the responsibilities and duties of members of the Volusia Sheriff's Office (VSO) as they apply to traffic crashes.

II. POLICY [CALEA LE 61.2.1]

It shall be the policy of the VSO to respond to the scene of traffic crashes in areas where the VSO provides primary law enforcement services to provide emergency assistance to injured persons and protect the crash scene. [CALEA LE 61.2.2 (e)]

In the contracted municipalities of Deltona, Debary, Oak Hill, and Pierson:

- Deputies will respond to, investigate, and properly document all traffic crashes.
- The VSO Traffic Homicide Unit will investigate and properly document fatal or serious bodily injury crashes that are likely to become fatal.
- The Major Crimes Unit will investigate and properly document crashes where a fatality is determined to be the result of an intentional criminal act.

III. DEFINITIONS

Serious Bodily Injury – *Means an injury to a person, including the driver, which consists of a physical condition that creates a substantial risk of death, serious personal disfigurement, or protracted loss or impairment of the function of a bodily member or organ*.

IV. PROCEDURE

A. JURISDICTION [CALEA LE 2.1.2, 83.2.6]

1. CRASHES OCCURRING IN UNINCORPORATED VOLUSIA COUNTY

a. VSO will investigate and document the following crashes in the unincorporated areas of Volusia County, excluding interstates and interstate ramps: [CALEA LE 82.2.1 (b)]

- Crashes that may be documented on a Short Form Crash Report (HSMV 90010S).
- Crashes with no injuries, where one or more of the involved vehicles requires a wrecker, requiring a Long Form Crash Report (HSMV90010S).

b. In the event a Deputy is unavailable to respond to a crash within a reasonable amount of time, FHP will be requested to investigate a crash in the unincorporated area at the discretion of a supervisor.

c. The Florida Highway Patrol (FHP) will be primarily responsible for investigating crashes in the unincorporated areas of Volusia County that are required to be documented on a Long

Form Crash Report (HSMV 90010), with the exceptions found in IV.A.2.b. Additionally, FHP will be responsible for crashes involving commercial motor vehicles and all crashes occurring on the interstates and interstate ramps within Volusia County.

2. **INCORPORATED CITIES NOT CONTRACTED WITH VSO FOR LAW ENFORCEMENT SERVICES**

   a. In the incorporated cities that do not contract with VSO for law enforcement services, investigating traffic crashes is primarily the responsibility of the respective police department.

3. **SANCTIONED MOTOR VEHICLE RACING EVENTS**

   a. VSO does not investigate crashes of motor vehicles involved in sanctioned motor vehicle racing events.

B. CRASH SCENE RESPONSIBILITIES

1. **PRELIMINARY RESPONSIBILITIES OF INITIAL RESPONDING DEPUTY** [CALEA LE 61.2.2 (g), 61.4.2]

   a. Upon arriving at the scene of a motor vehicle crash, Deputies shall conduct a preliminary survey of the scene to determine the existence of any hazards. Deputies shall implement temporary measures to stabilize dangers posed by: [CALEA LE 61.2.2 (c)]

      (1) Downed power lines.

      (2) Gasoline/fuel spill.

      (3) Fire.

      (4) Hazardous material leaks/incidents.

      (5) If possible, ensure that all personnel are kept 2,000 feet/0.4 miles from the scene.

      (6) Provide responding emergency personnel with spill/leak information and note content of identification placards.

      (7) The presence of explosives - arrange, if possible, for a protective zone as directed in the US Department of Transportation's Emergency Response Guidebook.

      (8) Unstable vehicles/traffic conditions – request assistance as required.

   b. The primary responsibility of the first Deputy responding to the scene of a motor vehicle crash is to care for injured persons and to protect the crash scene. Consequently, deputies shall: [CALEA LE 61.2.2 (b, e), 61.3.2 (a), 61.4.2]

      (1) Position the patrol vehicle to protect victims or warn other motorists of roadway obstructions or hazards that cannot be moved from the roadway. Deputies are cautioned not to rely on the presence of the patrol car to divert traffic around crash scenes. Other warning measures should be employed as well, and vehicles should be removed from the roadway once the need to protect victims or warn other motorists no longer exists.

      (2) Utilize vehicle emergency lighting to maximize visibility/warning. Augment with safe, proper placement of traffic cones or flares, if appropriate.

      (3) Assess injuries, provide immediate aid to victims and initiate requests for first responder services. (i.e., fire equipment, Air One, hazardous material response units, ambulances/paramedics, power companies, tow trucks, etc.) [CALEA LE 41.2.4]

   c. Establish a safe traffic pattern. [CALEA LE 61.2.2 (b), 61.3.2 (a)]

      (1) The Deputy may use flares and traffic cones to detour traffic temporarily.

      (2) Fire Police may be requested using the same criteria in unincorporated areas of the county.

      (3) Locate witnesses that are immediately available.

2. **SECURE SCENE AND PROTECT EVIDENCE**

   a. For traffic crashes involving a fatality or serious bodily injury the scene will be considered a crime scene. Deputies will secure and protect the scene in accordance with general order *GO-042-02 Criminal Investigation Operations*. [CALEA LE 61.2.2 (e), 61.3.2 (a)]

b. Deputies shall take precautions to protect the property of the injured, incapacitated, or deceased involved in the crash from theft if the owner is unable to care for it. When the VSO will be conducting the investigation and a Deputy takes custody of property, it will be documented and submitted to the VSO Evidence Section. [CALEA LE 61.2.2 (f)]

C. CONDUCTING TRAFFIC CRASH INVESTIGATIONS

1. Subsequent to arranging treatment for the injured and securing the scene, Deputies shall initiate an investigation into the incident. The investigating Deputy Shall: [CALEA LE 61.2.2 (d)]

   a. Obtain roadway evidence, to include pre-crash skid marks, post-crash skid marks, distance from area of collision(s) to final rest, roadway width, and any other measurements deemed necessary for the completion of a crash diagram.

   b. Conduct interviews of the drivers and passengers of the involved vehicles, along with any available witnesses.

   c. Take evidentiary photos. (if needed)

   d. Collect, mark, and preserve physical evidence.

   e. Obtain identification information from vehicles and assess damage.

   f. Summon wrecker(s) for involved vehicles with disabling damage. [CALEA LE 61.4.3 (b)]

2. Upon completion of the crash investigation, if possible, the investigating Deputy will determine which party is at fault. If it can be clearly established which party is at fault, and when sufficient evidence exists to satisfy all the elements of a violation of Florida Statute, the investigating Deputy should take appropriate enforcement action by either issuing a traffic citation(s) or making a criminal arrest if applicable. In the case of a crash resulting in a fatality or the possibility of a fatality, citations or criminal charges will be the responsibility of the assigned Traffic Homicide Case Agent. [CALEA LE 1.2.5, 61.1.5 (h)]

3. Document findings and prepare the appropriate crash report in the VSO crash and citation software system. The Florida Highway Safety and Motor Vehicles Uniform Traffic Crash Report Manual is available from the VSO intranet's manuals and department references webpage. [CALEA LE 82.2.1 (a, b, c, d)]

4. **CRASHES INVOLVING VSO VEHICLES**

   a. For crashes involving a VSO vehicle, the involved employee will notify Central Communications of the incident's details, including:

      (1) Location;

      (2) Injuries;

      (3) Number of vehicles involved and description;

      (4) Any known hazards.

   b. **SUPERVISOR RESPONSIBILITY** [CALEA LE 2.1.2]

      (1) The involved Deputy's immediate Supervisor will be notified and shall respond to the scene if available. If the immediate Supervisor is unavailable, the District Patrol Supervisor shall respond to the scene, notify the chain of command, and conduct a supervisory investigation of the incident.

      (2) Incidents in which the VSO vehicle is the only vehicle involved and there is no property damage other than minor vehicle damage shall not require a crash report. A supervisor will respond and conduct an investigation. The chain of command will be notified.

      (3) For VSO vehicle crashes involving injury or property damage, Florida Highway Patrol will be notified to conduct the crash investigation. For minor crashes occurring within the jurisdiction of a city police department, the respective police department of that jurisdiction may be notified to complete the crash investigation at the discretion of the Patrol Supervisor.

      (4) The investigating Supervisor shall take photographs, document the incident, and submit all documentation to the chain of command via BlueTeam.

5. **HIT AND RUN** [CALEA LE 82.2.1 (d)]

a. If the crash involves hit and run with bodily injuries or hit and run with property damage where the property was attended by any person, it will be investigated and reported by a Deputy using a Long Form Crash Report (HSMV 90010S).

b. If the crash involves hit and run with property damage of more than $500.00, where the property was not attended and there is no vehicle or suspect information, it will be investigated and reported by a Deputy using a Short Form Crash Report (HSMV 90010S).

6. **DUI CRASH INVESTIGATIONS** [CALEA LE 61.1.10]

a. Deputies should carefully observe all parties involved in a traffic crash, paying particular attention to the behavior, attitude, speech, physical condition, balance, and other characteristics that may indicate impairment on the part of any driver.

b. The investigating Deputy should consult with attending medical personnel to identify any indicators of impairment they have observed and obtain written statements, if applicable.

c. If signs of impairment are observed, the Deputy shall, at the conclusion of the traffic crash investigation, initiate a criminal investigation, in accordance with general order *GO-061-06 DUI Enforcement Program*, to determine if probable cause of Driving Under the Influence (DUI) exists.

d. When the investigation leads to probable cause of Driving Under the Influence, the driver shall be arrested. Every effort should be made to ensure that an appropriate test is performed to determine the driver's blood alcohol content or the presence of chemical or controlled substances if warranted.

e. If criminal charges will not be filed until the results of a blood or urine test are returned, the Deputy shall complete the crash report and state in the narrative section that the issuance of citations or criminal charges is pending the receipt of the blood or urine test results. When the blood or urine test results are received, the Deputy will complete an updated report and will issue citations or make an arrest when appropriate. [CALEA LE 82.2.1 (d)]

f. All DUI crashes will be documented using a Long Form Crash Report (HSMV 90010S).

7. **PRIVATE PROPERTY**

a. Deputies shall investigate and document traffic crashes occurring on private property open to the public using the same criteria as public property or roadways. Traffic crashes occurring on private property will only be investigated if there is a fatality or potential fatality as a result of the crash, as outlined in the *FATALITY OR POTENTIAL FATALITY* section of this general order.

D. FOLLOW-UP INVESTIGATIONS [CALEA LE 83.2.6]

1. A Deputy who is assigned to investigate a crash will also be responsible for any follow-up investigation that may be required, including the following:

a. Obtaining formal statements from witnesses or people involved in crashes, which could not be obtained at the crash scene.

b. Respond to hospitals to identify victims, provide a Driver Exchange of Information (HSMV 90006), or issue appropriate citations or criminal charges.

c. Vehicle inspections at a location other than the crash scene.

d. Results of blood or urine tests.

e. Any other duties required to gather information needed to complete the crash report.

2. Follow up reports on all open investigations shall be required at no more than thirty (30) day intervals until the investigation is completed.

E. CRASH REPORTS AND FORMS [CALEA LE 83.2.6

1. Each crash investigation conducted by a Deputy shall be reported on the following report forms in the VSO crash and citation software system: [CALEA LE 82.2.1 (b)]

a. Long Form (HSMV 90010S);

b. Short Form (HSMV 90010S);

c. Driver Exchange (HSMV 90006).

2. A Long Form (HSMV 90010S) must include a Narrative/Diagram when the following criteria are met:

   a. Resulted in death of, personal injury to, or any indication of complaints of pain or discomfort by any of the parties or passengers involved in the crash;

   b. Leaving the scene involving damage to attended vehicles or property (Fla. Stat. § 316.061(1));

   c. Driving while under the influence (Fla. Stat. § 316.193);

   d. Hit and run with bodily injuries or hit and run with property damage where the property was attended by a person;

   e. Rendered a vehicle inoperable to the degree that required a wrecker to remove it from the scene of the crash; [CALEA LE 61.4.3 (b)]

   f. Involved a commercial motor vehicle;

   g. Involved Hazardous Materials.

3. A Short Form (HSMV 90010S) is used to report other types of traffic crashes. If form HSMV 90010S is used as a Short Form Report, diagrams are not required.

4. Driver Exchange of Information (HSMV 90006) is used only as a Driver Report of Crash or Driver Exchange of Information Form.

5. Time, location, and vehicle and pedestrian sections should be completed based upon the information requested for each field. The VSO call number will be entered into the field designated for the case number. This form is used to exchange driver information between the parties involved in a traffic crash. The Deputy shall provide this form to all drivers on crashes investigated by the VSO. [CALEA LE 82.2.1 (c)]

6. A Deputy may use a Driver Exchange of Information if the following criteria are met:

   a. All involved vehicles remained at the scene of the crash.

   b. Total damage to vehicles or property is less than $500.00.

   c. None of the involved vehicles are disabled to the point of requiring a tow.

   d. No signs of impairment.

   e. No criminal violations.

F. REPORT SUBMISSION [CALEA LE 82.2.1 (e)]

1. The original crash report will be submitted electronically into the VSO crash and citation software system. Reports will be submitted by the end of the shift in which the crash investigation was conducted unless approved by the District Lieutenant. Reports will be submitted to the State of Florida within ten (10) days (Fla. Stat. § 316.066).

G. FATAL OR SERIOUS BODILY INJURY CRASHES

1. **CRASHES THAT REQUIRE A TRAFFIC HOMICIDE OR DEATH INVESTIGATION:**

   - A criminal act causes a roadway death;
   - A death occurs within ninety (90) days of a crash;
   - The Medical Examiner confirms the crash as the cause of death;
   - An unborn child dies and the Medical Examiner issues a death certificate;
   - A fatality results from a crash occurring on private, industrial, or agricultural property.

2. **RESPONSIBILITY FOR FATAL OR SERIOUS BODILY INJURY CRASH INVESTIGATIONS**

   a. The Traffic Homicide Unit is responsible for investigation and reporting of traffic crashes involving fatality or serious bodily injury.

   b. For crashes where it is either determined or unclear that a fatality is the result of an intentional act, the Major Crimes Lieutenant will decide whether the Major Crimes Unit will conduct a

joint investigation with the Traffic Homicide unit. If a fatality is confirmed to be from an intentional act, the Major Case Unit assumes responsibility for the case with support from the Traffic Homicide Unit.

3. **NOTIFICATIONS**

   a. The Patrol Supervisor is responsible for ensuring the on-call Traffic Homicide Unit Supervisor is notified once the crash has been determined to involve fatality or serious bodily injury.

   b. The Traffic Homicide Unit Supervisor is responsible for ensuring:
      - Assigned Traffic Homicide Investigators are notified, including who will be the case agent;
      - Ensuring the Crime Scene Unit (CSU) is notified and requested to respond.

   c. When the Traffic Homicide Unit determines a fatal crash either is the result of or possibly the result of an intentional act, the Traffic Homicide Unit Supervisor is responsible for ensuring the Major Crimes Lieutenant is notified.

4. **TRAFFIC HOMICIDE UNIT SUPERVISOR RESPONSIBILITIES**

   a. The Traffic Homicide Unit Supervisor is responsible for:
      - Determining what personnel, training, and equipment are needed and ensuring they are accomplished;
      - Assigning an investigator to be the case agent;
      - Overseeing the investigation;
      - Quality control;
      - Liaising with the State Attorney's and Medical Examiner's Offices;
      - Ensuring Investigators are productive and available;
      - Coordinating the scheduling of Traffic Homicide Unit personnel;
      - Ensuring Equipment assigned to the Traffic Homicide Unit is maintained and available.

5. **RESPONSIBILITIES OF INITIALLY RESPONDING DEPUTIES**

   - Securing the scene of the crash;
   - Preserving evidence;
   - Creating and maintaining a detour around the scene;
   - Locating and separating witnesses;
   - Initiating and maintaining a crime scene log until it is transferred to an assigned Traffic Homicide Unit member.

6. **CSU RESPONSIBILITIES**

   a. The CSU's primary responsibilities are for crash scene reconstruction data collection, photography, and collection of physical evidence.

7. **THE CASE AGENT IS RESPONSIBLE FOR ALL ASPECTS OF THE CASE, INCLUDING BUT NOT LIMITED TO**

   a. The scene is treated as a crime scene;

   b. Driver and witness information is collected;

   c. Driver impairment protocol is completed:

      (1) All drivers are checked for impairment;

      (2) Blood samples are legally obtained when probable cause exists;

      (3) Investigators document observations and consult with emergency medical services, fire, and law enforcement personnel for additional signs of impairment.

   d. Conducting recorded interviews with on-scene drivers, passengers, and witnesses;

   e. Deceased victim's IDs are handled according to protocol;

   f. Next of Kin notification;

g. The Homicide Investigation Tracking System (HITS) is properly updated;

h. Evidence is documented, collected, and secured, to include:
- Surveillance camera footage with evidentiary value;
- Collect Crash Data Recorder (CDR) evidence.

i. Follow up investigation, as needed;

j. Inspecting vehicles involved;

k. Notification to the Florida DHSMV of a fatality or serious bodily injury;

l. Attending autopsies associated with the crash;

m. Certified driver histories are acquired;

n. Ensuring required documentation is completed:

(1) Ensuring crash diagrams and damage analysis are completed;

(2) Ensuring evidence is documented with photographs and measurements.

o. Final documentation of the incident, to include filing criminal charges or traffic citations, if appropriate;

p. Post Scene Procedures:

(1) All follow up investigation;

(2) Deceased victims' IDs are handled per protocol;

(3) Investigators must update the Homicide Investigation Tracking System (HITS within twenty-four (24) hours.

8. **BLOOD DRAWS AND IMPAIRMENT TESTING**

a. All drivers involved in fatal or serious bodily injury crashes will be asked to voluntarily consent to a blood draw to determine the driver's blood alcohol content or the presence of chemical or controlled substances.

b. Any person who is incapable of refusal by reason of unconsciousness or other mental or physical condition is deemed not to have withdrawn their consent to such test (Fla. Stat. § 316.1932).

c. If signs of impairment are observed and the driver refuses the blood test, a search warrant will be obtained.

(1) **SEARCH WARRANT PROCESS**

(a) The case agent will contact the appropriate on-call Assistant State Attorney or on-call Judge in the respective County the suspected impaired driver is in at the time it will be obtained.

(2) **EXIGENT CIRCUMSTANCES PROTOCOL**

(a) If a search warrant cannot be obtained in a timely manner, the case agent will take the following actions:
- Notify the Major Crimes Section Lieutenant and VSO General Counsel, if available.
- Proceed with obtaining a blood sample from the suspected impaired driver.
- Clearly document all exigent circumstances that led to a blood draw request.

(3) **SEARCH WARRANT EFFORT DOCUMENTATION**

(a) Record all steps taken to secure a search warrant, including:
- Contacts made with an Assistant State Attorney or Judge;
- Confirmation that serious injury or death was involved;
- Condition of the suspected impaired drive;
- Amount of time between the crash and the blood draw request.

(4) **MEDICAL BLOOD DRAWS AT THE HOSPITAL**

(a) If the suspected impaired driver is being treated at a hospital and a medical blood sample is drawn, the results may be obtained later through a search warrant or subpoena issued in the respective county.

(b) If a search warrant is delayed, the exigent circumstances must be document.

9. **VEHICLE HANDLING**

   a. All vehicles involved in fatal crashes will be towed to the VSO evidence facility. A Deputy will escort the vehicle to the evidence facility.[CALEA LE 61.4.3 (b)]

   b. Accessing event data recorder (EDR) data requires a warrant unless consent is given.

   c. The case agent will be responsible for coordinating the release of vehicles when appropriate.

10. **UPON COMPLETION OF THE INVESTIGATION**

   a. Once the case agent has completed their investigation, the THI Sergeant and the Major Crimes Lieutenant will review the case file and disposition.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-061-09**	**Distribution** All Personnel	**Reissue/Effective Date** 09/19/2024
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **SCHOOL CROSSING GUARDS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish policy and delineate responsibility for the Volusia Sheriff's Office (VSO) School Crossing Guard program.

II. POLICY

It shall be the policy of the VSO to establish and maintain a School Crossing Guard program.

It shall further be the policy of the VSO to act within the local legislative policies to ensure a safe and uniform policy of expediting the movement of children to and from school.

III. PROCEDURE

A. AUTHORITY AND RESPONSIBILITY [CALEA LE 61.3.4 (a)]

1. The School Crossing Guard program is a unit within the Youth Services Section of the Support Operations Division under the supervision of the section's Commander or designee.

2. **SCHOOL CROSSING GUARD SUPERVISOR**

   a. Civilian School Crossing Guard Supervisor(s) shall be assigned to each district and shall have the following responsibilities:

   - Directly supervise civilian School Crossing Guards;
   - Provide and ensure that all School Crossing Guards are appropriately trained;
   - Ensure that each crossing within their assigned District is manned each working day;
   - Perform other traffic or crossing guard related duties as assigned by the appropriate Captain.

3. **SCHOOL CROSSING GUARD**

   a. School Crossing Guards are to report for duty at the assigned post at the designated time regardless of weather conditions unless otherwise instructed by a Supervisor.

   b. Crossing Guards shall remain at their posts during assigned times, unless properly relieved by qualified personnel.

   c. When unable to report for duty due to illness or other exigent circumstances, the School Crossing Guard shall notify their immediate supervisor (1) hour prior to the scheduled reporting time. The supervisor shall ensure the post is manned.

   d. School Crossing Guards shall not direct traffic. Their role is to expedite the movement of children to and from school by creating gaps in traffic.

   e. Crossing Guards have no law enforcement powers and shall take no enforcement actions.

f. While on duty, Crossing Guards are prohibited from:
   - Talking or texting on cell phones or listening to electronic devices, with or without headphones with the exception of reporting or responding to an emergency.
   - Reading books magazines, newspapers or other educational or entertainment materials.
   - Becoming directly involved with the discipline of children. Crossing Guards may remind children of traffic and bicycle laws and safety regulations. Crossing Guards shall contact school officials in regard to children who do not cooperate.
   - Supervising children participating in a safety patrol program.

g. Crossing Guards shall remain alert for and report the description of:
   - Suspicious persons or vehicles in the area;
   - Vehicles or situations which create hazardous conditions.

B. METHOD OF CROSSING

1. When engaged in stopping traffic, each Crossing Guard shall have access to cones, raincoat, whistle, retro-reflective STOP paddle, and retro-reflective vest.
2. The Crossing Guard will verify that signs, signals, or cones are in place or properly functioning.
3. The Crossing Guard will position themself where they can best observe the traffic conditions and be most visible to vehicular and pedestrian traffic.
4. Crossing Guards shall assume a presence that reflects confidence, command, and courtesy.
5. The Crossing Guard shall ensure that the traffic is completely stopped before directing children across the street.
6. The Crossing Guard shall ensure all children are off the roadway (that portion of the highway improved, designed, or ordinarily used for vehicular travel, exclusive of the shoulder) before allowing vehicular traffic to proceed.
7. **WHISTLE SIGNALS**

   a. Whistle signals shall be coordinated with hand signals and of sufficient volume as to be audible with respect to the surrounding conditions.
      - **STOP** – One long whistle blast;
      - **ATTENTION** – A series of short whistle blasts.

   b. The whistle shall be on the Crossing Guard's person and readily accessible upon entering the roadway.

   c. An electric whistle approved by the Crossing Guard's Supervisor may be used in place of the manual whistle. If an electric whistle is used, the manual whistle must be carried on the Crossing Guard's person as a backup.

8. **HAND AND ARM SIGNALS**

   a. The following hand signal shall be used:
      - **STOP** – One arm is extended at shoulder level parallel to the ground with the palm and fingers pointing upward. The retro-reflective STOP paddle shall be held in the opposite hand with the arm extended at shoulder level parallel to the ground with the paddle perpendicular clearly visible to traffic.

C. CRITERIA FOR SELECTION [CALEA LE 61.3.4 (b)]

1. School Crossing Guards shall be required to possess the skills, knowledge and abilities required for job performance.
2. **REQUIREMENTS**

   a. Candidates for School Crossing Guards must meet the following eligibility requirements:
      - Must be physically and mentally capable of safely crossing children and fulfilling the requirements of the job;
      - Must successfully complete medical, CVSA and background examinations;

- Must have no history of criminal arrests;
- Must have a home telephone or cell phone access;
- Must possess a valid Florida Driver's license;
- Must have a high school diploma, GED, or higher education.

b. The complete listing of eligibility requirements are found on the position announcement.

D. UNIFORMS [CALEA LE 61.3.4 (c)]

1. Crossing Guards and Crossing Guard Supervisors shall wear the issued uniform and maintain a professional appearance while engaged in assigned duties.
2. Crossing Guards and Crossing Guard Supervisors shall be issued the uniforms and equipment specified in general order *GO-022-06 Appearance, Uniforms, and Equipment*, and comply with the portions of the general order applicable to them.
3. The School Crossing Guard uniform is designed to be distinctively different from those worn by sworn personnel.

E. CRITERIA FOR CROSSINGS [CALEA LE 61.3.4 (d)]

1. The location of School Crossing Guard posts at crossing points is determined by an evaluation committee consisting of a representative from the VSO, the School Board, Traffic Engineering, as well as a County Council member, and a Volusia County resident.
2. The School Crossing Guard Unit conducts annual surveys of current crossing posts and submits them to the evaluation committee for a documented review. A copy shall be forwarded to the Youth Services Section Commander. [CALEA LE 61.3.4 (e)]
3. Requests for new crossing posts are received by the School Crossing Guard Unit from Law Enforcement Officers, School employees, or other interested parties. The School Crossing Guard Unit Supervisor shall ensure a survey of the crossing is conducted. The Requested Crossing Evaluation Form shall be completed and forwarded to the evaluation committee for review. A copy shall be forwarded to the Youth Services Section Commander.
4. The following variables shall be addressed in survey reports to the School Crossing Evaluation Committee:
   - Traffic volume and speed;
   - Number of turning movements;
   - The width of the intersection;
   - The physical terrain;
   - The existence or absence of traffic control devices;
   - The number and ages of the children utilizing the crossing.
5. The evaluation committee will meet quarterly or as needed to review the surveys submitted by the School Crossing Guard Unit, then votes to create, maintain, or eliminate crossing posts.
6. The results of the surveys shall be included in the Youth Services Section Commander's personnel allocation/workload assessment report.
7. The School Crossing Evaluation Committee Chairman shall maintain liaison with Traffic Engineering and the Volusia County School Board Transportation Department to ensure a uniform approach to school area traffic control development. This promotes uniform behavior on the part of drivers and pedestrians.

F. ANNUAL TRAINING

1. School Crossing Guards shall complete an annual training and refresher course.
2. This training course shall instruct Crossing Guards on:
   - Safety measures and methods;
   - Rules and regulations;

- Responsibilities.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-061-10**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **TRAFFIC DIRECTION AND CONTROL**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines regarding the movement and control of vehicles and pedestrians, including traffic control, parking, school crossing guards and activities related to the safe and expeditious movement of traffic both vehicular and pedestrian.

II. DISCUSSION

Traffic control functions are performed to ensure the safe and efficient movement of traffic.

III. POLICY

It shall be the policy of Volusia Sheriff's Office (VSO) to ensure the safe and efficient flow of vehicular and pedestrian traffic and to direct or control the movement of traffic where conditions or emergency situations require.

IV. PROCEDURE

A. TRAFFIC DIRECTION BY SWORN PERSONNEL

1. Traffic direction will be performed by sworn personnel as follows:
   - When it is determined that, in the interest of safety or efficiency, it is necessary
   - When necessary to preserve a crime scene
   - At special events involving the large flow of vehicular or pedestrian traffic, to facilitate the safe passage of the public
2. Due to the rural nature of Volusia County scheduled routine manual traffic direction is not performed by VSO.

B. TRAFFIC DIRECTION BY NON-SWORN PERSONNEL

1. Citizen's Observer Patrol (COP) members are permitted to direct and control traffic only after successful completion of VSO training in traffic direction and control.
2. COP's will wear the prescribed uniform and a VSO issued reflective vest while directing traffic.
3. The uniform will be distinctively different from those worn by sworn personnel.
4. A sworn supervisor shall be the only person authorized to initiate a call-out of Citizen Observer personnel.
5. Sworn supervisors may utilize COP's for traffic control at crash scenes where the road is expected to be closed or obstructed for more than an hour.

6. After having been at the scene or advised by Deputies, Fire Fighters, or Emergency Management personnel that COP's are needed the following criteria shall be followed:
    - Whether or not the situation can best be handled by non-sworn personnel.
    - Determine the number of COP's that are needed
    - The number of COP vehicles that are needed
    - Any need for additional safety equipment, outside that normally issued to COP's
7. The supervisor will notify Communications of the number of vehicles and COP members that are needed, the location that they are needed, and the contact person at the scene whom they are to report.
8. Communications personnel, COP Coordinator, COP District Supervisors, COP Base Station personnel shall upon receiving a request from a Sworn Supervisor, make the following notifications:
    - Communications: If available, notify COP Base Station of what is needed and other information listed above in IV.B.6.
    - If Base Station is not in operation, Communications will notify the COP Coordinator or COP District Supervisors of the information listed above in IV.B.6.
9. The COP Base Operator shall:
    - Direct on duty COP members having traffic control certification to the location identified
    - Advise COP members responding of the supervisor making the request and to whom they are to report
    - Notify the COP Coordinator or COP District Supervisors and brief them on the situation and receive permission to call off duty members if required.
10. The COP Coordinator or COP District Supervisors shall:
    - Determine the number of COP members and vehicles to respond
    - Contact the appropriate number of trained members, advising them of where and whom to report
11. COP Coordinator or the COP District Supervisors have the option of directing COP members to the scene in their personal vehicles to expedite response time if additional vehicles are not needed.
12. COP Members certified in traffic control shall when called out:
    - Respond to the specified incident scene in a safe manner
    - Direct traffic in accordance with this general order
    - Continue to direct traffic until relieved by competent authority
    - Upon securing their post a COP Member will advise COP Base or Communications Center, VIA VCWIDE-1-channel, of which units have secured their traffic posts and the location.
13. School Crossing Guards shall not direct traffic, but are allowed to create a gap in the traffic pattern to allow crossing. Crossing guards will follow guidelines per general order *GO-061-09 School Crossing Guards*.

C. CRITICAL INCIDENTS TRAFFIC CONTROL

1. A traffic control perimeter should be established near the scene in order to control access to the scene, but a sufficient distance from the scene to prevent injury to personnel or damage to property.
2. Fire Department personnel, including volunteer police/fire units, may be utilized to direct traffic at fires, accident scenes or other emergency situations.
3. An unobstructed traffic-way should be maintained for use by emergency vehicles.
4. Volunteer fire fighter vehicles should be directed to an area so as not to obstruct the flow of emergency vehicles.

5. A location should be established for pedestrian (spectators, reporters) control.

D. SPECIAL EVENTS

1. The Traffic Unit Supervisor shall be responsible for the deployment and management of traffic control personnel and equipment.
2. Consideration should be given to:
    - The use of major traffic arteries to allow vehicular and pedestrian traffic egress and ingress for the event
    - Easily accessible and clearly designated parking
    - The assignment of Deputies to specific duties of spectator control, as required
    - The use of public transportation to alleviate vehicular traffic
    - Provisions for relief of personnel assigned point control duties
    - Provisions for the news media
    - Emergency vehicle access
    - Alternate routes for traffic
    - Temporary traffic controls
3. The Traffic Unit Supervisor shall, in cooperation with Traffic Engineering, survey specific locations where point traffic control and parking is needed, and analyze alternatives, at least annually.
4. This survey, which is normally conducted by Traffic Engineering, shall identify and suggest alternatives to:
    - Deficiencies or needs in no parking zones, peak tow away zones, restricted parking zones and overtime parking enforcement
    - Expedite the safe and efficient movement of vehicles and pedestrians

E. MANUAL CONTROL OF TRAFFIC

1. Deputies shall exercise judgment in carefully weighing the necessity of effecting manual control of traffic. Factors to be considered should include, but are not limited to, existing roadway congestion, adverse weather conditions, emergency situations, traffic volume, traffic speed, and number of pedestrians, estimated duration of the congestion period, and manpower availability and safety.
2. If manual control is performed at an intersection the existing automated signals should be turned off.
3. When engaged in the manual direction of traffic, each Deputy shall have access to a whistle, a flashlight or traffic wand, portable or mobile radio, a raincoat, flares or cones, and a reflective vest.
4. The whistle shall be upon the Deputy's person while engaged in manual direction of traffic.
5. The issued reflective vest shall be worn while directing traffic. The reflective vest will be worn over rain gear in foul weather conditions. An exception would be during those brief periods of time when initially effecting manual traffic direction on an emergency basis.
6. The Deputy will position themself where they can best observe the traffic conditions and be most visible to vehicular and pedestrian traffic.
7. Deputies shall assume a posture that reflects confidence, command and courtesy.
8. When more than one Deputy is involved in manual direction or control of traffic within the same area, the first Deputy on the scene shall assume the responsibility of coordinating traffic control. Deputies conducting manual direction or control of traffic should maintain visual contact, and at the very least radio communications is needed for safe traffic direction.

F. WHISTLE SIGNALS

1. Whistle signals shall be coordinated with hand signals and of sufficient volume as to be audible with respect to the surrounding conditions.
    - **STOP** – One long whistle blast.

- **PROCEED** – Two short whistle blasts.
- **ATTENTION** – A series of short whistle blasts.

G. HAND AND ARM SIGNALS

1. The following hand and arm signals shall be used:
   - **STOP** – The arm is extended at shoulder level with the palm and fingers pointing upward.
   - **PROCEED** – A waving motion across the chest indicating the direction of travel.
   - **TURNS** – The arm and hand is pointed at the line of traffic to be turned, and then a pointing motion in the direction the traffic is to be directed to.
2. **PEDESTRIANS** – The Deputy must control the vehicular traffic present and coordinate pedestrian traffic into the traffic pattern.

H. MANUAL OPERATION OF TRAFFIC SIGNALS

1. The determination to initiate traffic control or the signal devices should be based upon traffic conditions and the limitations of the signal device.
2. Point control of traffic at an intersection normally controlled by a traffic control signal will be accomplished by turning off the traffic control signal at the signal breaker box and proceeding with manual traffic control as described.
3. Each District Supervisor shall have access to a traffic signal controller box key. All traffic units shall carry or have immediate access to a traffic signal controller box key.
4. **FLASHING MODE**
   a. Locate the access door on the traffic signal controller.
   b. Open the access door and locate the "flash" switch.
   c. Care will be taken to stop traffic or alert drivers that the signal is going to be changed prior to activation of the "flash" switch.
   d. Verify the signals are flashing (amber color for the primary roadway and red color for the secondary roadway).
   e. When returning the intersection to automated control, insure that no traffic is confused or endangered by the signal indication change. Deactivate the "flash" switch.
   f. Verify the signal is functioning properly, then lock the access door.
5. **MANUAL MODE**
   a. The manual mode is activated by the "Manual" switch inside the signal controller and the use of a controller may be required.
   b. Deputies shall observe the intersection and insure that a change in the traffic signal indication will not create a confusing or hazardous condition.
   c. Activate the "manual" switch. Do not change the position of the other switches.
   d. Each depression of the manual control switch will cycle the signal lights once.
   e. Care should be taken when restoring the light to the automation mode to insure that no traffic will be endangered. If a hazard exists, the appropriate corrective action shall be taken before returning the signal to automated operation.
   f. Deputies shall insure the automated signal is functioning correctly before locking the access box and securing.

I. TEMPORARY TRAFFIC CONTROL DEVICES

1. Temporary traffic devices may be employed for a variety of traffic conditions including but not limited to:
   - Emergency conditions such as accidents, fires, hostage situations, riots, road obstructions

- Non-emergency situations such as parades, sporting events, other planned events involving large gatherings of people or traffic

2. The basic types of temporary traffic control devices and their uses are as follows:

   a. **Deputies** – Utilized to divert or control traffic in lieu of other regulatory devices; should not be used when a traffic signal will alleviate the problem.

   b. **Marked Vehicle** – Utilized to block a particular area or street or to provide warning.

   c. **Barricade or Rope** – Used to block an area or street.

   d. **Traffic Cones or Flares** – Utilized to gradually channel traffic from a situation or hazard.

J. ADVERSE ROAD OR WEATHER CONDITIONS

1. When the normal control of traffic is impaired during adverse road or weather conditions, (i.e., sink holes, fog, rain, ice, snow, smog, blowing sand, downed power lines, spillage) officer safety shall be paramount.
2. The same procedures for traffic direction and control shall apply as specified in this procedure.
3. Additional equipment and Deputies may be required to adequately perform traffic control in a safe and efficient manner.
4. Deputies requiring additional equipment or personnel shall make such requests through the Communications Center.
5. Deputies shall insure that the situation has been adequately provided for before securing their post. This does not preclude the placement of barricades, cones or signs to route traffic around or away from the hazard.

K. EMERGENCY VEHICLES

1. Emergency vehicles approaching in an emergency status shall be given precedence over other traffic.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 61.3.2

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-061-11**	**Distribution** All Personnel	**Reissue/Effective Date** 04/02/2024
		Original Issue Date 01/05/2021	**Previous Revision Date** 04/14/2021
Title **PLANNED CHECKPOINTS AND TRAFFIC DIVERSIONS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines regarding the use of planned checkpoints and traffic diversions by Volusia Sheriff's Office (VSO) personnel.

II. DISCUSSION

The primary circumstances for the use of checkpoints is to increase the safety of vehicular traffic on the roadways within Volusia County. Checkpoints are used for determining:

- If motorists are under the influence of alcoholic beverages or narcotics;
- If vehicles being driven have proper and functioning safety equipment;
- If motorists are in possession of the necessary documents to operate their vehicles.

The primary circumstances, for the use of traffic diversions include but are not limited to:

- When necessary to limit or stop traffic in emergency situations such as:
  - Fires;
  - Civil disorders or riots;
  - Road obstructions;
  - Preservation of crime scenes.
- To limit or stop traffic flow in non-emergency situations such as:
  - Parades;
  - Sporting events;
  - Other planned events involving large gatherings of people or traffic.

III. POLICY

The VSO policy is to utilize driver's license, vehicle safety and driving under the influence (DUI) checkpoints to increase the safety of vehicular and pedestrian traffic within Volusia County. Checkpoints require a written plan approved by the Law Enforcement Operations Division Chief and Special Services Captain prior to implementation. Checkpoints will function only when environmental and traffic conditions permit safe operation.

IV. PROCEDURE

A. CHECKPOINTS

1. Driver's license, vehicle safety and driving under the influence (DUI) checkpoints will normally be the responsibility of the Special Services Section Captain, with prior approval, in writing, from the Law Enforcement Operations Division Chief.
2. The location will be published in a local paper prior to the checkpoint (a location manned by Deputies for the purpose of inspecting motorists or vehicles).
3. The supervisor in charge shall ensure placement of:
    - Signs informing the public of the reason for the checkpoint;
    - Cones or flares, as needed;
    - Barricades and other safety devices as required.
4. A report will be prepared upon completion to include:
    - The name and rank of the supervisor in charge;
    - The name and rank of all personnel involved;
    - The number of citations issued, categorized, i.e.; number of DL, equipment, registration violations, and arrests;
    - The sequence or method used for vehicle selection.
5. Checkpoint statistical information will be maintained by Traffic Administration.
6. Criminal cases shall require a separate case number and be referred to the checkpoint case number.
7. Only uniformed personnel will conduct traffic checkpoints.
8. All personnel involved will be briefed by the supervisor in charge, to include but not limited to:
    - The purpose of the checkpoint;
    - Safety precautions;
    - Assignments;
    - The planned vehicle stop sequence (the order in which vehicles will be stopped);
    - The manner and procedure to be used when contact is made with the public.
9. The Supervisor in charge shall organize and correlate the availability of personnel and equipment, to provide for:
    - The safety of the public;
    - Transportation of arrested persons;
    - The towing of vehicles;
    - The collection of evidence;
    - Breath testing and video operations;
    - Other specialized personnel and equipment, as required.
10. The Supervisor in charge may temporarily discontinue operations in order to facilitate the safe flow of traffic.
11. Deputies will:
    - Inform the vehicle operator the reason for the stop;
    - Request the driver's license, vehicle registration, and proof of insurance of every vehicle;
    - Adhere to the stopping sequence, unless an enforceable violation occurs;
    - Be observant for signs of criminal activities;
    - Conduct investigations at the designated location;
    - Wear a reflective vest while controlling traffic.

B. TRAFFIC DIVERSIONS

1. REQUIREMENTS AND AUTHORIZATION

a. A Supervisor or other competent authority may authorize the use of a traffic diversion:

- When necessary to limit or stop traffic in emergency situations such as:
  - Fires;
  - Civil disorders or riots;
  - Road obstructions;
  - Preservation of crime scenes.
- To limit or stop traffic flow in non-emergency situations such as:
  - Parades;
  - Sporting events;
  - Other planned events involving large gatherings of people or traffic.

b. Traffic diversions shall not be used when the hazards or risks to the general public would be greater than if the traffic diversion is not used.

2. DEPLOYMENT

a. Personnel and equipment necessary shall be assembled.

b. All involved personnel shall be briefed on the purpose of the traffic diversion, limitations imposed, and specific duties to be performed.

c. The Supervisor and the Communications Section will be advised when the traffic diversion is initiated, the exact location, and the units involved.

d. The Supervisor shall continuously monitor the traffic diversion to ensure it is fulfilling its function, meeting criteria, and not presenting unnecessary safety risks.

e. The traffic diversion shall be immediately discontinued upon accomplishing its goal or if the risks involved are outweighed by public safety.

f. The Supervisor and the Communications Section shall be advised at the time the traffic diversion is discontinued.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-061-12**	**Distribution** All Personnel	**Reissue/Effective Date** 10/13/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **TRAFFIC ENGINEERING**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish policy governing the relationship between the Volusia Sheriff's Office (VSO), the Volusia County Traffic Engineering Department, and the City of Deltona Traffic Engineering Department.

II. DISCUSSION

Traffic engineering is a complex field requiring specific training and expertise. The Traffic Engineering Department maintains equipment and staff to deal with traffic related problems inherent in large growing areas such as Volusia County.

Traffic Engineering maintains a trained staff that conducts studies to identify engineering problems at high accident locations. In addition, they study the effects of changing traffic patterns and participate in local and regional transportation management system planning.

III. POLICY

VSO's policy is to refer all formal complaints or suggestions concerning traffic deficiencies directly to the Traffic Engineering Department for review. [CALEA LE 61.3.1 (a)]

Further, VSO's policy is to forward all traffic crash data to the Traffic Engineering Department for review.

IV. PROCEDURE

A. GENERAL

1. All parties reporting traffic deficiencies, initiating complaints, or suggestions will be referred directly to Traffic Engineering or, if within the city limits of Deltona, to the Deltona Traffic Engineering Department. [CALEA LE 61.3.1 (a)]
2. Deficiencies that present a hazard shall be reported to Traffic Engineering by the employee receiving the complaint. The complainant should be assured that their complaint will be forwarded. [CALEA LE 61.3.1 (a)]
3. Traffic Engineering performs duties relating to:
   a. The review of citizen complaints and the determination of corrective action, including:
      - Traffic operations;
      - Safety problems;
      - Sign, signal, and pavement marking replacement or improvements;
      - Coordination of activities and policies for the County traffic program;
      - Instigation and analysis of traffic engineering studies and investigations;

- Review of traffic accident reports and field checks of high accident locations to determine the appropriate improvements.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-061-13**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **VEHICLE TOWING AND IMPOUND**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines regarding the removal/towing of vehicles from public streets and highways for various legitimate purposes, such as vehicles in violation of provisions regulating stopping, standing or parking, stolen or abandoned vehicles, confiscated vehicles and vehicles of arrested persons.

II. DISCUSSION

A variety of circumstances arise that require a vehicle to be moved or towed by Volusia Sheriff's Office (VSO) personnel. These range from the removal of a traffic hazard to confiscation in accordance with the Florida Contraband Forfeiture Act. In order to insure procedural and legal requirements are met, a uniform method is required. This procedure will outline the authority and process to be utilized in meeting this need.

III. POLICY AND PROCEDURE

A. GENERAL

1. Deputies are empowered to authorize the removal of vehicles in accordance with Florida Statute, 316.194:

   a. When the vehicle is parked upon a bridge or causeway or in any tunnel, or on any public highway and constitutes an obstruction to traffic;

   b. When the vehicle has been stored for a period exceeding 48 hours in other then a designated parking area and is within 30 feet of the pavement edge;

   c. Where an operative vehicle has been parked or stored on a public right-of-way for a period exceeding 10 days, in other than designated parking areas, and is more than 30 feet from the pavement edge;

   d. Whenever a vehicle is found in violation of the Florida Handicapped Parking Statute (316.1955) and the operator or person in charge of said vehicle cannot immediately remove the vehicle;

   e. When a vehicle is being driven upon the public street or highway in such an unsafe condition it creates a significant hazard and conditions render parking off the paved portion of the highway or street hazardous or impractical;

   f. When the removal is necessary in the interest of public safety, due to fire, flood, storm, rising tide, or other exigent causes;

   g. When the operator of a motor vehicle is taken into custody by a Deputy, and
      - the vehicle will be left unattended and no waiver of responsibility is obtained;
      - when the person in charge of the vehicle is mentally incapacitated;

- when the person in charge of the vehicle can provide no reasonable alternative;

h. When the vehicle is subject to confiscation in accordance with the Florida Contraband Forfeiture Act or has been used in the commission of a felony;

i. When a stolen vehicle is recovered and the owner cannot immediately respond;

j. When the vehicle is of evidentiary value;

k. When the vehicle is an abandoned vehicle as described in Fla. Stat. §. 705.101.

2. Whenever a vehicle is towed for any reason other than "owner's request", the following procedures will apply:

a. A registration check will be made to determine the identity of the owner.

b. In the case of an abandoned or stolen vehicle reasonable attempts to contact the registered owner will be made prior to towing said vehicle. If unable to contact the registered owner prior to towing, the deputy in charge of towing the vehicle will attempt to contact the owner as part of the follow-up investigation. Reasonable attempts to contact will be documented in the supplement report (refer to Follow-up Investigations in 41.3, Patrol Operations).

c. The Deputy in charge of towing a vehicle will ensure a vehicle report is completed as outlined in the VSO report-writing manual.

d. The report will incorporate in the narrative, the reason for the tow or removal and notification or attempts to notify the registered owner.

e. A complete inventory shall be listed on the vehicle report; however, if circumstances preclude a complete inventory, the inventory will be completed at the storage facility at the earliest opportunity.

f. The inventory shall include all areas of the vehicle, including but not limited to:

- The inside compartments, dash, glove box, console, under seats, and all containers therein;
- The trunk area and containers therein;
- All exterior containers (boxes, truck beds, tanks and the engine compartment).

g. Locked containers should not be forced open during an inventory but shall be logged on the vehicle report as such; however, if a key or combination is available the container will be opened and inventoried.

h. If possible the inventory will be accomplished in the presence of the operator or owner.

i. Currency found within the vehicle shall be counted in the presence of the owner or operator, if possible. If not the money should be counted in the presence of at least one witness and be returned to the owner, or be submitted as personal property or evidence.

j. Deputies towing vehicles to the Evidence Compound will:

- Notify Communications of the location of the vehicle to be towed;
- Contact the evidence technician to ensure the vehicle is transferred to the secured evidence compound;
- Provide a copy of the tow sheet with original chain of custody signatures and vehicle keys.

k. If present at the time the vehicle is towed, the person responsible for the vehicle will be notified of the following:

- The name of the wrecker company;
- The location where the vehicle will be stored;
- The steps necessary to recover the vehicle.

l. Upon request, the owner of a vehicle towed or removed should be directed to the Sheriff's VSO General Counsel for review of the legality of such removal or tow. This in no way encroaches on the rights afforded in Fla. Stat. § 713.78, subsection 4 (Liens for recovering, towing, or storing vehicles).

3. The Lieutenant or designee in the District in which the vehicle is towed will ensure compliance with Florida Statutes 715.07 (Reporting of unclaimed motor vehicles), 812.062 (Notification to owner upon recovery of stolen vehicle) and 713.78 (Liens for recovering, towing, or storing vehicles) as applicable to the VSO.
4. A supplement report is completed when cases are closed either by release of the vehicle to its owner or sale at public auction.

IV. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 61.4.2
- 61.4.3
- 82.2.1

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-061-14**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **MOTORIST ASSISTANCE**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to explain the types of assistance Deputies will provide motorists on the streets, roads and highways and to establish guidelines to protect and assist stranded motorists.

II. DISCUSSION

It is the Volusia Sheriff's Office (VSO) objective to be of service to the public in rendering aid in a timely and courteous manner. Motorists on occasion need assistance of various types of directions to hospitals or addresses, or when stranded for a variety of reasons.

There is a potential danger to stranded motorists and inherent hazards involving disabled vehicles on or near roads and highways. Reasonable assistance should be rendered in order to negate these dangers and hazards; emergency situations such as fire and sick or injured persons and hazardous driving conditions.

In order to ensure procedural requirements are met, a uniform method is required. This procedure will delineate the authority and process to be utilized to provide this aid.

III. POLICY

It shall be the policy of the VSO to offer assistance to motorists in need of aid. Deputies will assist or provide for the assistance of motorists appearing to be stranded or in need of aid.

IV. PROCEDURE

A. GENERAL

1. Deputies shall be alert for highway users in need of assistance and respond to provide general assistance.
2. Deputies assisting stranded motorists will remain alert and cognizant to the possibility that law enforcement activity may be required, such as unattended disabled vehicles creating hazardous conditions for the motoring public.
3. Deputies will respond to requests for information.
4. Deputies will assist, as practical, in obtaining fuel or arranging for mechanical assistance.
5. Whenever a Deputy encounters an attended motor vehicle which they consider a traffic hazard, they shall:
    - Assist in the removal to the untraveled or unpaved portion of the roadway or,
    - Ensure the placement of warning devices.
    - Deputies shall not use VSO owned vehicles to push or pull any vehicle from the roadway.

- Whenever a motorist requires a wrecker, if the owner has no preference the "on call" wrecker service will be utilized.

6. Deputies may, at their discretion, transport stranded motorists to the nearest convenient location where assistance may be obtained.
7. Deputies will take all reasonable steps to ensure the safety of occupants of disabled vehicles.
8. Deputies may, at their discretion, assist stranded motorist with minor repairs, such as changing tires; however, Deputies will not become involved with lengthy or technical repairs.
9. Deputies shall render emergency assistance to motorists.
10. Deputies will respond to vehicle fires. Deputies will immediately inform the dispatcher of the location, vehicle description and the extent of involvement. The dispatcher will notify the fire department.
    a. Upon arrival of the fire department, the Deputy will relinquish control of the fire to the senior fire department official.
11. The Deputy will assist in traffic control until the hazardous situation has been resolved.

B. MEDICAL EMERGENCIES

1. Deputies will respond to roadside medical emergencies and notify the dispatcher of the location, the type of medical emergency, the number of injured parties, and the apparent condition of the sick or injured.
2. Deputies will request Emergency Medical personnel as needed.
3. In cases of serious injury, Deputies will request an Aviation unit be placed on standby.
4. Deputies will render as much assistance as possible, based on individual training and experience.
5. Deputies will not escort civilian vehicles under emergency circumstances.

C. ROADWAY AND ROADSIDE HAZARDS

1. Deputies will identify and summon aid from, or report to, the proper agencies via Communications Section, roadway and roadside hazards that may contribute to traffic accidents, including but not limited to:
    - Debris or defects in the roadway;
    - Damaged or missing traffic signs, or inoperable traffic signals;
    - Weather, smoke or tidal conditions;
    - Lack of, or defective, roadway lighting;
2. For vehicles parked or abandoned on or near the roadway see general order *GO-061-13 Vehicle Towing and Impound*.
3. Deputies suspecting hazardous materials will take steps to identify the type of hazardous material, protect and isolate the scene, and notify the Communications Center and their immediate supervisor. (See general order *GO-061-08 Traffic Crashes*)

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 61.4.1
- 61.4.2

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-061-15**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **ESCORTS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide guidelines and specify circumstances under which escort services will be provided.

II. DISCUSSION

Vehicular escorts are provided for a variety of reasons, i.e., emergency situations, funerals, the relocation of wide loads, providing for the safety of public officials and dignitaries, or for the safe transport of hazardous or unusual cargos.

The benefits and risks of providing law enforcement escort services vary with the nature and purpose of the escort. The risks are often so severe that the service must be denied under all but the direst of circumstances. In other cases, the risks are sufficiently low, and the benefits sufficiently great that the service may be provided. The decision to provide an escort is never taken lightly, or without due deliberation.

III. POLICY AND PROCEDURE

A. EMERGENCY ESCORTS

1. Emergency escorts will not be provided for other emergency vehicles or privately owned vehicles.
2. The Sheriff or designee may authorize the escort of equipment necessary to preserve life or property to the scene of an emergency, i.e., bulldozers to a fire scene.

B. NON-EMERGENCY ESCORTS

1. Escorts for dignitaries or public officials will be provided with the approval of the Law Enforcement Operations Division Chief or Support Operations Division Chief. These services will normally be provided by the Traffic Units.
2. Escorts for hazardous or unusual cargos will be provided with the approval of the Law Enforcement Operations Division Chief or Support Operations Division Chief.
3. Private funeral escorts and requests for other non-emergency escorts may be authorized by the Sheriff or designee, as an outside detail.
4. In the event, privately owned and operated escort services are established and operated within the jurisdiction of the Department, it shall be the responsibility of the Special Operations Section Captain to ensure the adequacy of such escort services.
5. Deputies conducting escorts should be aware that the first priority of any escort is to protect lives and property.
6. A non-emergency scheduled escort service will be authorized in writing and will provide the following:

- The trip route will be established in advance;
- The maximum speed for each segment of the route will be established;
- Point traffic control will be established, as required;
- Control of the escort will be assigned to a specific Deputy or Supervisor.

7. The Supervisor will set the pace of the escort.
8. The escort will be terminated if conditions are such that continuation would constitute an unacceptable risk.
9. Use of emergency equipment and radio procedures should be established in advance.

IV. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 61.3.3

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-070-01**	**Distribution** All Personnel	**Reissue/Effective Date** 11/01/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** 06/16/2021
Title **PRISONER TRANSPORT**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the safe and expedient transport of persons in custody.

II. DISCUSSION

Any person in custody can become a danger to a Deputy and the public by the mere fact that being in custody has taken their freedom away.

The chances of an escape or compromise can be greatly reduced, if not totally removed, when proper security measures are adhered to.

III. POLICY

It is the policy of the Volusia Sheriff's Office (VSO) to handle each person in custody so as to prevent escape or receipt of contraband, whether in a holding facility, a courtroom or while being transported.

IV. DEFINITIONS

- **Appropriate Apparel** – Equipment such as masks, surgical gloves, and gowns issued by the VSO for the purpose of transporting diseased persons.
- **Asylum State** – The state that has the person in their care, custody, or control.
- **Extradition** – The process of transporting a prisoner from one state to another.
- **Facility** – The physical confines of the holding facility. The reception area for the facility, the sally port, holding cells, and related spaces are included. If used only for booking detainees into the holding facility, the booking area is included. May also refer to the Volusia County Correctional Facility or other correctional facility.
- **In Custody** – Being under the full control of an escort Deputy during transportation.
- **In Transit** – State of being transported, such as when an escort officer moves a prisoner from point of origin to the destination.
- **Prisoner** – A person who has been arrested and taken into custody.
- **Restraining Devices** – Equipment used to restrain the movement of the prisoner, such as handcuffs, waist chains, leg irons, and tie down stretchers.
- **Restricted Area** – Any area where a transport Deputy or the general public is not allowed.
- **Security Hazard** – Any threat to the security of the prisoner, the court to which they are being transported, the facility in which they are being held or delivered to, or to others with whom the prisoner may come into contact. The degree of security hazard will dictate the means of transport, the kinds of

restraining devices to be used, and other actions to be taken by the escort officer to provide proper protection and security for the prisoner.

- **Transport** – A state of being transported, such as when an escort Deputy moves a person in custody from point of origin to the destination, by vehicle or foot.
- **Transport Vehicle** – A vehicle used for transporting persons in custody from one point to another. This term does not include civilian vehicles that may be used for transportation of persons in custody such as buses, trains, or airplanes.

V. PROCEDURE

A. GENERAL

1. All prisoners shall be searched prior to being transported. Prisoners shall be searched each time they come into the transporting Deputy's custody, including transport to and from court appearances.
2. It shall not be assumed by the Deputy that someone else has completed a search. As with the transport vehicle, it will again be assumed that each person has had an opportunity to obtain a weapon or contraband. When accepting a prisoner, the transporting Deputy, shall thoroughly search the prisoner. The search shall consist of, but is not limited to:
    - A complete pat down of the person
    - An inspection of all footwear both inside and out
3. Every vehicle which may be used to transport prisoners shall be examined at the beginning of each shift, before and after each transport of prisoners. The examination shall consist of, but is not limited to:
    - The area in which a person in custody will be confined shall be searched for contraband or weapons. All movable areas such as seats shall be lifted out or up so as to expose and permit inspection of the cavity under the seat.
    - Fluid levels and tires, to ensure they are filled and in good working order
    - All assigned equipment necessary for vehicle operation, i.e., spare tires, road flares, tire jack, lug wrench, and any other equipment assigned to vehicle
4. Missing equipment or other discrepancies shall be noted and corrected in a timely manner.
5. Each Deputy is responsible for maintaining the vehicle's safe operating condition and ensuring it is appropriately equipped.
6. All locking devices on the vehicle shall be checked for proper working order and security. If locking devices are not secure or otherwise not in working order, they shall be repaired or replaced in a timely manner before transport of custody persons.
7. Vehicles used primarily for transporting prisoners shall be equipped with a partition or screen separating the Deputy from the prisoner. Rear compartments shall be modified to minimize opportunities for exit without the aid of the transporting Deputy. Vans will have extra locks added to the compartment doors. Sedans will have rear child safety locks activated or rear interior door handles removed. Electric power-windows in rear will be disabled while vehicle is occupied by a prisoner.
8. Exigent circumstances may dictate a prisoner or prisoners be transported in a vehicle without safety barriers. In such instances the following apply:
    - Two (2) Deputies are required to transport prisoners in a passenger vehicle without safety barriers.
    - Deputies conducting the transport shall ride in the vehicle’s front seating area.
    - Prisoners shall be restrained using a bellyband and handcuffs.
    - Prisoners shall be seated and transported in the vehicle’s rear passenger seating area.

B. COURT APPEARANCE

1. Searches shall be conducted after each appearance and before transport from a temporary holding facility.
2. Strip searches shall not be conducted by VSO personnel. See general order *GO-001-07 Search and Seizure*.

C. PRISONER HANDLING

(1) All prisoners being transported shall be securely handcuffed.

(2) Deputies will double lock the handcuffs at the safest possible opportunity to avoid tightening of the handcuffs.

2. **HOBBLES**

a. The use of hobbles are authorized under the following conditions only. As soon as possible after handcuffing and hobbling the prisoner, they shall be placed in an upright, sitting position. A prisoner shall never be left in a prone position. Research has linked laying a prisoner on their stomach with positional asphyxia, a cause of sudden custody death syndrome.

3. "High risk" prisoners shall be transported with leg irons. Supervisors may make exceptions.
4. Whenever possible, prisoners should be secured together by handcuffs. The right hand of one prisoner will be handcuffed to the left hand of another prisoner.
5. Under no circumstances, shall a person in custody be secured to any portion of the transport vehicle, this does not include the wearing of a seatbelt.
6. While in transport, no more than three persons shall be handcuffed together.
7. When a large number of prisoners are being transported together they shall be paired in groups of two.
8. When seven or more prisoners are to be transported in the same vehicle, two Deputies shall be assigned to transport. This shall not be required during the movement or transfer of prisoners from the correctional facility to the branch jail for the purpose of first appearance or pretrial hearings.
9. Deputies shall remain outside the secure area where prisoners are seated.
10. At no time will a Deputy ride with or otherwise be seated with the person in custody within the secured area of the vehicle. Deputies will be seated in the driver's seat and front seat.
11. In case of emergency, such as serious injury to a person in custody, the vehicle shall be driven in a safe manner to the nearest holding facility. Medical assistance and support from the nearest law enforcement agency shall be summoned. Once law enforcement support has arrived, the Deputy shall render aid to the person in custody.
12. Male and female prisoners may be transported together in the same prisoner transport vehicle provided the vehicle is designed to separate the prisoners by sight and touch, when being moved between correctional facilities, court holding facilities, and the branch jail.
13. While in transit, prisoners are not to engage in outside conversation. The Deputies may inquire as to prisoner's wellbeing or other transport concerns. However, Deputies shall not question or initiate conversation with the prisoner in regard to the prisoner's case. Deputies shall not engage in or initiate conversation with Death Row inmates with the specific exception of that questioning which is directly related to the health or safety of the inmate.
14. Deputies are not to lose sight of their prisoners at any time.
15. For security purposes, toilet facilities will be checked prior to being used by prisoners. Deputies shall remain outside a stall if security permits. If it can be safely done, the Deputy may remain outside the facility, securing the entrance.

D. RENDERING ASSISTANCE

1. While engaged in the transportation of prisoners, Deputies shall not stop to render law enforcement assistance, except in the following circumstances:

a. A law enforcement officer requests help, other back-up is unavailable and the transporting Deputy is in close proximity to the officer requesting help.

b. The Deputy comes upon an accident scene with serious injuries or death.

2. If two transport Deputies are available, one Deputy shall stay with the prisoner(s), while the other renders assistance. The tactical situation and the safety and security of the prisoner shall be the first concern of the transport Deputy.

E. RECEIVING FACILITIES

1. Upon arrival at the receiving facility, Deputies shall follow the procedures established by the receiving facility. The following minimum procedures will be adhered to at any receiving facility:
    a. Deputies shall not enter a secure holding area or receiving area with their firearm.
    b. If the receiving facility does not have the facilities for securing firearms, they are to be locked in the trunk of the vehicle. If the vehicle does not have a trunk, firearms should be placed in a secure lock box within the driver compartment of the vehicle.
    c. The receiving office shall authorize and determine when restraints will be removed.
    d. It will be the responsibility of the transporting Deputy to make sure that all the necessary paperwork is properly exchanged with regard to the transfer of the prisoners and if applicable, obtain the signature of the receiving officer upon receipt of the prisoner(s). Written documentation detailing the prisoner transaction may be retained in addition to or in lieu of the receiving officer's signature.
    e. Deputies shall advise receiving agency personnel of any potential medical or security hazards.

F. MEDICAL TRANSPORTS

1. Individuals transported to medical facilities for treatment or an examination shall be prevented from coming into physical contact with persons other than those medically assigned to the case.
2. Appropriate safety and health precautions shall be taken when transporting prisoners for medical purposes. These precautions may include wearing gloves and masks as well as keeping the prisoner at a safe distance.
3. The Deputy will maintain control over the prisoner's actions at all times. The prisoner shall be kept in restraints unless the attending physician requests they be removed for medical purposes, but only if the Deputy determines it is safe to do so.
4. Deputies will stay with the prisoner unless the physician requests the Deputy to remain clear. Deputies will maintain a close vigil and maintain a post immediately outside the restricted area.
5. Hospitalized prisoners are the responsibility of the VSO until first appearance.
6. After first appearance, responsibility for the prisoner rests with the Volusia County Department of Corrections.
7. Deputies shall immediately notify the Department of Corrections of prisoners who are injured while in the Deputy's care.
8. If the injury can quickly be treated, the Deputy will remain with the prisoner. If the injury requires a prolonged stay at the hospital, the Department of Corrections will assume security of the prisoner.
9. If the prisoner is admitted to a hospital, the Volusia County Department of Corrections will be notified. The prisoner will be turned back over to their control and they shall provide the necessary security.
10. The Deputy in charge of the prisoner shall maintain the security of the prisoner until officially relieved.
11. Deputies will ensure that the prisoner and public are not in close proximity.
12. The Deputy shall transport the appropriate arrest paperwork from the hospital to the Branch Jail.

G. FLORIDA MENTAL HEALTH ACT TRANSPORTS

1. Persons who are believed to be mentally ill and must be transported for an involuntary examination shall be transported to Halifax Medical Center. Secondary transport sites include the ACT office on Red John Road and Atlantic Shores Hospital, as directed by Halifax Medical Center. If the person is suffering from an emergency medical condition, (i.e. acute symptoms are observed that are of such severity that a lack of immediate medical attention could reasonably be expected to

result in jeopardy to the patient's health, bodily functions, etc.) the Deputy should request EVAC to respond.

2. Deputies will not divulge information pertaining to the physical or legal status of the prisoner, except to assigned medical staff.

H. SPECIAL SITUATION TRANSPORTS

1. Inmates with special needs, No Mix, Protective Custody or any other Court Orders will be identified prior to being transported from the branch jail to the VSO Court facilities.
2. In order to safely and securely transport sick, injured and disabled prisoners, Deputies must first determine the nature of the sickness, the injury, and the extent of the handicap.
3. All sick persons except those with a contagious or highly communicable disease will be transported in the normal fashion per policy guidelines.
4. If the malady is contagious or becomes serious, other means of transportation will be sought. All sick prisoners with control of their faculties will be restrained.
5. Restraints will be used only on body parts of injured persons that are not affected by the injury. After restraints are in place, normal transport procedures will be used.
6. Deputies providing prisoner transportation will place a blue plastic wristband on the left wrist of the inmate prior to entering the transport vehicle (In the event the inmate is an amputee, the blue wristband will be placed on the opposite wrist, or in the case of double amputee, one of the inmate's ankles.). The Deputies will advise control room personnel of the inmates requiring special needs prior to entering the Holding Facility.
7. Disabled persons will be transported in a like manner.
8. Prisoners in wheelchairs will be transported in the handicap transport vehicle, if available. If not available, the prisoner will be removed from the chair and the chair placed in the rear of the transport vehicle.
9. The prisoner will then be transported in the normal manner. The wheelchair will be searched and secured away from the immediate control of the prisoner.
10. All transports falling outside the stated guidelines will be handled by other emergency vehicles with the transport Deputy's assistance.
11. **COURT-ORDERED SPECIAL TRANSPORTS**
    a. Unless ordered by the court or authorized by the Sheriff, Deputies will not transport prisoners to visit critically ill persons, attend funerals or the reading of a will.
    b. If authorized to do so, the prisoner will be escorted by two Deputies, remain restrained, and be prohibited from physical contact with other individuals.
    c. When available, one of the assigned Deputies shall be of the same sex as the prisoner being transported. If a Deputy of the same sex is unavailable, Deputies of the opposite sex may transport; however, the Communications Center shall be provided with the following information:
        - Point of departure
        - Destination
        - Starting mileage
        - Ending mileage

I. EXTRADITIONS

1. When transporting an extradited prisoner by commercial carrier, the following procedures will be followed.
2. All warrants, orders and confirmation documentation CJIS, teletype etc.) will be secured and checked for any errors through the Teletype Unit.
3. The transport Deputy will contact the asylum state within two days of transport, coordinate pickup times and any pertinent information about the prisoner.

4. When handling prisoners, Deputies will adhere to the guidelines set forth in this general order, rules and requirements outlined in FAA standards and the policies of the carrier for the transportation of prisoners.
5. When a prisoner is moved by commercial carrier, i.e., planes, trains, buses, rentals, the transport Deputies will not:
    - Allow prisoners to come in contact with anyone in the terminal nor on the carrier
    - Allow prisoners to engage in conversation with anyone during transport
    - Allow prisoners to occupy an aisle seat while on the carrier
    - Allow prisoners to leave their seats while the carrier is in motion unless a prisoner needs to use bathroom facilities, in which case the Deputy will accompany them
    - Allow prisoners to smoke while being transported. Exceptions will be determined on a case by case basis with the prior approval of a supervisor.
6. When available, a Deputy of the same sex as the prisoner will be present for out-of-state extraditions.
7. **PRISONER MEALS**
    a. Security shall be maintained at all times. Deputies shall randomly select the nearest fast-food drive-through restaurant and purchase a meal.
    b. If a drive-through is unavailable, the Deputy will retrieve meals or have a merchant deliver the meal to the Deputy.
    c. There shall be no routine or established pattern for meal stop locations.
    d. The meal should be close to the minimum requirement for a reasonable dietary supplement.
    e. At no time will a prisoner be permitted to leave the transport vehicle to obtain a meal.

J. RESTRAINING DEVICES

1. Prisoners transported alone shall be secured with handcuffs in back for any transport within Volusia County.
2. Deputies will double lock the handcuffs at the safest possible opportunity to avoid tightening of the handcuffs.
3. Personnel assigned to the Court Services Unit providing mass prisoner transportation may handcuff prisoners in the front.
4. Individual prisoners transported via foot will be handcuffed (palms facing outward) in front unless movement is subsequent to an arrest situation. When an arrest takes place, the prisoner's hands will be placed behind their back.
5. Personnel of the Court Services Unit transporting prisoners via foot and conducting normal court business during the prisoners trial/hearing phase, may allow the prisoners palms to face inwards **(THIS WILL NOT APPLY TO HIGH RISK PRISONERS)**.
6. Judicial Services Transport Deputies shall use waist restraints, with handcuffs when securing/escorting/transporting individual high risk prisoners. When transporting multiple prisoners, transport Deputies shall use transport chains (in conjunction with transport vans), using handcuffs in front/intertwining arms, or by using individual waist restraints securing the hands with handcuffs.
7. When transporting mentally disturbed prisoners, the transporting Deputy will use waist restraints at all times. Leg irons are optional, depending on the demeanor of the prisoner.
8. Mentally disturbed prisoners should never be handcuffed or restrained to another person or to any object during transport. All transports where restraining devices are used are subject to court-ordered sanctions.
9. The Deputy transporting unusual security risk prisoners to court or another agency shall notify the presiding judge or agency of such condition. The judge or agency may direct or allow the use of restraining devices in the court, or may request additional security personnel.

K. DOCUMENTATION

1. Prior to accepting custody the transporting Deputy shall verify the identity of prisoners.
2. Identification may be made by comparing the prisoners' arm band against jail records, booking numbers, fingerprints, signature, or other methods which ensure the correct identity of the prisoner(s) being transported.
3. Any transporting Deputy taking a prisoner to court shall have in their possession documentation on the prisoners to include their name, booking number, charge, appearance time, judge's name, and courtroom to which the prisoner is to be delivered.
4. When transporting a prisoner to another facility, the documentation shall include, if applicable, a court action form, commitment papers, the prisoner's medical records, and personal property.
5. During interstate prisoner transport, the transporting Deputy shall have a properly executed agency warrant, a Governor's Warrant, or a signed waiver of extradition.
6. Transporting Deputies shall identify potential security problems the prisoner may present and include it in the documentation accompanying prisoners. This information shall include escape risks, suicidal tendencies, unusual or contagious illnesses, protective custody status, or any other personal trait posing a security hazard.
7. Records or documentation regarding the prisoner shall be safeguarded at all times. The information shall not be disseminated or insecure at any time. The prisoner's constitutional privacy rights shall not be violated.
8. The transporting Deputy shall maintain the prisoner's records/documentation until the prisoner is turned over to the holding facility.
9. The Deputy at the holding facility shall insure that all records/documentation are kept secure.

L. TRANSPORT EQUIPMENT

1. Vehicles used to transport persons in custody shall have the following equipment removed: inside rear door handles, inside rear door window handles (in case of power windows - have the electric connections disconnected), and door locks (manual or power). The rear area of the vehicle used to transport persons in custody shall be separated from the front by a barrier that shall allow constant visual contact between the Deputy and persons in custody.
2. Trucks used for transport purposes shall have an external padlock on the rear doors.
3. A spare key to the padlock shall remain inside the glove compartment of each vehicle.

M. PRISONER ESCAPE

1. Transporting Deputies must be prepared to act quickly to apprehend the prisoner. The following procedure shall be implemented in the event of an attempt or actual escape of a prisoner.
2. The Transporting Deputy shall secure any remaining prisoners and notify the Communications Center of all pertinent information regarding the escape and escapee identifiers.
3. If the Deputy is in another jurisdiction, they shall immediately make every effort to retake the prisoner and contact the nearest law enforcement agency with jurisdiction.
4. If the escapee is not immediately apprehended, Communications Center shall notify the transporting Deputy's immediate supervisor, the District Supervisor and other concurrent jurisdictions.
5. The Division Chief shall be advised of the circumstances surrounding escape and shall have the responsibility of notifying the Sheriff.
6. If the prisoner is not apprehended immediately, the District Sergeant shall assume control of the incident until relieved or the search proves futile.
7. If the escapee is not apprehended, the District Supervisor will ensure that a "BOLO" is generated.
8. The initial report of the incident will be made by the transporting Deputy. The transporting Deputy's supervisor shall ensure that the report(s) are complete and forwarded to the appropriate unit for follow-up on the day of occurrence.

VI. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 1.2.8
- 70.1.1
- 70.1.2
- 70.1.3
- 70.1.4
- 70.1.5
- 70.1.6
- 70.1.7
- 70.1.8
- 70.2.1
- 70.3.1
- 70.3.2
- 70.3.3
- 70.4.1
- 70.4.2
- 70.5.1
- 73.3.2
- 73.5.5
- 82.2.1

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-072-01**	**Distribution** All Personnel	**Reissue/Effective Date** 04/06/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 03/12/2021
Title **COURTROOM HOLDING FACILITIES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide minimum standards for temporarily holding persons in-custody while awaiting court. The procedures outlined apply to the Volusia County Courthouse in DeLand, the Courthouse Annex located in Daytona Beach, and the S. James Foxman-Justice Center in Daytona Beach.

II. DISCUSSION

Due to the complexity of the criminal justice system and the enormous caseloads being handled by the courts, it has become increasingly imperative that temporary holding facilities be used to allow a greater number of in-custody persons access to those courts.

These facilities are used for the duration of the court appearance only for persons that have cases before the court at the time of transport and for new in-custody detainees as ordered by a Judge.

III. POLICY

It shall be Volusia Sheriff's Office (VSO) policy to maintain safe, secure, and well-operated holding facilities. It shall further be the policy to ensure that those operating the facilities have the skills, knowledge, and ability to manage, operate, and control said facilities.

IV. PROCEDURE

A. ADMINISTRATION

1. The Commander of the Court Services Section shall be responsible for the operation of holding facilities.
2. The facilities shall be maintained by Deputies assigned to Court Services.
3. Personnel assigned to holding facilities shall receive training in the management, operations, and security of the facility; to include fire suppression and equipment provided for use by the agency, and retraining at least once every two years.
4. Training shall be coordinated through the Commander of the Court Services Section or their designee to ensure that personnel are trained in the function that they perform.
5. Holding facilities will be operated in a professional manner adhering to all rules and regulations outlined in Florida Statute and VSO policy.

B. PHYSICAL PLANT

1. **QUARTERLY LINE INSPECTIONS**

a. The Commander of the Court Services Section or designee shall formally inspect holding cells quarterly to ensure policies and procedures are being adhered to and that the facility meets the following requirements:

(1) Adequate lighting as required by law or regulation and approved in writing by the inspecting authority.

(2) Circulation of fresh or purified air in accordance with public health standards and approved in writing by the inspecting authority.

(3) Access to a toilet, washbasin, and drinking water.

2. **EQUIPMENT INSPECTION AND TESTING**

a. The Sergeant assigned to each respective Court facility shall be responsible for ensuring that various daily, weekly, monthly, and annual documented inspections and testing of all safety and sanitation equipment shall be conducted. Inspections shall be documented on log sheets and initialed by the Deputy performing the inspection to include DID number.

b. Volusia County Facilities Management shall have automatic fire alarm and heat and smoke detection systems and fire equipment approved in writing by state or local fire officials.

c. At a minimum, these inspections shall consist of the following and shall be documented:

(1) Daily visual inspection of the automatic fire detection devices and alarm systems.

(2) Weekly documented visual inspection of fire equipment.

(3) Annual documented testing of fire equipment.

(4) Monthly documented testing of the automatic fire detection devices and alarm systems.

(5) Daily cleanliness inspection.

(6) Weekly security inspections to include:

- A search for weapons and contraband
- Inspections of bars, locks, windows, walls, floors, ventilator covers, glass panels, access plates, protective screens, doors, and any other security devices

(7) Weekly inspection of facility first aid kit; replenishment as needed.

(8) Monthly sanitation and vermin inspection.

d. Defective equipment shall be replaced or repaired immediately. Unsanitary conditions shall be cleaned, and pest control services shall be called as needed.

e. The documented results of inspections shall be forwarded to the Commander of the Court Services Section, who shall ensure that unsatisfactory conditions are corrected.

C. SECURITY

1. Deputies shall not enter an occupied cell while in possession of any courtroom holding facility key(s).

2. Deputies shall not enter a cell alone unless being monitored by audio-visual equipment or in possession of a portable radio.

3. Portable radios shall be worn by Court Security/Prisoner Transport Deputies at all times. Radios shall be monitored at all times within the control area of each facility.

4. All facilities shall be equipped with audio or audio-visual listening devices.

5. These devices shall be situated in such a manner that persons being held in the facility could summon help.

6. The devices shall not be situated so as to invade the privacy of persons being held.

7. Monitoring of these devices shall be located in the control area of each facility.

8. Written reports of all incidents which threaten the facility or any persons within the facility shall be made immediately and forwarded to the Commander of the Court Services Section. This does not prohibit verbal notification followed by written documentation.

9. The Commander of the Court Services Section shall then provide the Sheriff with a copy of the report and notify appropriate outside agencies.

10. In the event of a fire alarm, bomb threat, terrorist threat, active shooter, or other such incidents, personnel shall immediately activate protocols in accordance with General Order *GO-046-01 All-Hazards Plan* and the Support Operations Division's Court Services Operations Manual.

D. TEMPORARY DETENTION/HOLDING FACILITY

1. The following facilities are to be used for temporary detention/holding:

   a. **Volusia County Courthouse Annex** – 125 East Orange Ave., Daytona Beach,

   b. **S. James Foxman-Justice Center** – 251 North Ridgewood Ave., Daytona Beach,

   c. **Volusia County Courthouse** – 101 N. Alabama Ave., DeLand.

2. A Court Services Sergeant is responsible for the control room of each holding facility to ensure that court operations and security are maintained. One Sergeant or designee will always be present in the control room when the courthouse is operational.

3. The Control Room Sergeant or designee shall record all pertinent information for each inmate on the inmate log. The inmate log shall be located at the receiving area.

4. The Control Room Sergeant or designee shall ensure that inmates make the appropriate court appearances in a timely fashion.

5. All holding cells will be searched prior to any placement of persons and re-searched immediately after persons are removed for weapons and/or contraband.

6. Deputies will remove firearms and secure them in gun lockers provided before entering the courtroom holding facility. All weapons will be accounted for before leaving the facility.

7. Courtroom holding facilities will provide posted escape routes for emergency situations and fire equipment will be readily accessible to all personnel.

8. The maximum occupancy of courtroom holding facilities shall not be exceeded. In the event the inmate schedule exceeds the courtroom holding facility capacity, the Control Room Sergeant will schedule the inmates to be transported in shifts.

9. Female and male inmates will be secured in separate courtroom holding facility areas separated by sight and sound.

10. Juvenile inmates shall be separated by sight and sound from all adult inmates unless they have been adjudicated as an adult by courts.

11. Security checks on prisoners will be performed by Deputies of the same gender when available. If a Deputy of the same gender is not available, prisoners will be checked by two (2) Deputies.

12. Deputies shall conduct visual checks on inmates every thirty (30) minutes.

13. No aspirin or other prescription or non-prescription medication will be administered within the facility. Arrangements will be made with the Department of Corrections if prescribed medications are necessary.

14. A VSO issued, fully stocked first-aid kit shall be available at all courtroom holding facilities.

15. A prepared bag lunch may be given to an inmate if the duration of the court appearance exceeds a four (4) hour time limit.

16. No adult will remain in-custody in a courtroom holding facility over an eight (8) hour period; no juvenile shall remain in-custody in a courtroom holding facility over a six (6) hour period per Fla. Stat. § 985.115(3). (Refers to holding facility only and not courtroom time). All inmates will be transported back to their respective facility by end of court day.

17. Each holding facility shall be equipped with a locking cabinet, which shall be used for secure storage of prisoner property. Prisoner property shall be inventoried on the Prisoner Property Inventory Report form.

18. If an inmate is violent, self-destructive, under the influence of alcohol or other drugs, or exhibiting signs of mental health issues, they shall be housed in a separate courtroom holding facility cell. More violent inmates may be shackled and/or belted as necessary with the approval of the Court

Services supervisor. Deputies shall conduct visual checks every ten minutes on inmates described in this paragraph.

19. **COURTHOUSE ANNEX – INMATE MOVEMENTS PROCEDURE:**

    a. The procedure for inmate movement at the Courthouse Annex will be:

        (1) Inmates are to enter the courtroom holding facility directly from the east side of the Courthouse Annex through the east doors. Inmates will be secured in full restraints including leg irons. All inmates will be searched for weapons and contraband prior to entering the courtroom holding facility. Prior to close contact, inmates shall be in the courtroom holding facility area with restraints intact. The control room door will be secured during the admission of inmates and while inmates are secured in the facility.

        (2) Female prisoners will be taken into the courtroom holding facility first.

        (3) An unarmed Deputy will remove or place restraints on inmates while in the courtroom holding facility area.

    b. Deputies will not allow inmate(s) to make phone calls or have contact with outside persons with the exception of the inmate's attorney(s).

    c. In the event of a fire or an emergency inside the holding area, inmates will be escorted outside the building to a prisoner transport vehicle located immediately outside of the holding area.

    d. During court proceedings involving inmates, Deputies shall keep inmates separated from jurors, judges, judicial court staff, and the public.

    e. The holding area may not be used for any other purpose, unless approved by the facility supervisor.

    f. With the exception of the movement of inmates, VSO personnel, and during emergencies, all doors leading into the actual courtroom holding facility shall be locked at all times. Interior cell doors will be kept closed and locked when not in use.

20. **S. JAMES FOXMAN-JUSTICE CENTER – INMATE MOVEMENTS PROCEDURE**

    a. The procedure for inmate movement at the S. James Foxman-Justice Center will be:

        (1) Inmates are to enter the courtroom holding facility area directly from the sally port (secured prisoner loading area). All inmates will be searched for weapons and contraband prior to entering the courtroom holding facility. The control room door will be secured during the admission of inmates and while inmates are secured in the facility.

        (2) Female prisoners will be taken into the courtroom holding facility first.

        (3) An unarmed Deputy will remove or place restraints on inmates while in the courtroom holding facility area.

    b. Deputies will not allow inmate(s) to make phone calls or have contact with outside persons with the exception of the inmate's attorney(s).

    c. Deputies shall allow inmates to visit attorneys in interview rooms provided for this purpose.

    d. No other person will be allowed in interview rooms or may visit inmates at any facility except by court order.

    e. With the exception of the movement of inmates, VSO personnel, and during emergencies, all doors leading into the actual courtroom holding facility shall be locked at all times. Interior cell doors will be kept closed and locked when not in use.

    f. In the event of a fire or emergency at the S. James Foxman-Justice Center courtroom holding facility, inmates will be escorted immediately to the sally port area and into prisoner transport vehicles.

21. **VOLUSIA COUNTY COURTHOUSE – INMATE MOVEMENTS PROCEDURE**

    a. The procedure for inmate movement at the Volusia County Courthouse will be:

        (1) Inmates are to enter the courtroom holding facility area directly from the sally port (secured prisoner loading area). All inmates will be searched for weapons and contraband prior to entering the courtroom holding facility. The control room door will

be secured during the admission of inmates and while inmates are secured in the facility.

(2) Female prisoners will be taken into the courtroom holding facility first.

(3) An unarmed Deputy will remove or place restraints on inmates while in the courtroom holding facility area.

(4) Deputies will not allow inmate(s) to make phone calls or have any contact with outside persons with the exception of the inmate's attorney(s).

(5) Deputies shall allow inmates to visit attorneys in interview rooms provided for this purpose.

(6) No other person will be allowed in interview rooms or may visit inmates at any facility except by court order.

b. With the exception of the movement of inmates, VSO personnel, and during emergencies, all doors leading into the actual courtroom holding facility shall be locked at all times. Interior cell doors will be kept closed and locked when not in use.

c. In the event of a fire or emergency at the Volusia County Courthouse courtroom holding facility inmates will be escorted immediately to the sally port area and into prisoner transport vehicles.

22. **VOLUSIA COUNTY BRANCH JAIL FACILITY**

a. Prisoners being picked up from the Volusia County Branch Jail will be positively identified by wristband and by Department of Corrections personnel. Prisoners shall be searched by both Department of Corrections and prisoner transport Deputies.

b. All inmates will be searched for weapons and contraband prior to entering the courtroom holding facility. Upon entry into the courtroom hold facility , all prisoners will be escorted to the appropriate holding cells. . Any property taken will be documented on the Prisoner Property Inventory Report.

c. The prisoner transport deputy will make note of inmates with special designation (i.e., protective custodies, juveniles, mentally incompetents, etc.). Inmates with special designation will be held separately and checked on every 10 minutes.

E. ESCAPES

1. In the event of an escape or attempted escape from a courtroom holding facility, the supervisor, as soon as possible, shall:

a. Notify the Communications Section with all pertinent information.

b. Secure any remaining inmates.

c. Lock down the courthouse and conduct a secondary search for the escaped prisoner.

d. Notify the Commander of the Court Services Section or designee as to the circumstances surrounding the escape.

e. The District Supervisor shall coordinate any continued search efforts.

f. Submit all reports to persons responsible for follow-up of the incident.

F. INMATES – NO MIX – SPECIAL NEEDS

1. Inmates with special needs, No Mix, Protective Custody, or any other Court Orders will be identified prior to being transported from the branch jail to the VSO Court facilities.

2. Deputies providing prisoner transportation will place a blue plastic wristband on the left wrist of the inmate prior to entering the transport vehicle. In the event the inmate is an amputee, the blue wristband will be placed on the opposite wrist, or in the case of double amputee, one of the inmate’s ankles.

3. The Deputies will advise control room personnel of the inmates requiring special needs prior to entering the Holding Facility.

4. The inmates with special needs will have first priority to cell assignments.

5. Control room personnel for the purpose of identification, cell assignment, and verification of the blue plastic wristband will physically meet all inmates with special needs.
6. The cell assignment will be documented and placed in a permanent file within each location at the end of each day.
7. When court appearance is required by the inmate, the escorting Deputy will always inform control room personnel of the following:
    a. Inmates name.
    b. Special needs, No Mix, Protective Custody, etc.
    c. Court or location responding to *(this will occur prior to leaving the holding area).*
8. When the inmate has completed their court appearance and directed back to holding, the escorting Deputy will always inform control room personnel of the following:
    a. Inmates name.
    b. Special needs, No Mix, Protective Custody, etc. *(this will occur prior to entering the control room holding area).*
    c. Upon entering the holding/control room area, the control room personnel will be informed of the inmates name, special needs, No Mix, Protective Custody, etc.
9. Control room personnel will take physical custody of the special needs inmate to ensure proper control and accountability.
10. The special needs inmate will be placed within the same cell they were assigned to prior to trial. If this cannot be accomplished, the changes in cell assignments will be documented.

G. AUTHORIZED ACCESS

1. The following personnel shall have access to the courtroom holding facility:
    a. **Court Services Deputies** while on duty or while conducting VSO or court business.
    b. **In-custody Persons** under guard, with cases before the court.
    c. **Attorneys** for legal consultation with in-custody inmates only.
    d. **Judges** when making judicial inquiries.
    e. **Detectives** when working on assignments involving in-custody inmates or security personnel.
    f. **Law Enforcement Personnel** in the event of a disturbance and assistance is requested by security personnel.
2. In the event of a major disturbance, the Control Room Sergeant or designee Deputy shall notify Central Communications for additional assistance.

H. ACCESS OF NON-ESSENTIAL PERSONNEL

1. Non-essential personnel shall not be admitted to the holding facility except for the purpose of repairs or inspection of equipment.
2. Maintenance and repair personnel (non-essential personnel) shall be properly identified prior to entry.
3. Non-essential personnel shall be accompanied at all times when prisoners are present and shall not be allowed direct access to any prisoners.
4. The tools and materials of maintenance personnel shall be inventoried upon entering and exiting the holding facility to account for all items.
5. Maintenance inspections and non-emergency repairs will be scheduled at times when these activities will have the least impact on the courtroom holding facility's operations.
6. Access to the facility shall be denied to non-essential personnel during emergencies, all non-essential personnel within the facility will be removed immediately.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 73.1.1
- 73.5.1
- 73.5.3
- 73.5.4
- 73.5.6
- 73.5.7
- 73.5.8
- 73.5.9
- 73.5.11
- 73.5.13
- 73.5.15
- 73.5.16
- 73.5.17
- 73.5.18
- 73.5.19
- 73.5.20
- 73.5.22
- 73.5.23
- 73.5.24

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-072-02**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **TEMPORARY DETENTION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish procedures and guidelines for the temporary detention of persons in Volusia Sheriff's Office (VSO) facilities such as District offices and the Operations Center.

II. DISCUSSION

Although the VSO does not have holding cells in any VSO facility, it may become necessary to process, question, or test a detainee. To accomplish this, certain rooms or areas within VSO facilities have been set aside to detain or securely hold persons.

This general order does not apply to holding facilities such as courtroom holding facilities, which are covered in general order *GO-072-01 Courtroom Holding Facilities*.

III. POLICY

It shall be the policy of the VSO to limit detention of a person in a temporary detention room, space, or area to only that amount of time necessary to complete initial responsibilities and that the detainee be monitored closely.

It shall further be the policy of the VSO to only shackle a detainee to an immovable object designed and intended for such use and only when no other suitable method of detention is available. The restraint period for shackled detainees shall not exceed two hours.

No STATUS OFFENDERS shall be securely held in any VSO facility in accordance with the *Juvenile Justice Delinquency Prevention Act* (JJDPA) Guidelines.

IV. PROCEDURE

A. TEMPORARY DETENTION ROOM/AREA

1. The need often arises to interview or detain individuals prior to booking at the branch jail. This may require that a room, space, or area be set aside within VSO buildings for interrogation, to separate persons under arrest, to conduct an investigation, or to prepare paperwork.
2. Division Chiefs or District Commanders may authorize the use of specific portions of VSO facilities to be used as temporary detention facilities or areas for testing purposes (e.g. DUI).
3. Temporary detainees shall be the responsibility of the arresting Deputy. If a detainee is transported by a Deputy other than the arresting Deputy, the transporting Deputy shall remain responsible for the detainee until such time as they are relieved by the arresting Deputy.
4. At no time shall a non-sworn employee be responsible for the control or supervision of a temporary detainee.

5. All detainees will be escorted into the District via the back door with their hands secured behind their back.
6. All firearms will be secured before entering the temporary detention area; lockboxes are provided in designated areas at District offices.
7. Detainees shall be thoroughly searched before being placed into the temporary detention room. Personal items, evidence, and contraband shall be placed into a bag or other suitable container to be transported or released with the prisoner.
8. Prior to any detainee being placed in the detention room, an inspection will also be made by the arresting deputy of the cell and surrounding area for any contraband, articles or items that may be used as weapons or assist in escape.
9. Male, female, and juvenile detainees shall be temporarily detained separately.
10. To ensure due process, any detainee temporarily placed within a VSO detention area will be documented with the reason, date and time in and out of the facility. Detainees will be held only that amount of time necessary to complete initial interviews and report responsibilities.
11. All securely held juveniles will be in compliance with Juvenile Justice Delinquency Prevention Act (JJDPA) Guidelines. Securely held juveniles will NOT BE HELD IN EXCESS OF 6 HOURS – NO EXCEPTIONS.
12. The responsible Deputy shall conduct a face-to-face visual observation of unattended detainees at least every thirty minutes.
13. The arresting deputy will ensure that the detainee has been properly logged on the appropriate adult or juvenile logs.
14. Detainees may be temporarily restrained by securing them to fixed objects only when the fixed object has been specifically designed and constructed for that purpose. Such objects may include a bar or ring fastened to the wall or floor to which a handcuff is attached. Detainees shall not be secured to chairs, desks, or other similar objects.
15. Whenever a more suitable method of restraint, such as a locked door, is available it shall be used instead of securing the detainee to a fixed object.
16. Detainees shall not be shackled or handcuffed to any fixed object for longer than two hours. Monitoring is required to ensure that medical issues do not arise; EMS will be summoned immediately if such a need arises.
17. When a deputy is prepared to exit the District with the detainee, they will enter the cell unarmed releasing the subject from the cuffing ring, secure the detainee with handcuffs behind the back; the deputy will then exit the cell and retrieve their firearm from the gun locker. All detainees will be escorted from the District by the deputy via the back door to a waiting patrol or prisoner transport vehicle.
18. Temporary detention facilities shall include lighting, adequate airflow, a bench or chair for sitting, and access to a sink with running water, and a working toilet. When a sink or toilet are not built into the area or room, access to them shall be provided by the responsible Deputy in a timely manner.
19. Inspections of temporary detention facilities will be included in the facilities inspection during the quarterly District Line Inspection governed by general order *GO-053-01 Line Inspections*; deficiencies, if any, will be noted. Professional Compliance will conduct an administrative review of the areas and procedures at least annually.

B. SECURITY

1. Deputies shall practice constant weapon retention techniques to prevent access to their weapons by detainees
2. Panic or duress alarms shall consist of each Deputy's portable radio/emergency button which may be used to summon assistance or alert communications, if needed.
3. When occupied by a detainee, access to the temporary detention area and to the detainee shall be restricted by the responsible Deputy to prevent escape and transfer of contraband.
4. The responsible Deputy shall periodically check the door lock and/or handcuffs to prevent escape.

5. The Deputy transporting the detainee shall be responsible for conducting a thorough security inspection of the temporary detention room or area after occupancy by the detainee.
6. Use of audio or video devices, if available at the District, to monitor detainees will not replace the requirement of a face-to-face visual observation at least every 30 minutes.
7. Constant supervision is required for detainees who undergo testing for DUI investigations. This requires the deputy to stay in close proximity to the detainee and not leave the immediate area during the activity in order to minimize potential for escape and prevent safety issues to both the deputy and other facility personnel. Use of audio or video devices from another area does not constitute constant supervision.
8. All detainees shall be booked and processed at the Branch Jail by Corrections personnel.

C. TRAINING

1. All Deputies who may be responsible for detainees in temporary custody shall be trained in the policies and procedures set forth in this general order and receive retraining at least once every four (4) years. Roll call training shall be sufficient provided that this general order shall serve as the lesson plan and training attendance shall be documented.

V. REFERENCES

- Fire Prevention, Evacuation, and Suppression Plan for Temporary Detention Areas or Rooms

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-073-01**	**Distribution** All Personnel	**Reissue/Effective Date** 01/13/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **COURT SECURITY**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish security procedures for the court facilities located throughout the County.

II. DISCUSSION

Security measures in any form should always provide for safety, security, and general welfare of those persons involved.

When these measures involve not only the physical facilities, but also judges, jurors, and Sheriff's personnel, then additional measures may be needed.

When the responsibility of such a task is placed upon the Volusia Sheriff's Office (VSO), procedures must be implemented to interrupt, intercept, and remove any threat to the peace, order and integrity of the courts.

III. POLICY AND PROCEDURE

A. ADMINISTRATION

1. The responsibility for courtroom security rests solely with the Judicial Services Section Commander who then delegates the operational functions to the sworn supervisor of each facility.
2. The following procedures will be adhered to by all persons engaged in court activities in Volusia County.
3. These procedures will aid Judicial Services in providing the necessary physical security for all courtrooms operating in the County.
4. The security measures that are to be used are defined in an operational manual available to all personnel assigned to the section.
5. These operational measures shall instruct persons as to what security equipment and guidelines will be used to initiate the physical security plan, the security operations, special operations, hostage situations, high-risk trials, and any emergencies that may interrupt normal court operations.
6. The security measures are based on a documented security survey conducted once every two years.

B. SECURITY OF FACILITIES

1. Judicial Services' responsibility for the security of court facilities in the County is limited to the court's hours of operation. The following security procedures apply for Deputies assigned to details at the facility.

2. When courtrooms are not in use, the outer doors shall be locked. The last Deputy leaving a courtroom shall be responsible for securing it.
3. Any defects in locks or breaches of security of a locked building shall be promptly reported to the immediate supervisor and promptly replaced or repaired.
4. A complete check of the interior of the courtroom and holding areas will be conducted by Judicial Services personnel before any Court proceedings and/or in-custody persons are placed in them.
5. Court facilities are secured and guarded by private security during non-use hours.
6. Each court facility, except the Daytona Beach Annex, shall have separate entrances for in-custody persons, judges, court personnel, the general public, and court security officers.
7. All court facilities shall be equipped with an accessible fire extinguisher, hoses, or a sprinkler system with posted operating instructions available to court personnel.
8. The supervisor of court security for each facility shall maintain all keys in a secure locked box, which will be kept in the Supervisor's Office or the Control Room, as determined by the facility supervisor.
9. Keys for the security of holding areas shall be issued and noted on the key log. The Supervisor shall maintain a log of the persons in possession of keys and the areas of access.
10. The Supervisor of court security for each facility shall be the assigned liaison between private security agencies and the VSO.
11. The movement of prisoners within the court facilities shall be regulated so that prisoners are separated from juries, judges, court staff, and the public.
12. Within the Daytona Beach Justice Center and Volusia County Court House prisoners shall, at all times, be moved through the isolated walkways designed for that specific purpose. These walkways provide secure access from the holding facility to each courtroom.
13. Prisoners shall not be moved at the same time that judges, juries, court staff, and the general public are utilizing the same passageways. Deputies must temporarily clear passageways before moving prisoners
14. The Daytona Beach Annex shall utilize the stairwell outside the holding facility door. When prisoners are escorted to courts within the Daytona Beach Annex, Deputies shall precede the prisoners clearing all persons from the entranceways and along the route to the courtroom.

C. COURTROOM SECURITY

1. Courtroom security and the safety of all the participants in the criminal or civil process are important goals of Judicial Services.
2. Court bailiffs shall be responsible for court security within their assigned courtroom.
3. The bailiff will have a working knowledge of guarding prisoners, civil and criminal codes, legal terminology, court procedure, the law, restraint devices, and General Orders pertaining to prisoner transport.
4. Bailiffs must have the ability to:
    - Control and safeguard individuals or groups of prisoners.
    - Maintain order in courtrooms during criminal and civil proceedings.
    - Establish and maintain an effective working relationship with public officials as well as the general public.
    - Safely move in-custody persons throughout the courtroom without incident.
    - Serve process, make reports, guard against escapes, and have a working knowledge of all aspects of the courtroom and its procedures.
    - Advise the court, in advance, of any security problem in the courtroom.
    - Carry out all orders issued by the presiding or Chief Judge pertaining to court security.
5. Bailiffs shall be responsible for security checks of the courtroom, i.e., packages or items left behind that might cause harm to court personnel.

6. All in-custody persons who have not been in direct control of a Courtroom Security/Prisoner Transport Deputy will be searched before they enter and after they leave the courtroom area. These searches are to be in conjunction with searches conducted in holding areas.
7. Deputies may search any and all individuals entering the courtroom.
8. Deputies should use discretion; be firm but polite.
9. All bags, boxes, suitcases, purses, and briefcases are subject to search and confiscation by Deputies before individuals enter the courtroom area.
10. Per written administrative court order as issued by the Chief Judge, "Uniformed law enforcement officers, while conducting official business, are permitted to possess weapons in the Volusia County courthouses upon presentation of proper identification. Proper identification is defined as a photo ID and badge issued by the employing law enforcement agency." No firearms shall be allowed in secured areas of the courthouse; all other less-lethal weapons will be worn as issued and in accordance with policy.
11. Firearm Lockboxes will be conveniently located for the purpose of law enforcement officers to temporarily secure their firearms.

D. EMERGENCY ALARM SYSTEM

1. As part of the security system each judge will have access to an emergency alarm located in chambers and in the courtroom. The emergency alarm response procedure is as follows:
    a. When alarm is activated, the monitoring Deputy will immediately respond or dispatch available Deputies to the location of the signal.
    b. The court security supervisor will be notified of the alarm and respond to the scene.
    c. The first Deputy at the scene will be responsible for reporting and logging the disposition of the alarm.
    d. In the event of an emergency situation (escape, hostage taking, threats, fire, etc.) the facility supervisor will take charge of the scene.
2. Monthly documented checks will be conducted of the emergency alarm system.
3. All courtrooms shall be equipped with emergency lighting operational in the event of power failure.
4. All courtrooms shall be equipped with at least one means of external voice communication.
5. Emergency medical situations will be handled by Volusia County Emergency Medical Services (EMS) team.

E. HIGH RISK TRIALS

1. Special precautions must be taken to ensure the safety of all persons involved. Deputies responsible for securing courts during high risk trials shall:
    - Search all persons entering the court facility.
    - Check the courtroom and surrounding areas for unauthorized persons or objects.
    - Make sure all communications and security devices are operational.
    - Take all necessary precautions when dealing with in-custody persons.
    - Ensure restraining devices are readily available for use by courtroom Deputies.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-074-01**	**Distribution** All Personnel	**Reissue/Effective Date** 05/12/2023
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **LEGAL CIVIL PROCESS/FINANCIAL MANAGEMENT**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for financial management and audit trail for the civil legal process.

II. DISCUSSION

The Office of the Sheriff is held to very strict requirements governing receipt, disbursement, and audit of funds administered for the legal civil process. These procedures are mandated by state constitution, statute, ordinance, and accepted accounting principles.

III. POLICY

All civil legal processes received by the Volusia Sheriff's Office (VSO) shall be delivered or forwarded to the Civil Unit in an expedient manner to insure proper service.

IV. PROCEDURE

A. ADMINISTRATION

1. The Civil Lieutenant is responsible for the financial management of the civil process. Personnel assigned to the Civil Unit perform the function and are supervised by the Civil Lieutenant or designee.
2. A Civil Unit Personnel shall be available to the public for financial management information inquiry, Monday through Friday, during established business hours.
3. The primary Civil Unit offices are located at 442 S. Beach Street, Daytona Beach and 101 North Alabama Ave., DeLand, basement. District Offices are located at:
   - District 4: 1691 Providence Boulevard, Deltona;
   - District 3 South: 124 North Riverside Drive, New Smyrna Beach.
4. All civil legal processes received shall have an audit trail for financial management with monthly reports forwarded to VSO Finance.
5. Disposal of financial management records shall be in accordance with Florida Statues and the Florida Division of Library and Information Services Records Management General Records Schedules with copies of the Records Disposition of disposal records to VSO Accounting.

B. REMITTANCES

1. Florida law provides that the Sheriff must pay to the proper person all money collected by the Sheriff.

2. All money received under an execution, whether by sale or otherwise, must be paid to the party or their attorney in whose favor the execution was issued.
3. When property sold under the execution brings more than the amount due, including costs, the surplus shall be handed over to the defendant without delay.
4. The Sheriff is responsible for ensuring that sales are made in accordance with the priority of writs, or judgment liens that are on file with the Florida Department of State on personal property as listed in creditor's affidavit. On real property, priority is determined by recording final judgment with Clerk of the Court as listed on creditor's affidavit.

C. FAILURE TO REMIT

1. If the Sheriff fails or refuses to pay money collected under an execution within thirty (30) days after its receipt by the Sheriff or within ten (10) days after demand of the plaintiff or their attorney of record, the Sheriff is liable for payment of the amount together with an additional twenty (20) percent as damages.

D. RECEIPT, DISBURSEMENT, AND AUDIT

1. Receipt, disbursement, and audit funds administered for the legal process function.
2. **FEES FOR SERVICE:**
    - **Non-enforceable Process** – $40.00 per person per service.
    - **Enforceable Process** – $90.00 per person per service
    - **Out of State Process** – $40.00 per person per service.
    - **Levy Deposits on Boat, Car, or Motorcycle (requiring towing & storage)** – $1900.00 (per item).
    - **Levy Deposits on Real Property** – $1200.00 (short legal) to $1300.00+ (long legal) depending on length of legal description of property.
    - **Levy Deposits on Businesses** – $2700.00 (limited inventory) - $3700.00+ (extensive) depending on size of business or inventory to be taken.

E. MONEY TRAIL PROCEDURES

1. As papers and monies are received, the civil documents are processed for service and the monies shall be deposited daily. Should extenuating circumstances prevent deposit of monies that day, the monies will be secured in a designated locked container until the next business day.
2. Written supervisory notification is required for any adjustments/corrections to any transaction/deposit. A copy of the notification will be kept with the paperwork reflecting the change. The notification will include a brief description of the correction and will reference the transaction/receipt number.
3. Each month a report of the receipts and earnings is run and reviewed by VSO Accounting.
4. All financial management for the Civil Unit will be performed on the CivilServe computer system.
5. All monies received and disbursed shall be run daily and closed daily through the CivilServe computer system.
6. Copy of daily receipts for all monies received and disbursed shall be forwarded to the VSO Finance at least weekly.
7. The Budget and Finance Director or designee shall conduct an audit of all monies received and disbursed, at least quarterly.
8. The Civil Unit shall be audited annually, in conjunction with the annual Sheriff's Office audit.
9. All monies collected at any Civil office will be forwarded to the Daytona Beach office no later than the next business day.
10. All funds will remain secured in a predetermined location until taken to the Daytona Beach office. In any instance, no more than $500.00 cash will remain in any civil office overnight.
11. Special Process Servers and Deputies may transport up to $500.00 in cash from the satellite office to the Daytona Beach office. All cash in amounts greater than $500.00 will be picked up and

transported by a Civil Sergeant to the Daytona Beach Office daily. A contracted armored car service will make daily deposits, Tuesday through Thursday, from the Daytona Beach Civil Office. The deposit slips and revenue transmittals will then be taken to the Daytona Beach Civil Office where it will be sent to VSO Accounting.

12. Any time any civil clerical personnel leave any process with any funds attached, those processes and funds will be secured in a locked container in each Civil office until deposited.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-074-02**	**Distribution** All Personnel	**Reissue/Effective Date** 09/19/2024
		Original Issue Date 01/05/2021	**Previous Revision Date** 04/06/2022
Title **LEGAL PROCESS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the service of legal process and civil arrest procedures.

II. POLICY

It shall be Volusia Sheriff's Office (VSO) policy to fulfill the constitutionally mandated civil process in a timely and effective manner.

III. PROCEDURE

A. ADMINISTRATION

1. The Civil Lieutenant shall be responsible for the civil legal process received by the VSO.
2. All civil legal process received shall be delivered or forwarded to the Civil Unit in an expedient manner.
3. The primary Civil Unit offices are located at 442 S. Beach St., Daytona Beach and 101 North Alabama Ave., DeLand basement, with district offices located at:
   - **District 4**: 1691 Providence Boulevard, Deltona.
   - **District 3 South**: 124 North Riverside Drive, New Smyrna Beach, Florida.
4. The Civil Unit shall be opened to the public for information inquiry Monday through Friday, 8:00 a.m. until 4:30 p.m.

B. RECORD INFORMATION

1. The following information on all civil process, non-enforceable and enforceable, shall be recorded and available for cross reference:
   - Date and time received;
   - Type of legal process (civil or criminal);
   - Nature of document;
   - Source of document;
   - Name of plaintiff/complainant or name of defendant/respondent;
   - Deputy assigned for service;
   - Date of assignment;

- Court docket/case number;
- Date service is due.

C. SERVICE ATTEMPTS

1. A record of all attempts at services of each legal process shall be documented and maintained.
2. Each Deputy attempting service of process will make a diligent search to locate the subject named in the process. When applicable and time permits, the search will include but is not limited to:
    - Attempting service at the physical address supplied by the requesting party;
    - Requesting change of address information from the United States Postal Service;
    - Researching local directories supplied by the Civil Unit;
    - Checking with neighbors at the physical address supplied;
    - Researching CJIS which is available in each District office;
    - Attempting service at the forwarding address;
    - Attempting service at a place of employment, when provided;
    - Researching the Civil Serve computer system for prior services and addresses;
    - Requesting additional information from the requesting party.

D. RECORDS

1. The following information shall be recorded for all legal civil process that has been served:
    - The date and time served;
    - The name of server;
    - To whom process was served or on whom executed;
    - The method of service (personal, substitute, posted, corporate);
    - The location of service.

E. SERVICE OF LEGAL PROCESS OUTSIDE VOLUSIA COUNTY

1. All legal civil process for service outside of Volusia County shall be forwarded to the Sheriff of the respective County where the person to be served resides. A request letter shall accompany the process asking that service be executed and a return forwarded.

F. THE SERVICE AND RETURN OF CIVIL PROCESS-GENERAL

1. The Sheriff is responsible for serving legal process originating in the Supreme Court, Circuit Court, County Courts, County Council, local government code enforcement boards, and other governmental agencies as may be provided by law. He is required to serve such other process as may be directed to him and come into his hands for execution in his County.
2. Enforceable Writs shall only be executed by the Sheriff or his sworn Deputy.
3. Witness subpoenas may be served by any person who is not a party and who is not less than eighteen (18) years of age. Proof of such service should be made by affidavit of the person making service if not served by an officer authorized by law to do so. FRCP 1.410 (d).
4. The primary purpose of the service of process is to give a defendant/respondent notice that a legal proceeding has been instituted against them. The process provides defendant/respondent of the nature of the action brought against them and vests jurisdiction in the court that issued the process. Process is the means by which a court obtains jurisdiction in a case to determine controversies involved therein and to enforce its orders against parties involved.
5. Summons, subpoenas and other process in civil actions run throughout the state. All process, except subpoenas, shall be directed to all and singular Sheriffs of the state.
6. Although a Deputy assigned to the Civil Unit serves a writ, makes the personal contacts, signs the return, and in general performs the functions of service, they do so in the name of the Sheriff. The Sheriff and Deputy are held responsible for the service and only they can be penalized. A false

return on any writ may subject the Sheriff to an action for damages by any person injured thereby. Neglect or refusal to execute and return any process may constitute a crime.

7. Deputies shall not argue or discuss the merits of the case, offer legal advice or recommend an attorney.
8. The assigned Deputy shall read each writ and become familiar with its contents, especially dates, times, and requirements imposed by the writ on the person being served.
9. After completing the service, the Deputy will sign and complete the return of service. The return will then be returned to the court together with the original process.
10. Each return will be signed by the serving Deputy. This includes process with more than one defendant where more than one Deputy obtains service on the defendants. Each Deputy who makes service shall sign the return as to the defendants they have served.
11. **SERVICE ON SUNDAY**
    a. Process may not be served on Sunday without specific authorization by Judicial Order or statute.
    b. An order authorizing service or execution on Sunday may be issued by a judge or magistrate of any incorporated town (Fla. Stat. § 48.20 or administrative blanket court order) for an individual who is about to escape the service of process by leaving the state.
    c. Enforcement of an injunction for protection may be served any day of the week pursuant to Fla. Stat. § 741.30(8)(a).
12. **SHERIFF, A PARTY**
    a. When the Sheriff is sued, he may accept service for himself and may serve his co-defendants.
13. **POWERS OF SHERIFF/PROCESS**
    a. The process served by the Sheriff is the command of the court issuing the writ and the command of the Sheriff serving the writ. The Sheriff will be protected in the service of any process which is valid on its face.
    b. Persons are subject to punishment for obstructing the Sheriff or his Deputies in the service of civil process, as well as, for obstructing criminal process or resisting arrest.
    c. When a person refuses to accept service, service may be executed by explaining the contents of said writ and laying the copy of the writ on the table or floor in their presence. When this method of service is used, it will be so noted on the return to the court.
    d. It is not a requirement that the defendant/respondent accept or sign for the service of process.
14. **ENFORCEABLE VS NON-ENFORCEABLE WRITS**
    a. **Enforceable**
        (1) When executing an enforceable writ, some positive action against a person or thing is required.
    b. **Non-enforceable**
        (1) In serving non-enforceable writs, the Deputy has a responsibility to contact the defendant (in person, if possible, if not, substitute service may be sufficient), identify him or herself and explain the contents of the writ to be served.
15. **OUT-OF-STATE COURTS**
    a. Deputies may serve civil process issued out of a court other than in Florida, however, authority is limited to the service of process and shall not be interpreted to permit any action against personal property, real property, or persons even though directed to do so by the out-of-state court.
    b. If applicable, there are remedies pursuant to Florida Statutes for out-of-state orders to be domesticated through the Florida Courts.
16. **FAILURE TO SERVE PROCESS**

a. The Sheriff may be subject to an action for damages by any party injured should he fail to serve process in the manner provided by law, or if he should fail to make proper return to the court.

17. **PROCESS OF SUPREME COURT**

a. Process issued by the Supreme Court may be served by the Sheriff as Deputy of the Marshal of the Supreme Court or may be served by him through one of his Deputies. Such process may be executed throughout the state.

b. The court will take judicial notice of the fact that he, as Sheriff or his Deputy, is the Deputy of the Marshal of the Supreme Court.

18. **PROCESS OF DISTRICT COURTS OF APPEAL**

a. Process issued by the District Courts of Appeal may be served by the Sheriff as Deputy of the Marshal(s) of the District Court(s) of Appeal or may be served by him through one of his Deputies. Such process may be executed throughout the state.

b. The court will take judicial notice of the fact that he, as Sheriff or his Deputy, is the Deputy of the Marshal(s) of the District Court(s) of Appeal.

G. THE SERVICE OF PROCESS

1. Chapter 48, Florida Statutes provides the general laws on service of process:

a. Service of original process is made by delivering a true copy thereof, with the time and date of service and signature of Deputy thereon, to the person to be served with a copy of the complaint, petition, or other initial pleading or paper or by leaving such copy at his/her usual place of abode with any person residing therein who is fifteen (15) years of age or over and informing such person of the contents. If a person is served as stated herein, it is not necessary to show or read the original process to them. Never leave the original process with person served, it must be returned to the court from which it was issued with an account of the Deputy's actions (called a "return of process or return of service").

b. After service is made, the original writ must have a return stating the manner of service and signed by the Deputy making such service. Where no service is made, the return should state the reason for such failure. An incomplete return invalidates the service.

2. **SERVICE BY OFFICE MEMBERS**

a. Process may be served by any sworn law enforcement member of the office or by any other member designated by the Sheriff.

3. **WHERE SERVED**

a. Service of a writ may be had by serving the individual named anywhere they may be found. This is a personal service and considered the best service. When personal service is not required or personal service cannot be obtained on the defendant/respondent, then service of the original process shall be effected by leaving a copy of the process and other pleadings at their usual place of abode with any person residing therein. This is called "Substitute Service". Substitute service may be made on the spouse of the person to be served anywhere within the County if the spouse requests such service and if the spouse and person to be served reside together in the same dwelling.

b. Substitute service may be made on an individual doing business as a sole proprietorship at their place of business, during regular business hours, by serving the manager of the business if one or more attempts to serve the owner have been made at the place of business.

4. **WHEN SERVED**

a. Service should be made at the earliest practical moment and within a reasonable time after received by the office, unless otherwise stated on the process. Generally, service should be effected between 6 a.m. and 6 p.m. (regular Civil Deputies' work shift). However, there are no time of day restrictions except no service is allowed on Sunday.

5. **SERVICE ON MINORS**

a. Process against a minor who has never been married shall be served:

- By serving a parent or guardian of the minor.

- When there is a legal guardian appointed for the minor, by serving the guardian as provided for in Fla. Stat. § 48.031.
- By serving said process on the guardian ad litem or other person, if one is appointed by the court to represent the minor. Service on the guardian ad litem appears voluntarily or when the court orders them to appear without service of process on them.

6. **SERVICE ON PUBLIC AGENCIES AND OFFICERS**

   a. Process against any municipal corporation, agency, board or commission, department or subdivision of the state or any county which has a governing board, council, or commission of which is a body corporate, shall be served on the president, mayor, chairman, or other head thereof, and in his absence, on the vice-president, vice-mayor, or vice-chairman, or in the absence of all of the above, on any member of the governing board, council or commission.

   b. In any suit in which the Department of Revenue or its successor is a party, process against the department shall be served on the executive director of the department. This procedure is to be in lieu of any other provision of general law and shall designate said department to be the only state agency or department to be so served.

7. **SERVICE ON STATE PRISONER**

   a. Process against a state prisoner shall be served on the prisoner by delivery to the prisoner.

8. **SERVICE ON THE STATE**

   a. When the state is sued, process against the state shall be served on the State Attorney or an Assistant State Attorney for the judicial circuit within which the action is brought and by sending two (2) copies of the process by registered or certified mail to the Attorney General (the latter is done by the party requesting service).

9. **SERVICE ON CORPORATIONS**

   a. A corporation service should be made on the highest officer of such corporation that may be found in the county such as the president, vice-president, director, secretary, treasurer, cashier, general manager and as far down as business agent or resident agent. Should a lower officer be served, the return must state which officer of the corporation was served and their title and that they were served in the absence of higher ranking officers.

   b. When process is to be served upon a corporation, it is summoned by its corporate name and in the absence of all officers, service may be made upon the registered agent designated by the corporation at the place specified for such service. This place shall be kept open from 10:00 a.m. until noon of every day, except Saturdays, Sundays, and legal holidays so that service may be accomplished. However, if service cannot be made on a registered agent because of failure to comply with Fla. Stat § 48.091, service of process shall be permitted on any employee at the corporation's place of business.

   c. If the corporation to be served has been dissolved, the service may be made personally upon any one or more of the directors of the dissolved corporation as trustees.

10. **SERVICE ON INSURANCE COMPANIES**

    a. Service of process on insurance companies is accomplished by serving upon the insurance commissioner or upon their assistant, deputy, or other person in charge of their office, as process agent of the insured, copies in triplicate of the process.

H. NON-SERVICE OF PROCESS

1. A non-service is when the process is not served. Non-service falls into two (2) categories:
   - When the Sheriff has been unable to obtain service on the defendant within the bounds of the county within the effective time period of the process;
   - When the plaintiff/petitioner requests the process be returned unserved.
2. If none of the foregoing services can be made and the person to whom the paper is directed cannot be found, this constitutes a non-service. A notation shall be made setting forth the time and date of each attempted service on a work slip and attached to the copy of the return that is filed in the.

I. RETURN OF PROCESS

1. The return of the Sheriff of process served by him is a report of his actions in the matter. The return of process is highly important, it is evidence of the fact service was made and that the service conformed to the requirements of law. It is also notice that the court has properly acquired jurisdiction of the party upon whom service was made. The obligation of the Sheriff to make proper return of process is as strong as his obligation to make proper service.

2. All personnel to whom service is directed shall note on it the time and date when it is executed, the manner of execution, the name of the person on whom it was executed and if such person is in a representative capacity, the position occupied by them. A failure to state the foregoing facts invalidates the service.

3. **MADE BY WHOM**

   a. If service was made by a Deputy, the return must be in the proper name of the Sheriff and signed by the Deputy making the service.

4. **CONTENTS**

   a. The return must specifically state the manner in which the service was had. If the manner of service is specifically prescribed by statute, the wording of the return should conform to the statutory manner of service. Thus, if service is had upon a defendant by leaving a copy of the process at the usual place of abode of the defendant/respondent with any person residing therein who is fifteen (15) years of age or over, the return should state that it was served at the usual place of abode of the named defendant by leaving a copy of process with a named person residing at the defendant's usual place of abode. The return should also state that such person was fifteen (15) years of age or over and that the contents of the process were explained to the person. In some cases, the statute requires that the return state, in addition to the items mentioned, the place at which service was had. The return may be prepared by the attorney for whom the process is served, but the Sheriff must see that if is so prepared it states the actual facts as to the service.

5. **FALSE RETURN**

   a. No member of the VSO shall issue or cause to be issued a false return.

   b. A false return may subject the Sheriff to suit or to forfeit and pay five hundred dollars ($500.00), one moiety thereof to the party aggrieved, and the other moiety to him who will sue for the same to be recovered with costs by action of debt.

J. NON-ENFORCEABLE WRITS

1. **SUMMONS**

   a. Suits in action at law are commenced by the plaintiff and a summons is issued by the Clerk of the Court. A summons commands the Sheriff to serve a copy of the summons and the attached complaint or petition on the defendant or defendants. The summons will name the parties to the action and always bear the name of the court from which it was issued. It is designed to warn the defendant they must file an answer within a time and place specified to make their defense or suffer judgment by default to be entered against them (in some suits the party against whom the action is taken is referred to as respondent).

   b. The summons is usually accompanied with a complaint affidavit, petition, or initial pleading that explains why and how the action was brought about. The original summons must be stamped with the time and date received. The Sheriff shall serve a true copy of this summons together with a copy of the complaint or petition as furnished by the plaintiff to the defendant and mark the time and date of service and signature on both the true copy and original summons. The original summons is ready for return of service and return to court of issue.

   c. Sometimes a notice of hearing is used in the place of a summons and attached to this notice of hearing is a statement of claim and should be served the same as a summons, except it must be served several days (usually five) prior to the hearing date.

2. **NOTICE OF HEARING**

   a. A notice of hearing is a notice to appear at a specified time and place. A true copy is served upon said defendant or person specified in the notice and served in the same manner as a summons by delivering a true copy of the notice to the person to be served and placing the time and date of the service and signature of the Deputy on both the copy and original. Then

the original notice is ready to have a return of service made and the notice returned to the court of issue.

3. **RESTRAINING ORDER**

   a. A restraining order is a prohibitive writ issued by a judge forbidding a party to do certain things. It is of a temporary nature and its purpose is to restrain the party until a hearing can be had to determine whether or not an injunction will be granted. This writ should receive immediate attention and, if directed to an individual, must be personally served.

4. **WRIT OF INJUNCTION**

   a. A writ of injunction is very similar to the restraining order. However, it is of a permanent nature with the exception of a temporary writ of injunction. It must also be personally served and may instruct the Sheriff to stand by while the respondent vacates the residence.

5. **WITNESS SUBPOENA**

   a. The usual mode of securing the attendance of a witness is by subpoena. Every subpoena must be issued under the seal of the court and must state the name of the court and title of the action or suit and command each person to whom it is directed to attend and give testimony at the time and place therein specified.

   b. A subpoena may be served by any person authorized to serve process. Subpoenas for witness in civil cases run throughout the state.

   c. Service is made by delivering a copy of the subpoena to the person named therein and by tendering to them the fees for one day's attendance and the mileage allowed by law. No person may be compelled to attend court as a witness in any civil case unless the party in whose behalf they are summoned first pays or deposits with the executive officer of said court the amount of compensation to which they would be entitled for mileage and per diem for one day.

   d. In addition to personal service, a witness subpoena may be served by substitute service, however, service of a subpoena on a witness in a criminal case that involves only a misdemeanor may be made by certified United States mail directed to the witness at their last known address and shall be mailed at least seven (7) days prior to the date of the witness' required appearance.

   e. Fla. Stat. § 48.031(3) (a) authorizes a designated supervisory or administrative employee of any law enforcement officer or federal, state, or municipal employee called to testify in an official capacity in a criminal case to accept such service if the agency head or highest ranking official at the witness' place of employment has designated that employee to accept service. The designated employee is not required to accept service:

      - For a witness who is no longer employed by the agency at that place of employment;
      - If the witness is not scheduled to work prior to the date the witness is required to appear; or
      - If the appearance date is less than five (5) days from the date of service.

   f. The agency head or highest ranking official at the witness' place of employment may determine the days of the week and the hours that service may be made at the witness' place of employment.

   g. The Lieutenant of the Civil Unit shall be responsible for maintaining a directory of designated persons to be contacted.

6. **SUBPOENA DUCES TECUM**

   a. A subpoena may command the person to whom it is directed to produce the books, paper, documents or tangible things designated therein. A subpoena duces tecum is a process by which the court, at the instance of a party, commands a witness who has in their possession or control some document or paper that is pertinent to the issues of a pending controversy to produce it at trial.

   b. A subpoena duces tecum is served in the same manner as a witness subpoena.

7. **WRIT OF GARNISHMENT**

a. A writ of garnishment is a summons to a third party or person other than the defendant to appear in the lawsuit. It requires the garnishee to give statement within twenty (20) days of any defendant's property or money owed defendant, in the garnishee's possession at the time of service pending settlement of the lawsuit. The service is made on the garnishee or third party in the same manner as a summons by delivering a true copy of the writ to the garnishee; and although not mandatory, it is better to explain the contents thereof. The failure of the garnishee to answer such process may result in a money judgment rendered against them.

8. **WRIT OF HABEAS CORPUS**

a. Application for writ of habeas corpus is made by a petition. Since habeas corpus is not in any respect a technical proceeding and since the writ is one of right, the petition is not required to be in any particular form. The writ is signed by the issuing judge and directed to the person in whose custody the party is detained commanding them to have the body of such party before the court or judge before whom the writ is returnable in order that appropriate judgment may be rendered upon judicial inquiry into the alleged unlawful restraint.

b. The writ must be served by the Sheriff of the county in which the petitioner is alleged to be detained upon the officer or other person to whom it is directed or, in his absence, from the place where the prisoner is confined or the person having immediate custody of the prisoner. In a case where the Sheriff of the county is the person holding the party detained, a delivery to or a receipt of the writ by him is sufficient service thereof. From the moment the Sheriff receives the writ, the custody of the prisoner is by virtue thereof, and not under any other writ he may have previously received. Any person who fails to return a writ served upon them with the cause of the prisoner's detention or to bring the body of the prisoner before the court, justice, or judge according to the command of the writ within the time prescribed by law must forfeit and pay to the prisoner the sum of three hundred dollars ($300.00) the right to recover which does not cease by the death of either or both of the parties.

c. After the hearing on the writ, the court must dispose of the petitioner as the law and evidence may require. They may be discharged, remanded or admitted to bail.

9. **EMINENT DOMAIN PROCEEDINGS**

a. This is a proceeding where a public agency files suit to acquire private property for public use. A petition and declaration of taking is filed with the Clerk of the Circuit Court in the county where the property to be acquired is located. The clerk issues a summons and a notice of hearing. The original summons and notice of hearing with sufficient true copies of the petition and declaration of taking are delivered to the Sheriff for service. True copies of the summons and notice of hearing with the petition and declaration of taking attached are delivered and served in the same manner as a summons, however, this process must be served not less than twenty (20) days before the return date as stated in the notice of hearing.

10. **RULE TO SHOW CAUSE**

a. A rule to show cause is a writ commanding a party to appear or show cause why they should not be compelled to do the act required or why the object of the rule should not be enforced. Personal service of this writ is required before a judge will issue a pick-up order for failure of a party to appear as commanded in rule to show cause. Sometimes this writ will have a petition to be served with the true copy of the writ.

11. **NOTICE TO VACATE**

a. A notice to vacate is a notice to a tenant to move from certain premises within a specified time or meet certain conditions. The delivery of such writ shall be made by the landlord by delivering or leaving a copy at the last place of abode. This notice is not issued by a court and the Sheriff is not required to serve it.

12. **LANDLORD/TENANT SUMMONS OR "FIVE-DAY NOTICE"**

a. This is similar to an ordinary summons but is used in eviction proceedings. The answering period is five (5) days instead of twenty (20) and rules governing service differ. The summons should be served as follows:

(1) **NON RESIDENTIAL PROPERTY**

(a) Non residential property served by:

- Personal service.
- Substitute service on a person of family over fifteen (15) years of age at the place of abode.
- Post on premises involved in the proceedings provided defendant cannot be found at usual place of abode and no person of the family over fifteen (15) years of age is at their place of abode. (Note: requires two (2) attempts to serve in (1) or (2) herein before posting. The minimum time delay between the two attempts to obtain service shall be six hours).

(2) **RESIDENTIAL PROPERTY**

(a) Residential property served by:

- Personal services.
- Substitute service on person of a family fifteen (15) years or older.
- Posted on the property described if the tenant cannot be found in the county or there is no person 15 years of age or older residing at the tenant's usual place of abode in the county. (Note: requires two (2) attempts to serve in (1) or (2) herein before posting. The minimum time delay between the two attempts to obtain service shall be six hours.)

13. **INCOMPETENCY**

a. **NOTICE TO ALLEGED INCOMPETENT**

(1) A Notice to an alleged incompetent is a writ requiring the alleged incompetent to appear for a hearing at a specified time and place. Service is made as set forth in Fla. Stat. § 48.041.

b. **DETENTION ORDER**

(1) A detention order is an order directing the Sheriff to take into custody the alleged incompetent and confine them where ordered pending examination or further order of the court. Service is made by showing the writ to the subject and explaining the contents and taking them into custody in accordance with the detention order. (This function is handled by the Court Services Deputies).

c. **ORDER TO SUMMONS A COMMITTEE**

(1) An order to summon a committee is an order summoning two (2) doctors and one layman to examine the alleged incompetent and make their report to the court. Service is made by delivering a true copy of the writ to each of them and a doctor's report form should also be given to the doctors for their report.

14. **RULE NISI**

a. A rule nisi is an order that the court will enforce at a given date unless cause is shown why it should not or unless it is changed by further proceedings. The service is made upon the defendant by the Sheriff by delivering a true copy of said writ to the defendant. A rule nisi is an order issued by a court, usually the circuit court, for a party to appear in pending proceedings for whatever purposes are set forth in the rule. This is served by the Sheriff in the same manner as a summons.

15. **WRIT OF MANDAMUS**

a. When an officer or Sheriff fails or refuses to perform a lawful duty or do a specific act that is ordered, a writ of mandamus may be issued requiring them to perform a lawful duty. A petition for alternative writ proceedings in mandamus in the Circuit Court may be instituted by petition stating briefly the basis for the relief sought. If the petition makes a prima facie case (established fact), the court may either issue the alternative writ or an order to show cause why an alternative should not be granted returnable on a certain day.

16. **MISCELLANEOUS**

a. There are other writs such as writ of prohibition, writ of scire facias, unlawful detainer, supplementary proceedings and others that require service by the Sheriff.

17. **ORDER TO SHOW CAUSE IN REPLEVIN ACTION**

a. Is issued by the court after a complaint in replevin has been filed. This writ directs the defendant to show cause why certain property shall not be taken in replevin. The order:

- Fixes the date and time of the hearing which shall be no sooner than five (5) days from the date of service of the order;
- Directs the time within which service of the order shall be made on the defendant;
- Fixes the manner in which service shall be made.

b. Service as provided in Fla. Stat.§ 48.031.

c. In the event service as provided in Fla. Stat. § 48.031 is not possible, the officer shall be directed to place the order and summons on or in the claimed property or on the main entrance of the defendant's residence. In that instance, the return should state that the officer was unable to locate the defendant and how the order was served.

K. ENFORCEABLE WRITS

1. An enforceable writ describes the action to be taken, commands it to be done and has the force of the court behind it to see that it is done.

2. **WRIT OF NE EXEAT**

a. A writ of ne exeat is a writ forbidding a defendant to leave the jurisdiction of the court. A copy of the writ must be served upon the defendant when they are taken into custody and request them to post bond. The condition of the bond should be specified in said writ.

3. **DISTRESS WRIT**

a. A distress writ (sometimes referred to as a distress warrant) is a combination of a summons based on a filed affidavit and a levy. The writ is obtained by the landlord for payment of rent (not allowed for residential tenancies). The writ must be served by the Sheriff at least five (5) days before the return date and property levied upon taken into possession until further order of the court. No property of any tenant or lessee shall be exempt from distress and sale for rent, except beds, bedclothes and wearing apparel. If the court renders judgment against the defendant, and execution issued, the property taken into possession shall be advertised twice within a ten-day period prior to sale. It may be sold on the leased premises or as advertised by the Sheriff. If the defendant, before sale, pays all costs and makes restitution with the plaintiff, the property shall be returned to them and there will be no sale. Service of this writ is had upon the defendant and also by the officer taking the property into their possession. If the defendant cannot be found, the levy upon the property is sufficient service. In such cases, if the Sheriff cannot find property upon which to levy, he is required to deliver the writ to the Sheriff of another county if the property subject to levy is in such other county. The statutory lien of a landlord for rent attaches to the property found on or off the premises leased or rented and in possession of any person as follows:

- On agricultural products raised on the land lease or rented for the current year;
- On all other property of the lessee, his sub-lessee or assigns usually kept on the premises; and
- On all other property of the defendant. As used in the controlling statute, the words "property usually kept" refers to chattels regularly and habitually, if not continuously, kept on the premises and removed only at occasional intervals.

b. The Sheriff is not authorized under the writ to change the locks on the property without the defendant's permission. The alternative here, if the defendant refuses to allow the locks to be changed, is to remove the property and place it in a bonded warehouse.

c. The sale of the property levied on pursuant to a distress writ is made under a writ of execution.

4. **WRIT OF ASSISTANCE**

a. A writ of assistance is a form of process issued by a court to transfer the possession of land or personal property, the title or right of possession of which it has previously adjudicated as a means of enforcing its decree. The writ of assistance is sometimes called a writ of possession, the objects of the two being substantially the same, that is, to put the person entitled to the property in possession.

b. A writ of assistance is executed by the Sheriff placing the party for whose benefit it has been granted in possession of the property.

5. **WRIT OF POSSESSION**

   a. A writ of possession is an order requiring the Sheriff to remove the defendant from premises described in said writ and to place the plaintiff or their agent in full possession thereof. In proceedings for the removal of a tenant, if the issues are for the plaintiff and judgment is entered that the plaintiff recover possession of the premises, the Clerk of the Court issuing such judgment shall issue a writ to the Sheriff describing the premises and commanding him to put the plaintiff in possession.

   b. This writ is used in landlord and tenant proceedings and usually follows a notice to vacate when the defendant has refused to get out after being served a notice to vacate and the court has found that the plaintiff is entitled to possession (property or premises). The writ of possession is used where personal property is involved and, there being no storage period, possession immediately goes to the plaintiff.

6. **WRIT OF REPLEVIN**

   a. A writ of replevin is a court order which summons the defendant to appear, and it commands the Sheriff to take into custody specifically described property. Replevin is a statutory writ having as its foundation the common law and is frequently referred to as a common law action.

   b. The law provides for several types of writs of replevin. They are:

      - Order issued by the judge authorizing writ to be issued;
      - Pre-judgment writ of replevin and the property seized delivered forthwith to the petitioners.

7. **WRIT OF REPLEVIN AFTER JUDGMENT**

   a. It is absolutely essential to read carefully the body of the writ to determine if the Deputy is to hold the seized property for a specified period of time, deliver property forthwith to petitioners or take property from one party and deliver it to another party.

8. **ISSUANCE**

   a. A writ of replevin is issued by the Clerk of the Court:

      - After final judgment in a suit for replevin; or
      - Upon the filing of a court order authorizing the clerk to issue the writ.

9. **PROCEDURE**

   a. Fla. Stat. Ch. § 78, completely controls the procedure to be taken by all parties involved. The action shall be brought in the county where the property is at the time of the issuance of the writ and in the court which has proper jurisdiction of the value of the property shown to be replevied. Service is made upon the defendant by delivering to them a true copy of the writ together with a copy of the complaint or initial pleading as furnished by the plaintiff and by taking possession of the property described in the writ. In executing the writ, if the property or any part is concealed in a building or enclosure, the officer shall publicly demand delivery thereof. If same is not delivered by the defendant or by another person to the officer, they shall cause such building or enclosure to be broken open and make replevy according to the writ and, if necessary, they shall take to this assistance the power of the county. Such breaking of the building or enclosure should take place only where the officer has personal knowledge that the particular article to be replevied is, in fact, concealed in the building or enclosure.

   b. Where the defendant cannot be found the property can be taken by the officer, if the property can be found. When property to be replevied was in the possession of the defendant at the time of the issuance of the writ, but is in the possession of a third person, the officer shall serve a copy upon the defendant and also serve a copy upon the third person and take the property in the same manner. (Note: writ of replevin must be amended to name third party in possession).

   c. The Deputy executing the writ by levying on the property described shall deliver the property forthwith to plaintiff unless the writ directs otherwise. The defendant may obtain release of the property seized within 5 days after the seizure by posting with the Clerk of the Court who issued the writ the amount of 1 ¼ times the amount due and owing, conditioned to have the

property forthcoming to abide the result of the action, or on the agreement for the satisfaction of any judgment which may be rendered against the defendant.

d. Certain property may not be taken. The following may not be taken by replevin:
   - Property taken for taxes;
   - Property taken under execution or writ of attachment by defendant;
   - Property already replevied (by defendant);
   - Property to which the plaintiff has no rights of possession.

10. **WRIT OF ATTACHMENT**

a. A writ of attachment is an order from the court to the Sheriff commanding him to take into possession and hold for further disposition of the court property of debtor for a creditor. If the property to be attached is of a perishable nature or if the costs of keeping the property taken is out of proportion to its value, an order may be obtained from the court to dispose of the property. Defendant may retake the property by giving a bond with surety to the officer payable to the plaintiff in an amount which shall exceed by one-fourth the value of the property as determined by the court or which shall exceed by one-fourth the amount of the claim whichever is less, conditioned for the forthcoming of the property restored to abide by the final order of the court.

b. A writ of attachment is the authority of the Sheriff to take property of the defendant into his possession. Under such a writ, the Sheriff may not dispossess the tenant of any lands or tenements belonging to the defendant. In levying the writ, the Sheriff is required to take personal property into his control or custody by an action which, without the writ, would amount to trespass. Under a writ of attachment, the Sheriff may levy upon personal property or lands. The Sheriff must take into his custody sufficient property to satisfy the sum demanded by the plaintiff and the costs.

11. **ORDERS**

a. In addition to writs specifically described herein the Sheriff, an executive officer of the court, is required to execute whatever orders the court may issue. These vary greatly in nature and compel the Sheriff to perform a specific action.

12. **WRIT OF EXECUTION**

a. The word “execution” is broadly defined as the act of carrying into effect the final judgment or decree of the court or as the remedy available by law for the enforcement of a judgment. It is not a separate action but is rather “process” in an action and is more accurately defined as a writ issued to an officer which directs and authorizes him/her to carry into effect the judgment of the court. It is the duty of the Sheriff to serve executions by levying upon property and carry out orders directed to him for the satisfaction of judgments of courts. The execution is required to be served by the executive officer of the court from which it is issued. Execution of a court of record are in full force throughout the state. As of October 1, 2001 judgments are required to be filed with the Department of State in Tallahassee electronically. An electronic judgment lien certificate and electronic creditor affidavit certification for writs of execution docketed prior to October 1, 2001 is required with execution and levy instructions.

13. **EXECUTION DOCKET**

a. As of October 1, 2001 the Sheriff is no longer required to docket writs of execution. Prior to this date, the Sheriff was required to keep an execution docket in which he listed all executions received by the VSO.

14. **PRIORITY OF EXECUTIONS**

a. The writ of execution is for the enforcement of the judgment of the court. If the writ is to be enforced against personal property, the priority is established as of the date the writ was originally delivered to the Sheriff (prior to October 1, 2001) and they will be satisfied in accordance with their order of priority. The order of the filing of the judgment lien with the Department of State will determine priority after October 1, 2001 if there are no executions previously docketed. If the writ is to be enforced against real property, several writs in the hands of the Sheriff against the same person or property take priority as of the date the judgment was entered in the records of the court of the county where the property is located and will be determined by title search.

15. **ENDORSEMENT AND RETURN**

    a. If the full amount of the execution is not collected at one time, the Sheriff shall endorse on the execution a return of his actions and list all monies he has received in payment. When the execution is fully paid, it must bear a “fully satisfied” return on the back and be filed in the court issuing it. The return should be made in the name of the Sheriff by the Deputy executing the writ.

16. **CAPIAS AD SATISFACIENDUM**

    a. The Sheriff has no authority to take the defendant and hold them for non-payment of any execution except for fines imposed by lawful authority.

17. **CUSTODY OF PROPERTY**

    a. Property which has been seized by the Sheriff under a proper writ is considered to be in the custody of the court unless released by the Sheriff under a property authorization. Any interference with the possession or custody of the property seized by the Sheriff constitutes a contempt of the court under whose authority the Sheriff has acted.

18. **RETURN UNSATISFIED**

    a. If no property is found upon which levy may be made, the Sheriff shall, at the request of the plaintiff in writing, return the writ unsatisfied. However, the Sheriff has no responsibility to search for property of the defendant in order to make a levy under any “writ” or to make a return of “nulla bona” on any writ and return it to the court of issuance. Since the Sheriff has no statutory duty to search for property of the defendant, he has no duty to make a return which certifies he has searched the county for property of the defendant. The Sheriff should make a return as “unsatisfied” if he receives in writing from the plaintiff or plaintiff’s attorney such request. All unsatisfied executions in the hands of the Sheriff may be returned to the court issuing the execution twenty (20) years after the date of issuance of final judgment upon which the execution was issued. Upon such return, the Clerk of the Court of issuance shall provide a receipt to the Sheriff submitting the return acknowledging the return of the unsatisfied execution.

    b. A judgment creditor is entitled to enforce their judgment by execution. The writ is issued for their benefit, and they have the right to control and direct what proceedings should or should not be taken thereunder. Hence, their wishes and instructions, if lawful when made known to the execution officer, should ordinarily be respected and obeyed. If the Sheriff fails or refuses to execute a writ of execution, he may be compelled to do so by mandamus proceedings.

19. **PROPERTY SUBJECT TO EXECUTION**

    a. Lands and tenements, goods and chattels, equities of redemption in real and personal property and stock in corporations, shall be subject to levy and sale under execution. As well as the interest in personal property in possession of vendee under a retained title contract or conditional sale contract shall be subject to levy and sale under execution to satisfy a judgment against the vendee.

20. **PROPERTY TO BE LEVIED UPON**

    a. It is the duty of the Sheriff to levy upon any property specifically described in the writ delivered to him.

    b. If no property is specifically described in the writ, then the Sheriff shall levy upon any property in the possession of the defendant which is described in instructions for levy and upon any property assessed against the defendant on the current tax rolls of the county or registered in his name under any law of the United States or of the state upon the request of the plaintiff or plaintiff’s attorney listing such property in the instructions for levy.

    c. The Sheriff is not liable for damages for making a wrongful levy whenever he levies upon property described in the writ, instructions for levy or upon property assessed against or registered in the name of the defendant when such property is listed in an instruction for levy.

    d. If the writ described specific property and it is found in the possession of some other person who claims ownership or right of possession, the plaintiff may be required to furnish a bond with good and sufficient sureties for the protection of the Sheriff. This bond must amount to the reasonable value of the property as determined by the Sheriff.

e. If the Sheriff is directed to execute a writ upon property not described in the writ or upon property neither assessed nor registered in the name of the defendant, he may require the plaintiff to furnish him a bond as described.

f. If a person demands that the Sheriff levy on specific property which is claimed by someone else, the Sheriff may file a petition in the court which issued the writ and procure a rule adjudicating the rights of the parties.

g. If the property in question is real estate, the petition of the Sheriff shall be filed in the Circuit Court.

h. The Sheriff is not liable for making a wrongful levy if it is made pursuant to the specific order of a court of competent jurisdiction.

21. **PROPERTY SUBJECT TO LEVY**

a. The Sheriff may levy upon lands and tenements, goods, and chattels, equities of redemption in real and personal property, stock in corporations, interest in personal property in possession of a vendee under a retained title contract or conditional sale contract and on current money of a defendant corporation in order to satisfy executions delivered to him.

b. The Sheriff may not levy upon public property owned by a county or municipality and used in the orderly administration of government, nor can he levy upon property already in the custody of the court such as property in the hands of a receiver.

c. The Sheriff cannot levy on titled property to which is in the name of a person other than the defendant in execution.

d. There is no authority for the Sheriff to make a levy upon a mortgage made to and owned by the defendant in execution.

e. An estate by the entirety, that is, property owned jointly by husband and wife may not be levied against only one of them.

22. **MISCELLANEOUS WRITS**

a. In addition to executions issued out of the several courts, the Sheriff may be required to make a levy under the authority of a Department of Revenue warrant. The Sheriff may be required to levy executions in the form of tax warrants issued by the Florida Industrial Commission or by the Department of Revenue.

b. The director of the Division of Alcoholic Beverages and Tobacco may issue a warrant to the Sheriff for the collection of taxes.

c. The Department of Highway Safety and Motor Vehicles may issue tax warrants for various delinquent taxes.

d. When receiving the various types of warrants, the Sheriff should check the statutory authority for their issuance to determine if he has a duty other than proceeding with the levy.

e. In executing these warrants the Sheriff should follow the instructions on the face of the warrants or those made separately in writing by the issuing authority.

f. Those warrants shall be handled in the same manner as other executions.

23. **RELEASE OF PROPERTY AFTER LEVY**

a. If the defendant desires to retake the property levied upon, the Sheriff may release it upon receipt of a bond with surety in double the value of the property released. This bond is referred to as a forthcoming bond.

b. The value is to be fixed by the Sheriff and the bond is to be approved by him.

c. The bond must be payable to the plaintiff and conditioned upon the forthcoming of the property on the day of sale.

d. The date of the sale and description of the property must be designated in the bond. The date of the sale is the date upon which the property can be lawfully sold under the process and the Sheriff must ascertain the date and proceed with his notice of sale as though the property has not been released.

e. To stay the execution of a writ upon personal property, a forthcoming bond is required but it is not required if the Sheriff has levied upon real estate.

f. If the execution remains unpaid and the parties to the bond fail to produce the property on the date specified for sale, the Sheriff shall return the bond to the court from which the execution was issued. The Sheriff may then proceed to levy the original execution against the defendant and also any execution which may be issued against the sureties for allowing the bond to default.

g. If a forthcoming bond is in default and the Sheriff proceeds to levy an execution on the judgment upon the forfeited bond, he may not take any further bond for the property seized on such execution.

24. **BOND IN ATTACHMENT**

a. In attachment proceedings the defendant may retake the property by giving a bond with surety to the officer levying the attachment to be approved by the officer payable to the plaintiff in an amount which shall exceed by one-fourth the value of the property as determined by the court or which shall exceed one-fourth the amount of the claim, whichever is less, be conditioned for the forthcoming of the property restored to abide by the final order of the court.

b. In attachment proceedings the property may also be restored to the defendant if they enter into a bond with surety to pay the debt or demand all costs of the suit when the same shall be adjudicated to be payable to the plaintiff. This bond is to be made payable to the plaintiff and approved by the Sheriff.

c. The bond to pay debt may be made by any owner of the equity of redemption of personal property which has been levied upon in foreclosure proceedings. When such person seeks the release of property to them, they shall make an affidavit that they are the owner of the equity of redemption.

25. **THIRD PARTY CLAIM**

a. If a third person claims the property which has been levied upon, the Sheriff may release the property to the third party upon the filing of the proper affidavit.

b. This affidavit, made by the third person, their agent or attorney, must state that the property belongs to such third person.

c. With the affidavit, they shall give the Sheriff a bond payable to the plaintiff with surety in double the value of the goods claimed.

d. The condition of the bond is that they will deliver the property upon demand if the same shall be adjudged to be the property of the defendant and to pay the plaintiff all damages which the jury may find in favor of the plaintiff.

e. The value of the property is to be fixed by the Sheriff and the bond is to be approved by him.

f. If the Sheriff levies several executions issued on judgments of different persons on the same property which is claimed by a third person, the Sheriff must take an affidavit and bond separately as to each plaintiff. He cannot take one affidavit and bond as to all the plaintiffs.

g. Upon receipt of the affidavit and bond, the Sheriff shall deliver the property levied upon to the person claiming the same and may not take any further proceedings as to that particular property. If he is not required by the plaintiff to dismiss that levy and levy upon other property of the defendant, the Sheriff shall return the execution to the court from which it is issued together with such affidavit and bond.

h. Property levied upon under attachment may be released to third persons upon the same conditions as to property taken under an execution.

i. A third party claim to property levied upon in distress rent proceedings may be made in the manner described.

j. If in the proceedings to try the right to property claimed by a third person judgment should be rendered for the plaintiff, it is satisfied in the usual manner.

k. The judgment may also be satisfied if the property released is delivered to the Sheriff and the damages and the costs awarded to the plaintiff are paid.

l. If the property is returned to the Sheriff but the damages and costs are not paid, he may enforce the payment by levy of execution upon the property of the defendant or the surety.

m. If only part of the property is returned to the Sheriff, the execution shall be enforced for the value of the property not returned as determined by the Sheriff.

n. All property returned shall be sold under the original execution against the original defendant.

26. **RETAKING BY REPLEVIN**

a. If property has been taken under a writ of attachment and it is not subject to attachment, the defendant may retake it from the Sheriff by replevin proceedings.

27. **DISTRESS**

a. If the Sheriff has levied upon the property pursuant to a distress warrant, the property may be restored to the defendant upon them giving bond to the Sheriff with surety in double the value of the property levied upon.

b. The value of the property shall be determined by the Sheriff.

c. The bond shall be payable to the plaintiff and approved by the Sheriff.

d. The condition of the bond is that the property will be forthcoming to abide the final order of the court.

e. Property may also be released from levy of a distress warrant if the defendant gives the Sheriff a bond with surety in the amount or value of the rental or advances which may be adjudicated to be payable to the plaintiff. This bond is to be approved by the Sheriff and conditioned for the payment of such amount to the plaintiff.

28. **STAY OF ILLEGAL WRIT**

a. If the defendant claims that the execution to be levied upon their property is illegal, they may stay further proceedings by delivering to the Sheriff an affidavit stating the illegality of the execution and whether any part of the execution be due.

b. With the affidavit, they must give the Sheriff a bond with surety payable to the plaintiff in double the amount of the execution or the party of such execution which is sought to be stayed.

c. Upon receipt of the affidavit and bond, the Sheriff shall return the bond and affidavit to the court from which the execution was issued.

29. **LOST OR DESTROYED WRIT**

a. Where both a writ and the judgment under which it was issued have been lost or destroyed and both have been reinstated, the defendant may release any property levied upon under the new writ by filing with the Sheriff an affidavit sworn to by them self, their agent or attorney that the lost or destroyed judgment has been satisfied in whole or in part.

b. With the affidavit, the defendant must file a bond with surety payable to the plaintiff in double the amount claimed to be due on the judgment.

c. The condition of the bond is that the defendant will pay to the plaintiff the amount adjudged by the court to be due.

d. Upon receipt of the affidavit and bond, the Sheriff shall return them to the court issuing the execution.

30. **HOMESTEAD AND OTHER EXEMPTIONS**

a. Certain property, as well as the property of certain persons, is exempt from levy of process or forced sale which exemption the Sheriff may not ignore.

b. The homestead owned by a natural person residing in this state is exempt from forced sale under process of any court.

c. The purpose of the homestead is to shelter the family and provide it refuge from the stresses and strain of misfortune.

d. The homestead consists of one hundred sixty (160) acres of land outside of any city or town limits or half an acre of land within any such limits. With this, there is exempt to the head of a family one thousand dollars ($1,000.00) worth of personal property.

e. The area of the homestead which has subsequently been included within the limits of an incorporated city or town may not be reduced without the consent of the owner.

f. Within the limits of a city, the homestead extends only to those buildings constituting the residence of the owner.

g. The homestead exemption extends to the proceeds of a fire insurance policy due or to be paid for its destruction.

h. The person entitled to a homestead may claim it on any dwelling house owned by them even though they are not the owner of the land on which it is situated.

i. **A NATURAL PERSON**

(1) The party claiming the exemption must show that they are a resident.

(2) Daily residence is not essential to create or maintain a homestead. It is not disrupted by temporary absence with the intent to return. The homestead character is lost only when there is an intent permanently to abandon the place as a home.

(3) The homestead does not include the personal property located therein.

(4) The limit of the exemption on such personal property is one thousand dollars ($1,000.00) in value.

j. **WIDOW AND HEIRS**

(1) This exemption applies not only for the benefit of a natural person but also for the benefit of the widow and heirs of such head of a family.

k. **DESIGNATION BEFORE LEVY**

(1) A natural person residing in this state may designate their homestead before any levy is made or threatened by filing a statement in writing and recording it in the office of the Circuit Court.

l. **DESIGNATION AFTER LEVY**

(1) It is not necessary that the homestead be designated prior to a levy.

(2) A natural person claiming the homestead or his agent or attorney, may notify the Sheriff in writing of his claim after the levy has been made. It has been held that a sale of homestead property is void even though no objection has been made.

(3) The notice should be made under oath before an officer authorized to administer an oath and may be made at any time before the day of sale.

(4) The notice must designate what part of the property levied upon is claimed as exempt and any property not claimed exempt is subject to sale under the levy.

m. **OBJECTION BY CREDITOR**

(1) If the creditor in execution is dissatisfied with the amount of land selected and set apart, they may notify the Sheriff and cause a survey to be made.

(2) The expense of the survey is chargeable on the execution as costs unless the person claiming the exemption does not own more than one hundred sixty (160) acres in the state. In this case, the expense of the survey must be paid by the creditor.

(3) The Sheriff is entitled to a deposit for costs to be made by the person demanding the survey.

(4) After the survey has been made, the Sheriff may sell the property levied upon which is not included in the property set off as the homestead of the debtor.

(5) There are no statutory provisions where a debtor may exempt personal property prior to levy.

n. **METHOD OF EXEMPTING PERSONAL PROPERTY AFTER LEVY**

(1) A debtor desiring to exempt personal property after levy should file a petition or a motion seeking an order staying the Sheriff's Sale until the court can determine if the property under levy is entitled to be exempt from forced sale.

(2) The Sheriff has no statutory duty to accept, serve or take any action on a debtor's affidavit relative to personal property.

(3) Such debtor should be advised that the personal property under levy will be advertised and sold at a Sheriff's Sale unless he receives an order directing him to do otherwise.

o. **EQUITY JURISDICTION**

(1) Proceedings may be had to prevent the Sheriff from allowing an exemption or from refusing any exemption and selling the property.

(2) The jurisdiction of such proceedings is in the Circuit Court.

p. **WAGES**

(1) In addition to the homestead, any money or other things of value due to the head of a family residing in this state for personal labor or service is exempt from process Fla. Stat. §§ 222.08, 222.09.

(2) If it is levied upon, the person to whom such wages are due may make oath before the officer who issued the process that the money attached is due for their personal labor and services and that they are the head of a family residing in this state.

(3) When such affidavit is made, notice of same shall forthwith be given to the party who sued out the process.

(4) If the facts set forth in the affidavit are not denied under oath within two days, the process shall be returned, and all proceedings shall cease.

q. **LIFE INSURANCE**

(1) The cash surrender value or the proceeds of life insurance and proceeds of annuity contracts are exempt from process.

(2) The person insured is not required to be head of a family residing in this state.

(3) The exemption of the cash surrender value insures to citizens or residents of the state and the exemption of life insurance proceeds applies with reference to any person dying in this state. Fla. Stat. §§ 222.13, 222.14.

(4) Disability income benefits under an insurance policy are likewise exempt from process. Fla. Stat. § 222.18.

r. **ESTATES**

(1) The property of estates of decedents is exempt from levy under process.

(2) This does not apply to certain liens or claims to specific property. Fla. Stat. § 733.706.

s. **WORKERS BENEFITS**

(1) Benefits under the worker's compensation law and unemployment compensation law are exempt from process. Fla. Stat. §§ 440.22, 443.051. Persons exempt from service of process:

- A person who has been brought into the state by, or by waiver of, extradition based on criminal charge shall not be subject to service of person process in civil actions arising out of the same facts as the criminal proceedings involved. This exemption does not apply if they have been convicted.
- If acquitted, they must be allowed a reasonable opportunity to return to the state from which they were extradited before service of such civil process may be made upon them. This exemption is mentioned for information only for if such a process is issued, it must be served by the Sheriff.

31. **EXECUTION SALES**

a. Generally, after the Sheriff has levied upon property for the purpose of satisfying a final judgment, he is required to sell such property. The execution is always under the control of

the plaintiff and their wishes in matters concerning the execution should be respected as long as the Sheriff is not required to violate a duty prescribed by statute.

b. **NOTICE OF SALE**

(1) The sale should be made strictly in accordance with the requirements of law. Fla. Stat. § 56.22.

(2) The property should be advertised for sale by a notice of sale published once each week for four (4) successive weeks in a newspaper published in the county.

(3) If the property to be sold is subject to decay and will not sell for its full value if held for a period of thirty (30) days, the time may be shortened by order of the court upon affidavit to the effect.

(4) There is a requirement that on or before the date of the first publication a copy of the notice of sale be furnished to the attorney of record of the judgment debtor or to the judgment debtor.

(5) When levying upon real property, notice of such levy and execution sale shall be made to the property owner of record in the same manner as notice is made to any attorney of record of the judgment debtor or to the judgment debtor.

c. **PLACE OF SALE**

(1) All real and person property levied upon under execution shall be sold where advertised in the notice of the Sheriff's Sale.

(2) All sales shall take place any day of the week except Saturday and Sunday and shall continue from day to day until all the property is sold.

d. **TO WHOM SOLD**

(1) The property should be sold to the highest and best bidder for cash in hand.

(2) If the plaintiff bids, they may credit the amount bid upon their execution and need not pay cash as long as the Sheriff's costs are paid. This is true only when the plaintiff is the first writ holder, and their credit bid does not exceed the amount on their writ of execution.

(3) The law does not require that an execution sale be approved by the court.

(4) The sale may be set aside if there is a gross inadequacy in price which would shock the conscience or raise the presumption of fraud, unfairness or mistake.

e. **BILL OF SALE OR DEED**

(1) After the sale is made under an execution, the Sheriff shall execute a deed of conveyance for real estate or a bill of sale for personal property. This must be delivered to the purchaser on receipt of the amount bid together with the costs of the deed or bill of sale.

(2) If the plaintiff is the successful bidder, they need advance only the costs of the deed or bill of sale and other unpaid costs in the matter in addition to any taxes which may be due, unless the amount of the bid is in excess of the face of the execution and the costs together with taxes due.

(3) The Sheriff should recite, in his deed or bill of sale, both the judgment and the execution under which he acted as this points out his authority to sell the property. The Sheriff does not warrant any title. He conveys only such title as the execution affords.

f. **INTEREST ON JUDGMENTS**

(1) When the Sheriff enforces the collection of a judgment by levy of execution, he is required to collect not only the face of the judgment and costs but also interest on the amount of the judgment.

(2) The rate of interest on judgment is set by the legislature.

(3) The rate will vary so the date of the entry of the judgment should be checked with the law to determine the rate of interest on each judgment unless the judgment or decree is rendered on a written contract or obligation providing for interest at a lesser rate in

which case the judgment or decree bears interest at the rate specified in such written contract or obligations.

(4) Any process, writ, judgment, or decree, which is directed to the Sheriffs of the state to be dealt with as executions shall bear, on the face of the writ, judgment or decree, the rate of interest which it shall accrue from date of judgment until payment.

g. **PAYMENT OF TAXES**

(1) From the proceeds of the sale, the Sheriff must pay the costs and attorney fees if any are allowed.

(2) The Sheriff must make his deed subject to payment of all outstanding taxes.

32. **DISTRESS WRIT**

a. A distress writ enjoins defendant from damaging, disposing of, secreting, or removing any property liable to distress from the rented real property after the time of service of the writ until the Sheriff levies on the property, the writ is violated or the court otherwise orders. No property of any tenant or lessee shall be exempt from distress and sale for rent except beds, bed clothes, and wearing apparel.

b. If the court renders judgment issues for the defendant and execution issued, the property taken into possession shall be advertised twice within a ten (10) day period prior to sale.

c. It may be sold on the leased premises, at the courthouse door, or as advertised by the Sheriff.

d. If the defendant before sale pays all costs and makes settlement with the plaintiff, the property shall be returned to him and there will be no sale.

e. Service of this writ is had upon the defendant and also by the officer taking the property into their possession.

f. If the defendant cannot be found, the levy upon the property is sufficient service.

g. If the Sheriff cannot find property upon which to levy, he is required to deliver the writ to the Sheriff of another county if the property subject to levy is in such other county.

h. The statutory lien of a landlord for rent attaches to the property found on or off the premises leased or rented and in possession of any person as follows:

- On agricultural products raised on the land leased or rented for the current year;
- On all other property of the lessee, their sublessee, or assigns, usually kept on the premises; and
- On all other property of the defendant.

i. The Sheriff is not authorized under the writ to change locks on the property without the defendant's permission. The alternative, if the defendant refuses to allow the locks to be changed, is to remove the property and place it in a bonded warehouse.

33. **WRIT OF POSSESSION**

a. A writ of possession is an order requiring the Sheriff to remove the defendant from premises described in said writ and to place the plaintiff and their agent in full possession thereof.

b. In proceedings for the removal of a tenant if the issues are for the plaintiff and judgment is entered that the plaintiff recover possession of the premises, the Clerk of the Court issuing such judgment shall issue a writ to the Sheriff describing the premises and commanding him to put the plaintiff in possession. This writ is used in landlord and tenant proceedings and usually follows a notice to vacate when the defendant has refused to get out after being served a notice to vacate and the court has found that the plaintiff is entitled to possession (property or premises).

c. The writ of possession is used where personal property is involved and there being no storage period possession immediately goes to the plaintiff.

34. **WRIT OF GARNISHMENT**

a. Although the writ of garnishment does not command the Sheriff to take positive action, it is included with the enforceable writs because of two important reasons:

- It is served on a third party called a garnishee (individual company or corporation) that is foreign to the original suit, and it is difficult for the garnishee to understand why they are involved.
- It requires the garnishee to do something other than be served with the writ. The garnishee is required to answer the writ and comply with the requirements as stated in the writ.

b. The writ of garnishment is issued in a proceeding to obtain money or property due to the defendant from a third party in order to satisfy the claim of the party bringing the action.

c. **SERVICE OF WRIT**

(1) Service of the writ of garnishment should be made in the same manner as a service of summons.

(2) The Deputy serving the writ should not effect said service on the defendant as an officer of the company or corporation being served as garnishee.

d. **ANSWER OF GARNISHEE**

(1) The garnishee shall file an answer to the court issuing the writ within the time limitation stated in the writ.

(2) The garnishee may surrender any goods, chattels or effects of defendant in their hands or possession to the Sheriff and may pay any money or debt into registry of court.

(3) If the plaintiff does not file a reply to the garnishee's answer within the time limitations, the answer of garnishee shall be taken as true. After disposing of the assets, if any were disclosed in the garnishee's answer, the garnishee is entitled to an order discharging them from further liability under the writ.

e. **REFUSAL OF GARNISHEE TO SURRENDER PROPERTY**

(1) If the garnishee will not surrender the personal property belonging to the defendant, provided they have the power to do so, and which they have admitted is in their possession, the court may order execution issued against garnishee for the unpaid amount of the plaintiff's judgment against defendant.

f. **FAILURE OF GARNISHEE TO ANSWER**

(1) If the garnishee fails to answer as required a default shall be entered against them.

(2) A final judgment shall be entered against the garnishee for the amount of plaintiff's claim with interest and costs.

(3) The final judgment shall not be entered before the entry of, or in excess of, the final judgment against the original defendant with interest and costs.

(4) All execution orders shall be served by certified Deputy Sheriff's and any writ requiring the seizure of real or personal property shall also be executed by a certified Deputy Sheriff.

35. **METHODS OF DISPOSITION OF PROPERTY**

a. Writs of execution command the Sheriff to levy on property belonging to a defendant. These writs are issued by the Clerk's Office of the county having jurisdiction ten (10) days after the final judgment is awarded by the court.

b. Once the plaintiff has the writ, it is given to the Sheriff of the county in which the defendant's property is located. The Sheriff, through his civil process section, receives the writ and enters it into a set of books called the index and docket books. These establish a priority or seniority for the writs and are based on the date of receipt in the VSO and also on date of issuance.

c. The civil fee for indexing and docketing is ten dollars ($10.00). If the plaintiff wishes to proceed further with the writ, then he or she would have to submit an additional form called "Instructions for Levy". Fla. Stat. § 30.30 requires the Sheriff to levy on the property specifically described on the instructions for levy insofar as the property is subject to levy. The plaintiff is required to furnish the Sheriff with a cost deposit.

d. When the execution is determined to be ready, the Civil Unit prepares a Notice of Sheriff's Levy which is used to seize the property.

e. Property is broken down into personal property and real property. Personal property includes items such as vehicles, boats, appliances, jewelry, etc. Real property includes land and improvements (real estate).

f. Seizure (levy) is made on personal property by actual seizure of the property. The property is then stored in a secure place.

g. On real property, seizure is made by filing the Notice of Levy with the Clerk's Office along with the appropriate fee.

h. Property which is seized, whether real or personal property, shall be accounted for in agency records with at least the following information:

- Complete description of the property;
- Identification numbers (where applicable);
- Name of persons (or corporation) from whom the property was received.

i. **AFTER SEIZURE ACTION**

(1) After seizure action includes:

- Notice of Sheriff's sale establishing date of sale;
- Letter to the newspaper along with Notice of Sheriff's Sale for advertisement for four (4) consecutive weeks (once a week);
- Letter (certified) to defendant and to defendant's attorney if known;
- Letter to plaintiff or plaintiff's attorney.

(2) On the date of sale, the Civil Unit Supervisor/Deputy conducts the sale of personal property where it is stored and real property where advertised.

(3) VSO employees will be permitted to place bids as any other member of the public. However, when participating in a public auction, employees must be off duty and not in uniform.

(4) The sale is a misnomer since it is actually an auction with the property going to the highest bidder for cash. At the onset of the auction, the Deputy is to obtain the full name and verified address of each bidder with their first bids and the last name of each bidder with each successive bid. The last bid entered is to be announced three (3) times and if no other bids are received the auctioneer/Deputy announces that the property is considered sold to the final bidder.

(5) After the sale has been completed, a bill of sale for personal property, or a Sheriff's Deed for real property is prepared and given to the final bidder. Additionally, a return is prepared showing the various civil fees and miscellaneous expenses and the balance due to the plaintiff along with the monies generated from the sale. If the judgment has been satisfied, a letter of satisfaction is required from the plaintiff and this is returned to the Clerk's Office along with a return and the Writ of Execution.

36. **CRIMINAL SUMMONS**

a. Criminal summons shall be served in the same manner as a summons in a civil action. Fla. Stat. § 901.10.

L. FLA. STAT. § 82.036 LIMITED ALTERNATIVE REMEDY TO REMOVE UNAUTHORIZED PERSONS FROM RESIDENTIAL REAL PROPERTY

1. The statute authorizes a property owner or their authorized agent to request the Sheriff in the county where the property is located to immediately remove a person who is unlawfully occupying a residential dwelling when the following eight (8) conditions are met.

a. The requesting person is the property owner or authorized agent of the property owner.

b. The real property that is being occupied includes a residential dwelling.

c. An unauthorized person or persons have unlawfully entered and remain or continue to reside on the property owner's property.

d. The real property was not open to members of the public at the time the unauthorized person or persons entered.

e. The property owner has directed the unauthorized person to leave the property.

f. The unauthorized person or persons are not current or former tenants pursuant to a written or oral agreement authorized by the property owner.

g. The unauthorized person or persons are not immediate family members of the property owner.

h. There is no pending litigation related to the real property between the property owner and any known unauthorized person.

2. **CONSIDERATIONS**

a. A residential sublease, where a tenant rents out their rented property to another person for a certain period of time, is not considered valid leases if done through an unauthorized occupant or occupants.

3. **PATROL RESPONSE**

a. When the initial response is by patrol, the Deputy shall:

(1) Utilize databases and information sources both law enforcement and public including the Volusia County Property Appraiser's and the Clerk of Circuit Court Volusia County's websites to confirm the complainant is the owner or agent of the owner of the real property.

(2) Complete a check of all involved parties through the FCIC/NCIC computer systems.

(3) Ensure all eight (8) of the required conditions listed above are met.

(4) Notify the on-duty Civil Unit Sergeant, or if after business hours, notify the on-call Civil Unit Sergeant.

(5) Request the property owner/agent complete the *Complaint to Remove Persons Unlawfully Occupying Residential Real Property* found on the VSO intranet Agency Forms webpage.

(a) From Fla. Stat. § 82.036

- "To request the immediate removal of an unlawful occupant of a residential dwelling, the property owner or his or her authorized agent must submit a complaint by presenting a completed and verified Complaint to Remove Persons Unlawfully Occupying Residential Real Property to the sheriff of the county in which the real property is located."
- The statute requires the complaint to have a copy of the owner's valid government-issued identification attached, or if agent of the property owner, the documents evidencing their authority to act on the property owner's behalf attached.

(6) Advise the owner/agent that there is a ninety dollar ($90.00) fee for the service with additional fees should the service require more than one (1) hour. Additional fees, if any, are billed at the rate found in *GO-022-09-A Extra-Duty Employment Pay Rates*. that will be collected by the Civil Unit.

(7) Stand-by and await the arrival of the Civil Unit Sergeant or Deputy.

4. **CIVIL RESPONSE**

a. A Civil Unit Deputy and Sergeant will respond to assist Patrol where the incident has been vetted. Once on-scene, the Civil Unit Deputy will:

(1) Confirm the above listed criteria from the statute have been met and verify the complaint has been accurately completed.

(2) Verify FCIC/NCIC checks have been completed on all involved parties.

(3) Confirm property ownership through both law enforcement and public sources including the Volusia County Property Appraiser's and the Clerk of Circuit Court Volusia County.

(4) Civil Unit personnel will collect all fees while on-scene.

(5) The Civil Sergeant or Deputy will complete the return of service as soon as possible and provide a copy to the owner/agent.

(6) The Civil Sergeant will send an after-action email to JSSLT@volusiasheriff.gov detailing the call and will include but not be limited to the following:

- Address;
- Persons involved;
- Outcome;
- Return of Service.

IV. Forms

- Complaint to Remove Persons Unlawfully Occupying Residential Real Property, VSO Form # 240531.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-074-03**	**Distribution** All Personnel	**Reissue/Effective Date** 04/06/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 11/01/2021
Title **INJUNCTIONS FOR PROTECTION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the service and enforcement of injunctions for protection for domestic violence; repeat violence; dating and sexual violence; stalking and cyber stalking; and child abuse Fla. Stat. § 39.504.

II. DISCUSSION

The prompt service and proper enforcement of injunctions for protection requires strict adherence to applicable Florida Statutes and the cooperation of all divisions within the Volusia Sheriff's Office (VSO). Cooperation and communication with municipal agencies is also required to ensure that injunctions are properly enforced within incorporated areas.

Florida Statutes dealing with injunctions for protection are subject to rapid change. It is incumbent upon the individual Deputy to keep abreast of the current laws.

The VSO is required by law to serve these injunctions as soon as possible and to maintain a system for the verification of their status. Documentation of all efforts to serve and enforce injunctions for protection is required in order to address possible liability concerns which could arise over the service or non-service of these court orders.

III. POLICY

It shall be VSO policy to attempt to promptly serve injunctions for protection and to properly and effectively enforce injunctions within the VSO unincorporated jurisdictions.

IV. PROCEDURE

A. ADMINISTRATION

1. The Civil Unit of Court Services has primary responsibility for the service of all injunctions for protection. The Civil Unit Lieutenant is responsible for establishing guidelines for the service, enforcement and record keeping of all injunctions for protection which originate or are served within Volusia County.

B. RECORD KEEPING

1. The Civil Unit office at 442 S. Beach St., Daytona Beach, shall maintain records pertaining to active injunctions for protection which originate in Northeast Volusia County only.
2. The Civil Unit office at 101 N. Alabama Ave., DeLand, shall maintain records pertaining to active injunctions for protection which originate in West Volusia County only.
3. The Civil Unit office at 124 N. Riverside Dr., New Smyrna Beach shall maintain records pertaining to active injunctions for protection which originate in Southeast Volusia County only.

4. The Teletype Unit in Daytona Beach shall maintain a file of all active injunctions for protection which originate or are served in Volusia County. Pertinent information concerning the details of the service of the injunctions will be included on each injunction.
5. Such information will include whether or not the injunction has been served, the name of the Deputy who served it, and the date and time of the service.
6. The Teletype Unit shall maintain a system for the verification of the status of all active injunctions. This system shall be available for query from all law enforcement agencies on a 24 hour-a-day basis.
7. The Teletype Unit shall be responsible for the timely entry of all served injunctions into FCIC/NCIC pursuant to state statutes. Dismissed and expired injunctions shall also be removed from the FCIC/NCIC verification system following the statutory guidelines.
8. Expired or dismissed injunctions for protection shall be routinely purged and destroyed from the files maintained in the Teletype Unit.

C. SERVICE OF INJUNCTIONS

1. PROCEDURE FOR SERVICE BY CIVIL UNIT

a. The majority of all injunctions for protection issued pursuant to:

(1) Fla. Stat. § 741.30, Domestic Violence

(2) Fla. Stat. § 784.046, Repeat Violence, Dating Violence and Sexual Violence

(3) Fla. Stat. § 784.0485, Injunctions for Stalking or Cyber Stalking

(4) Fla. Stat. § 39.504, Child Abuse/Domestic Violence (Chapter 39 Injunctions)

are done so during regular hours of the court, Monday -Friday, 0800 to 1630 hrs. and will ordinarily be served by Deputies assigned to the Civil Unit. For these injunctions the following procedures shall apply:

b. The injunction shall be picked up at the office of the issuing Clerk of the Court and returned to the Civil office for processing by the appropriate clerical personnel. The processing clerk shall review the injunction for appropriate dates, signatures and certified copies.

c. A copy of the injunction itself shall be scanned to Warrants for entry into FCIC.

d. Injunctions that are served in open court by a courthouse deputy will require the deputy to complete the FCIC Data Entry Sheet. A Civil deputy will then pick up the paperwork at the Clerk of Court for processing by clerical staff. The Civil clerk will then forward the injunction and FCIC Data Entry Sheet to Warrants for FCIC entry or update.

e. After processing, the injunction will be assigned to an Enforceable deputy. If circumstances require it, a Non-Enforceable Deputy may be assigned the injunction.

f. The Deputy assigned to serve the injunction shall make a diligent effort to locate the party to be served (respondent). All attempts to locate the respondent, together with any other pertinent information, shall be documented on the worksheet attached to the injunction and entered into the Civil computer system

g. If circumstances indicate a necessity to serve the injunction outside of the normal working hours of Deputies in the Civil Unit, a Supervisor from the Civil Unit may authorize overtime or request assistance from patrol personnel in serving the injunction.

h. If the respondent cannot be located, the Deputy assigned to serve the injunction shall notify the appropriate patrol district via email, and attempt to contact the petitioner to advise them that the injunction has not been served. The petitioner shall be instructed to contact the Civil Unit if additional information is received on the whereabouts of the respondent, or to contact patrol personnel to have the petitioner's copy served upon the respondent if the Civil Unit office is closed.

i. If the injunction specifies that the respondent is commanded to vacate their residence, two Deputies must serve the injunction unless directed otherwise by a supervisor. If another Deputy from the Civil Unit is unavailable as back-up, a municipal officer or patrol Deputy can be called upon to assist.

j. If the respondent is located, the serving Deputy shall read the applicable terms of the injunction to the respondent, advise the respondent of the notice of hearing, and fill out the service stamp information (signature, date and time) on the face of the injunction before giving the respondent their copy.

k. If the injunction orders that the respondent vacate their residence while a law enforcement officer stands by, the Deputy shall afford the respondent the time specified in the injunction to remove those articles which the injunction specifies can be removed. No action shall be taken if the respondent takes articles not specified in the injunction, the petitioner shall contact the Clerk of the Court to file an affidavit to initiate contempt proceedings.

l. After serving the injunction (and after the respondent vacates if so required), the Deputy serving the injunction shall immediately notify the dispatcher of the name of the person served, along with the date, time and location of service. The Deputy shall also telephone the Teletype Unit office to advise them of the service for entry into FCIC.

m. The Civil Unit deputy will turn in to the appropriate clerks at the Civil office the deputy worksheet and FCIC Data Entry Sheet for preparation of a return which will be signed and returned to the court.

n. The injunction field service worksheet shall be scanned or faxed to the Teletype Unit.

2. **PROCEDURES FOR SERVICE BY LAW ENFORCEMENT OPERATIONS DEPUTIES**

a. Most injunctions issued on Saturday, Sunday and holidays shall be signed by the circuit or county judge assigned to first appearance at the Branch Jail.

b. The Communications Supervisor is responsible for notifying the appropriate patrol supervisor (District Sergeant) in the District where service of the injunction shall be attempted that an injunction is ready to be served.

c. The Patrol Sergeant is responsible for having the injunction picked up from the Communications Section and assigning it to a Deputy to attempt service.

d. The Deputy assigned to serve the injunction shall read and understand the terms of the injunction prior to serving it.

e. If any patrol personnel have any questions regarding the service of an injunction, they shall contact a Civil Unit Supervisor for clarification or instruction.

f. All attempts to serve the injunction, together with any pertinent information concerning the location of the person to be served (respondent), shall be documented on the temporary worksheet which is attached to the respondent's copy of the injunction.

g. Once the respondent is located, the Deputy shall read the applicable terms of the injunction to the respondent, along with any information concerning the notice of hearing which might be included as part of the injunction. THE INJUNCTION SHALL BE PERSONALLY SERVED UPON THE RESPONDENT. NEVER SUBSTITUTE SERVED TO A THIRD PARTY.

h. If the injunction has ordered a law enforcement officer to stand by while the respondent removes their articles of personal hygiene and clothing from their residence, the Deputy shall stand by while the respondent complies if served at the involved residence. If the respondent is served away from their residence, the Deputy should accompany the respondent back to the residence to accomplish this. If the respondent is unable to leave to return to the residence (such as when the respondent is in jail or unable to leave place of employment) at the time of service, the respondent shall be instructed to call the VSO or applicable police jurisdiction at the first opportunity to arrange to have a Deputy or Officer stand by at the residence.

i. Before giving the respondent their copy of the injunction, the worksheet shall be removed and the date, time, and location of service shall be noted on it, along with the Deputy's signature, printed name and ID number. The Deputy serving the injunction shall also attempt to fill out the information on the worksheet pertaining to the respondent. This information is necessary for later entry into the FCIC verification system. After the injunction has been served, the Deputy shall notify the dispatcher of the name of the respondent, the location of service and the time of service. If the respondent vacates a residence pursuant to the injunction, the Deputy shall also inform the dispatcher of this or document as such in CAD comments.

j. The completed field service sheet shall be faxed as soon as possible to the Civil Unit office and also to the Teletype Unit utilizing the fax numbers provided in the middle of the form.

k. If the Deputy is unable to locate the respondent, the injunction shall be returned to the District Sergeant for transfer to the following shift for further attempts to serve it unless information has been received that the respondent is outside the VSO jurisdiction.

l. If the injunction has not been served by the start of the next regular business day, the Civil Unit will contact the District Operations Sergeant to confirm the status of the injunction. The Civil Unit will then assume responsibility for service of the injunction.

m. If the patrol Deputy can serve the injunction, the completed worksheet shall be faxed to the Warrants Office in Daytona Beach and the Civil Office in Daytona by the District Sergeant immediately.

n. State statute requires Deputies serve injunctions for protection on a respondent that they contact if the injunction has not already been served (such as by the Civil Unit). Often a petitioner may contact the VSO during the evening hours or on Sundays or holidays to advise on the whereabouts of a respondent who has come to the residence of the petitioner. In these cases, if there are no Civil Unit deputies working, a Patrol Deputy shall be dispatched to serve the petitioner's copy of the injunction upon the respondent in the usual manner. The petitioner's copy does not have a Sheriff's True Copy stamp on it, but it must be a certified copy. When serving a petitioner's copy, the Deputy shall write the date, time and their signature on the face of the injunction. The service sheet attached to the petitioner's copy shall be removed prior to serving the injunction and the information concerning the respondent and details of the service shall be completed. The dispatcher shall then be notified in the usual manner regarding details of the service. The petitioner shall then be instructed to return to the Clerk of the Court to secure another copy of the injunction for their records.

o. The completed field service sheet shall be faxed immediately to the Civil Unit and the Teletype Unit offices at the fax numbers provided on the service sheet form.

D. AFTER HOUR INJUNCTIONS: RECEIPT AND SERVICE/ATTEMPT TO SERVE

1. OVERVIEW

a. In accordance with Florida Statutory authority regarding injunctions, at the request of the Sheriff, the Clerk of Court may transmit a facsimile copy of an injunction that has been certified by the Clerk of Court, and this facsimile copy may be served in the same manner as a certified copy.

b. Therefore, all late injunctions, including those issued at First Appearance during weekends and holidays, will be faxed by the Clerk of Court directly to the Teletype Unit for immediate entry into FCIC/NCIC and “injunction file”.

c. Warrants personnel will hand a copy of the injunction to the Communications Section Main Teletype personnel;

d. Communications will affix a “True Copy” stamp to the faxed injunction and notify the appropriate Patrol District for service/attempted service in accordance with the procedures as outlined above in the section **Procedures For Service By Law Enforcement Operations Deputies**.

e. The Clerk of Court will provide the VSO Civil Unit with certified copies of the injunction during the scheduled pick-up the next working day.

2. EMERGENCY INJUNCTIONS

a. An administrative order of the Chief Judge allows for emergency issuance of "after hour" injunctions for protection during evening hours or on weekends and holidays, except those obtained during first appearance proceedings on weekends or holidays, as noted above.

b. An emergency pager phone number for the Clerk of the Court is provided in the victim's rights and remedies packet distributed to all victims of domestic violence.

c. The victim/petitioner who calls this number shall be contacted by the on-call deputy Clerk of the Court who will meet with the petitioner at the Volusia County Branch Jail. The clerk will then contact the VSO Communications Section to arrange for a Patrol Deputy to deliver the prepared injunction to the on-call judge.

d. The assigned Deputy must then return the signed injunction to the Deputy Clerk at the Branch Jail who certifies it and faxes the injunction packet to Warrants for entry into FCIC/NCIC and subsequent handing to Communications.

e. Communications will affix a "True Copy" stamp to the faxed injunction and notify the appropriate Patrol District for service/attempted service in accordance with the procedures outlined above in the section **Procedures For Service By Law Enforcement Operations Deputies**.

3. **CLERK OF COURT RESPONSIBILITIES**

a. The Clerk of Court will contact the VSO Teletype Unit personnel at (386) 248-1783 to inform them an after-hours-injunction packet is ready to be faxed. The Clerk of Court should notate the name of the person they spoke to at VSO Warrants.

b. The Clerk of Court will fax the entire injunction packet to the VSO Teletype Unit at (386) 323-3562. The Clerk of Court will include a fax cover sheet listing the number of pages and types of documents included in the packet along with a call back number for the clerk sending the fax (packets include applicable documents such as the injunction, petition, uniform child custody form and the FCIC Data Entry Sheet).

c. The Clerk of Court will provide the VSO Civil Unit with certified copies of the injunction during the pick-up the next working day.

4. **VSO WARRANTS RESPONSIBILITIES**

a. When Warrants personnel receive a call from the clerk of court that an after-hours-injunction packet is ready to be faxed the Warrants clerk will notate the name of the Clerk of Court personnel that called.

b. When Warrants personnel receive a faxed injunction packet from the Clerk of Court, they will verify that all documents and pages indicated on the Clerk's coversheet were in fact received. Warrants personnel will then notify the Clerk of Court via telephone the entire injunction packet was received.

c. Warrants personnel will contact the VSO Communications Section and inform an on duty Shift Supervisor that an after-hours-injunction packet is ready to be delivered. The Warrants clerk will notate the name of the person they spoke to at the VSO Communications Section.

d. Warrants personnel will then hand the injunction packet to the VSO Communications Section and will include a coversheet listing the number of pages and types of documents included in the packet along with a call back number for the Warrants clerk (packets include applicable documents such as the injunction, petition, uniform child custody form and the FCIC Data Entry Sheet).

e. Warrants personnel will email the Civil Unit that an injunction was received after hours and will include the names of the parties and court case number. This will advise the Civil Unit to look for the certified copies in the next pick-up from the Clerk of Court. The email address is injunction@vcso.us; all Civil Enforceable Clerks will be on the distribution list.

f. Warrants personnel will enter the injunction into FCIC/NCIC and maintain a copy in the "Injunction File".

5. **VSO COMMUNICATIONS RESPONSIBILITIES**

a. When Communications personnel receive a packet from a Warrants clerk of an after-hours-injunction, the call taker will notate the name of the Warrants clerk and forward the call to an on duty Shift Supervisor.

b. When the on Shift Supervisor in Communications receives an injunction packet from the Teletype Unit, they will verify that all documents and number of pages indicated on the cover sheet were received.

c. The on duty Shift Supervisor at Communications will then notify the Warrants clerk via telephone that the entire injunction packet was in fact received.

d. Communications personnel will then stamp the front page of the injunction with the Sheriff's red "True Copy" stamp.

e. Communications personnel will then give the injunction to a patrol or prisoner transport deputy for delivery to the appropriate Patrol District for assignment.

f. It is no longer necessary for Communications to email Civil that an injunction was received from the Clerk of Court or to hold copies of injunctions for pick-up by civil deputies.

6. **VSO CIVIL SECTION RESPONSIBILITIES**

a. At the beginning of each workday, the Civil Unit's enforceable clerical staff will check their email for any after-hours-injunction notifications sent by Warrants.

b. If an email is received, the clerical staff will look for the respective certified copies in the next pick-up from the Clerk of Court.

c. Unserved injunctions will be assigned to an enforceable deputy for normal service.

7. **VSO COURT SERVICES**

a. If a Bailiff or Court Security Deputy working a First Appearance hearing serves an injunction upon a respondent in the courtroom or jail, they will complete the FCIC Data Entry Sheet attached to the injunction and immediately notify Warrants of the service at (386) 248-1783.

b. This notification not only alerts Warrants Personnel to update FCIC/NCIC that the respondent was served, but also prevents them from faxing the injunction to Communications for needless service.

E. INCIDENTS INVOLVING SWORN LAW ENFORCEMENT OFFICERS

1. If an Injunction for Protection is served upon a sworn member of the VSO, the following procedures shall be followed:

a. The supervisor of the Deputy serving the injunction shall be notified and shall respond to the scene.

b. The sworn member shall be placed in a light duty status and prohibited from carrying a firearm. During this time, the Sheriff shall evaluate, on a case by case basis, the member's return to full duty status and authority to carry a firearm.

c. An Internal Affairs Investigation shall be conducted. The member may be required to complete a psychological fitness for duty evaluation prior to return to full duty status.

2. If the officer involved is employed by a law enforcement agency other than the VSO, the supervisor shall notify that agency and document the notification.

F. ENFORCEMENT OF INJUNCTIONS FOR PROTECTION

1. Changes to Florida Statutes dealing with injunctions for protection are common. All Deputies shall be familiar with all current state statutes regarding injunctions for protection.

2. Deputies shall be familiar with warrantless arrest exceptions as they apply to injunctions for protection.

3. Deputies must be familiar with the distinction between criminal charges that can be filed for violation of some terms of an injunction versus those violations which must be handled by contempt proceedings initiated by the petitioner through the Clerk of the Court.

4. Some terms of an injunction cannot be enforced by law enforcement officers in the field, such as temporary child custody provisions unless specifically directed to take children away from one of the parties in the body of the injunction.

5. Before any injunction is enforced, or arrest action taken regarding violation of an injunction, the law enforcement officer must confirm that the injunction is still in effect and that it has been properly served. For injunctions that originate in Volusia County, the Teletype Unit shall have accurate service information along with a copy of the injunction if it has not yet expired. For out-of-county injunctions, the VSO of the originating agency shall be contacted to confirm if the injunction has been served.

6. Injunctions for protection from any county or circuit court are fully enforceable in every county in Florida. Additionally, Volusia County Deputies are authorized to serve any and all injunctions which issue from these courts within Florida.

7. If any Deputy has any questions concerning the enforcement of an injunction for protection, they may contact a supervisor from the Civil Unit for advice.

8. Pursuant to Florida Statute and a local administrative order of the Chief Judge, the VSO is the primary agency responsible for serving injunctions for protection on respondents located in Volusia County. However, if any sworn law enforcement officer (such as a municipal police officer) contacts a respondent to an injunction who has yet to be lawfully served, that officer is authorized to serve the petitioner's copy of the injunction upon the respondent if the VSO is unavailable to serve it. The officer serving the injunction must complete the service sheet and immediately notify the VSO by faxing the service sheet to the Teletype Unit and Civil Unit offices.

9. Pursuant to Florida Statute 741.315 recognition of foreign protection orders: Law enforcement officers shall enforce foreign orders of protection as if they were entered by a court of this state. Upon presentation of a foreign protection order by a protected person, a law enforcement officer shall assist in enforcement of all of its terms pursuant to federal law, except matters related to child custody, visitation, and support. As to those provisions only, enforcement may be obtained upon domestication of the foreign order pursuant to ss. 55.501-55.509 unless the foreign order is a “pickup order” or “order of bodily attachment” requiring the immediate return of a child.

10. Before enforcing a foreign protection order a law enforcement officer should confirm the identity of the parties present and review the order to determine that on its face it has not expired. Presentation of a certified or true copy of the protection order shall not be required as a condition of enforcement, provided a conflicting certified copy is not presented by the respondent or the individual against whom enforcement is sought.

11. Enforcement and arrest for violation of a foreign protection order shall be consistent with the enforcement of orders issued in this state.

12. Whenever a foreign protection order is enforced, a report will be written and submitted through channels with a copy of the foreign protection order. A copy of the report and the order shall be forwarded to the Civil Section for proper distribution along with the foreign order registration form. It shall not be required that the foreign order be registered in order for enforcement action to be taken.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-074-04**	**Distribution** All Personnel	**Reissue/Effective Date** 11/01/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **ARREST WARRANT PRIORITIES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish priorities and guidelines for the service of outstanding arrest warrants.

II. DISCUSSION

The Sheriff, by law, has the duty and obligation to execute all writs, processes and warrants coming into their hand, to be executed in Volusia County, Florida. Among the numerous advantages to assigning priorities to outstanding arrest warrants are the preservation of the public security and the swift application of justice.

III. POLICY

It shall be the policy of the Volusia Sheriff's Office (VSO) to maintain a 24-hour Teletype Unit within the Communications Section of the Support Operations Division. It shall also be the policy of the VSO that only sworn law enforcement officers shall execute arrest warrants and that it's done in an expedient manner.

IV. PROCEDURE

A. GENERAL

1. The Teletype Unit shall be responsible for the distribution, processing, record keeping, filing, verifying and updating of warrants.
2. The Teletype Unit will deliver computer printouts by zones of arrest warrants to the District Commander in which the defendant resides or is known to frequent.
3. It shall be the responsibility of the District Commanders to ensure the execution of outstanding warrants for the arrest of defendants residing in or known to frequent their perspective Districts, within Volusia County, Florida. The execution of a criminal process and arrests without a warrant shall be in accordance with Fla. Stat. § 901.
4. Zone printouts will be assigned to Deputies and each warrant shall require three attempts of service, unless there are mitigating circumstances, i.e., defendant has moved.
5. The assigned Deputy shall note on the back of the attached print-out:
    - The assigned Deputy's name and ID number
    - The dates and times of the attempts to serve the warrant
    - The number of attempts made
    - Any other pertinent information, i.e., change of address, A.K.A.'s

6. If the attempts of service are unsuccessful, assignment printouts shall be forwarded to Teletype Unit.
7. Deputies executing warrants shall confirm and verify the warrant immediately prior to the actual arrest. Each warrant must be confirmed by the Teletype Unit.
8. Priorities of outstanding arrest warrants shall be as follows:
    - **First Priority** – The service of warrants which may prevent the death or injury to the public, witnesses and victims shall be of the foremost priority.
    - **Second Priority** – The service of warrants for the arrest of capital or life felons and grand jury indictments shall be the secondary priority.
    - **Third Priority** – Felony warrants and all failure to appear warrants shall be given the third priority.
    - **Fourth Priority** – Misdemeanor warrants shall be given the fourth priority.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-074-05**	**Distribution** All Personnel	**Reissue/Effective Date** 11/01/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **WRITS OF BODILY ATTACHMENT FOR NON-PAYMENT OF CHILD SUPPORT**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the uniform implementation of the statutory changes relating to writs of bodily attachment for nonpayment of child support. These guidelines will establish responsibilities for the entry into the Florida Crime Information Computer (FCIC) and arrest, confirmation, collection of purge money, disposition of monies collected and proper return of service to the court.

II. DISCUSSION

Fla. Stat. § 61.11 mandates that writs of bodily attachment for nonpayment of child support shall be entered into FCIC and provides a system for payment of purges as a result of such writs. It also requires the writs to state on the face if the order may be served on Sundays.

III. POLICY

It shall be the policy of Volusia Sheriff's Office (VSO) to comply with Fla. Stat. § 61.11 and maintain a system for receiving, processing, service, entry into FCIC and the collection and dispersion of any purge monies collected as a result of these orders.

IV. PROCEDURE

A. CLERK'S OFFICE

1. The Clerk of the Court in each County has the responsibility for recording and subsequently forwarding writs of bodily attachment to the Sheriff's Office for processing pursuant to law. The Clerk of the Court shall perform and record all financial transactions necessary, as the result of the issuance of a writ of bodily attachment for nonpayment of child support.
2. When the court issues a writ of bodily attachment against a non-custodial parent, the writ may require the payment of a purge and/or arrest of the non-custodial parent.
3. The Clerk of the Court shall forward the original writ or a certified copy to the Sheriff of the county in which the writ is issued.
4. If a writ of bodily attachment contains language that allows the defendant to pay a purge in lieu of arrest, a said defendant may make the payment with the Clerk of the Court.
5. The Clerk of the Court shall verify that the issued writ allows for the payment of a purge. If the writ does not provide for a purge payment, then the Clerk should notify the court security Deputies for an arrest to be made.
6. If the writ of bodily attachment allows for the payment of a purge, the clerk shall, upon payment of the purge, issue the required four page receipts verifying the payment. The Sheriff's copy should

be forwarded to the Civil Unit. The clerk that issues the receipt of payment shall immediately notify the appropriate Sheriff's Office for the removal of the writ from FCIC.

B. CIVIL UNIT

1. Any writ received by the VSO from the Clerk of the Court should be promptly routed to the Civil Unit for processing.
2. Upon receipt of a writ of bodily attachment issued pursuant to Fla. Stat. § 61.11 by the Civil Unit, the paper shall be processed as required by law and general order *GO-074-02 Civil Legal Process*.
3. A writ of bodily attachment will be processed as an enforceable writ. The Civil Unit Enforceable Clerk shall process the writ of attachment and then a copy of the writ will be faxed to the Teletype Unit to be entered into FCIC.
4. The original or certified copy of the order will then be sent to the Teletype Unit to be held in the warrant file. An appropriate cover letter will be attached to request that upon service, the purge being paid or the order being recalled, that the order be returned to the Civil Unit. The Civil Office will then prepare the appropriate return of the service and make a proper return to the Clerk of the Court.
5. If the defendant in the writ of bodily attachment resides and works outside Volusia County, the Civil Clerk will mail a copy of the writ along with a standard cover sheet to the Sheriff's Office where the defendant is believed to be located. The cover letter will indicate that this order has been entered into FCIC by Volusia County and the Court's case number. The cover letter will request that the Sheriff's Office attempt to locate and arrest the defendant
6. The civil clerks shall monitor all unexecuted writs of bodily attachment. Once an order has been entered into FCIC for a period of one year with no arrest, the Civil Clerk shall contact the Clerk of the Court and verify that the order is still active. If the order is still active, the Clerk of the Court will be requested to send a new clerk's certified copy with the current date to be placed into the civil file. This process will be done yearly until the order is served, recalled or the purge is paid.

C. TELETYPE UNIT

1. The Teletype Unit shall be responsible for the entry into FCIC of writs of bodily attachments for nonpayment of child support received from the Civil Unit. The writ will be entered according to FCIC guidelines.
2. The writ of bodily attachment, once served, purge requirements are met, or is recalled, shall be removed from FCIC according to VSO standards. The original copy of the writ will be returned to the Civil Unit for an appropriate return of service to be made to the Clerk of the Court.

D. CIVIL ENFORCEABLE DEPUTIES

1. Civil Enforceable Deputies will make a diligent search to attempt to serve the writ of bodily attachment on the defendant. Once the defendant is located, the defendant will be served the writ. The Civil Enforceable Deputy will inquire if the defendant has previously paid their purge if one was allowed. If the defendant has the proper required receipt verifying the purge was paid, then it will be documented in the deputy field sheet and the return.
2. If the defendant has not satisfied the purge requirement, then the defendant will be allowed to pay the purge to the Civil Deputy if the defendant has the money. If the defendant posts a purge to the Civil Deputy, the Deputy will completely fill out the required state receipt form and complete an incident report. The Deputy will ensure the copies of the receipt are distributed to the appropriate persons. The Deputy will then immediately notify the Teletype Unit that the purge has been paid and to have the writ removed from FCIC.
3. Only the Enforceable Unit Deputies will be issued receipt books to collect cash purges. VSO policy authorizes only the acceptance of cash, a cashier's check or a money order for payment of a purge. The Deputy collecting the purge shall complete the required state issued receipt. The defendant will sign and receive the top (white) copy. The (canary) Sheriff's copy and the (pink) Clerk of the Court copy will be turned into the Civil Office. The (gold) file copy will remain in the receipt book.
4. Once a defendant has paid the required purge, the Deputy accepting the purge shall, as soon as possible, turn in the money and the receipt copies to the Civil Office. If the writ was issued by another Sheriff's Office, then the money will be forwarded to that Sheriff's Office by the Civil Unit.

The Deputy accepting any purge in lieu of arrest shall notify the Sheriff's Office which entered the writ, by teletype, of the purge being paid and to have the writ removed from FCIC.

5. If the defendant is unable to pay the required purge and the Teletype Unit confirms the writ active, then the defendant will be transported to the branch jail and a charging affidavit will be completed. The charging affidavit will list the charge as contempt/child support, Fla. Stat. § 61.11, bond amount as none and the amount of the purge required to be released from custody in the narrative. The arresting Deputy will then complete the required return of service and make any notifications as may be required in the writ of bodily attachment. The arresting Deputy will contact the Teletype Unit indicating that the defendant was arrested on the warrant to permit removal from FCIC.

E. LAW ENFORCEMENT OPERATIONS DEPUTIES

1. If a Deputy is advised by the Communications Section that a subject is wanted for a civil arrest order for nonpayment of child support, the Deputy should follow normal warrant confirmation procedures. If the warrant response shows the order is still active, the Deputy should inquire if the defendant has the receipt for "payment of child support purge," if a purge is allowed. If the defendant can produce a receipt, the date of the writ, purge amount paid and court case number should be verified against the warrant response, to ensure the receipt was issued for the same date and case. If the defendant has no receipt and the warrant response is confirmed active, the defendant should be taken into custody and charged with "contempt/child support", under Fla. Stat. § 61.11, and the bond amount filled in as "none".

2. If the defendant has the money to post the cash purge, then the defendant may do that at the branch jail after being processed. The cash purge is not a bond that can be posted through a bondsman. The purge amount will be obtained from the warrant response. If a Deputy is in contact with a defendant on a Sunday, the Deputy must confirm that the writ allows for arrest on Sunday (which will be in the comment block of the FCIC response). If the writ of bodily attachment does not allow for an arrest on Sunday, then a field contact card shall be completed and a copy forwarded to the Civil Unit for follow up.

F. EXTRADITION UNIT

1. The Extradition Unit is normally responsible for the transportation of defendants back to Volusia County when arrested by other counties. Once a defendant is transported back to Volusia County the writ of bodily attachment may allow the cost of transportation to be added to the purge, if a purge is allowed. If the writ of bodily attachment allows for this, then the extradition Deputy should add this amount to the total purge the defendant must pay to be released from custody. The narrative section of the charging affidavit should also reflect the cost of transportation amount added to the purge requirement. Any purge monies collected for cost of transportation shall be deposited into the appropriate account.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-074-06**	**Distribution** All Personnel	**Reissue/Effective Date** 06/10/2024
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **SPECIAL PROCESS SERVER**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for conduct of Special Process Servers.

II. DISCUSSION

The Office of the Sheriff is mandated by Fla. Stat. § 30.15 to execute all process and such other writs, processes, and other papers directed to them as may come to their hands.

All civil legal processes received by the Volusia Sheriff's Office (VSO) shall be delivered or forwarded to the Civil Unit in an expedient manner to insure proper service.

All appointments as a Special Process Server will have only limited authority for the sole purpose of serving non-enforceable writs.

III. POLICY

It is the policy of the Volusia Sheriff to appoint Special Process Servers with authority limited to the sole purpose of serving non-enforceable civil process to facilitate expedient proper service of non-enforceable civil process.

IV. PROCEDURE

A. ADMINISTRATION

1. The Civil Unit Commander is responsible for the management of the Special Process Servers.
2. The Special Process Servers will be responsible to the Civil Sergeants in the Districts which each is assigned.
3. The Civil Sergeant of each District will be responsible for the inspection, and evaluation of all Special Process Servers in the same manner as all other subordinates.
4. The primary Civil Unit offices are located at 442 South Beach Street, Daytona Beach, and 101 North Alabama Avenue, DeLand, basement. District offices are located at:
   - District 4, 1691 Providence Boulevard, Deltona
   - District 3 South, 124 North Riverside Drive, New Smyrna Beach
5. All Special Process Servers will successfully complete a class on the service of non-enforceable writs and maintain a working knowledge of civil process in order to retain their appointment.

B. APPEARANCE AND CONDUCT

1. As a representative of the Sheriff, all uniforms will be kept clean and pressed at all times.

2. The uniform issued by the VSO will be the only apparel authorized. At no time is a combination of the issued uniform and personal clothing to be worn.

3. The issued uniform will consist of five (5) golf shirts with the “Sheriff’s Office” embroidered on the right side with “Process Server” embroidered immediately below the “Sheriff’s Office”. Each Special Process Server will also be issued five (5) pairs of khaki pants, one (1) jacket as designated, and one (1) raincoat. Footwear to be provided by the employee and will consist of a black shoe with no buckles, snaps or other metal objects, black tennis shoes are acceptable, dark colored socks are to be worn with the uniform.

4. All Special Process Servers have limited authority for the ***sole and exclusive*** purpose of exercising the Sheriff’s authority to serve non-enforceable process in Volusia County, Florida, pursuant to Fla. Stat. Ch. § 48.

5. Special Process Servers are not authorized to enforce any of the laws of the State of Florida or the ordinances of Volusia County or carry or conceal firearms or weapons of any type on their person or in their vehicles.

6. Special Process Servers are ***not*** authorized to identify themselves as Deputy Sheriff’s.

7. All general orders apply to all Special Process Servers as outlined in any general order of the VSO general orders manual.

8. In any instance where the person to be served, or the occupants of the location displays hostility towards the Special Process Server, they will immediately withdraw from the area and notify their supervisor.

9. Any time the Special Process Server learns of an active warrant(s) for an individual to be served or learns of any special hazards at a specific location where process is to be served, they will notify their immediate supervisor for appropriate enforcement action to be taken by the appropriate personnel prior to attempting service of any process.

C. EQUIPMENT AND CARE OF EQUIPMENT

1. Each Special Process Server will be issued a VSO cell phone, vehicle, Stinger flashlight, and holster, to be utilized only as instructed by the Training Section.

2. All cell phones shall be utilized only for official business. Attempts will be made to utilize the phones at the assigned office whenever possible. All utilization of cell phones will be in compliance with general order *GO-081-03 Cellular Phones*. Each cell phone bill will be monitored on a monthly basis. Cell phones are not to be used while driving.

3. Each vehicle issued will be kept at a designated area to be determined by the Civil Unit Commander or other competent authority and is not to be altered in anyway.

4. The cleaning of the vehicle will be the responsibility of each Special Process Server assigned. Time will be allotted each week for the purpose of cleaning the vehicle and maintaining it in a presentable manner. All maintenance, preventive maintenance, or repair is to be conducted by Volusia County Vehicle Maintenance or authorized vendor.

D. PROCESSES TO BE SERVED BY THE SPECIAL PROCESS SERVER

1. Special Process Servers are authorized to serve ***only non-enforceable civil process*** that has been received and processed by the VSO for service.

2. Only those processes as outlined in general order *GO-074-02 Civil Legal Process*, section IV.J. Non-Enforceable Writs may be served, or other processes as assigned by the immediate supervisor of the Special Process Server.

3. Any business cards left at a location requesting the party to be served to call the Special Process Server, will list the office number where the Special Process Server is assigned and not the Central Communications phone number.

E. SERVICE OF PROCESS/RETURNS OF SERVICE

1. All processes will be served in accordance with the applicable State Statute and in compliance with general order *GO-074-02 Civil Legal Process*.

2. All returns of service will be reviewed and compared against the worksheet submitted for accuracy prior to signing the return of service.

F. TESTIFYING IN COURT

1. When called to testify at any hearing regarding the service of civil process, the immediate supervisor will be notified. All courtroom appearance will be in at least a sport jacket and tie for male process servers and comparable professional attire for female process servers. Hearings in chambers or depositions will require only the issued uniform of the day.
2. All court appearances will be compensated. If outside of the normal scheduled hours overtime will be paid with an accompanied subpoena.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-081-01**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **COMMUNICATION SERVICES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to define the organizational structure of the Communications Section of the Volusia Sheriff's Office (VSO).

II. DISCUSSION

The VSO is responsible for the control, operation and administration of law enforcement within unincorporated Volusia County and contracted municipalities. The Communications Section carries out certain specialized tasks in support of these duties which are unique to this Section and which must be clearly defined.

III. POLICY AND PROCEDURES

A. GENERAL

1. The Section shall have two primary areas of responsibility: Dispatch Services and Enhanced 9-1-1 Services.

B. GOALS

1. The primary goal(s) of each of the two Sections shall be as follows:
2. **DISPATCH SERVICES**
   a. To provide an effective dispatch service that will facilitate the delivery of public safety services throughout the County.
   b. To provide the communications support necessary to enable the VSO to successfully continue the Community Based Policing program.
3. **ENHANCED 9-1-1 SERVICES**
   a. To ensure the health, safety and well-being of the public within Volusia County by providing quality E-911 service.
   b. To develop and administer an annual E-911 Surcharge budget which will adequately provide the equipment and services necessary to achieve these goals.

C. ALARMS

1. Although the VSO does not monitor any alarms, residential or commercial, the VSO does respond to reports that such alarms have been activated.
2. Reports of alarm activation shall be handled in accordance with the appropriate Volusia Sheriff's Communications Standard Operating Procedures. Excessive false alarms shall be handled in

accordance with Volusia County Ordinance 78-01 (see general order *GO-081-14 Burglar Alarm Ordinance*).

3. The information to be obtained, and the response initiated, shall be in accordance with the appropriate Volusia Sheriff's Communications Standard Operating Procedures.

4. Sanctions and other actions taken for excessive false alarms shall be in accordance with Volusia County Ordinance 78-01.

5. **ORGANIZATIONAL ACCOUNTABILITY**

   a. The Communications Section shall be under the direct supervision of the Communications Director within Support Operations Division.

D. ESTABLISHMENT OF SPECIFIC COMMUNICATION FUNCTIONS

1. The Dispatch component shall be responsible for the following functions in meeting its goals:

   a. Telephone Communications;
      - Administrative Communications,
      - Non-Emergency Communications,
      - Emergency (E-911) Communications,

   b. Radio Communications;
      - Dispatch,
      - Alert/dispatch,
      - Paging,
      - Emergency management communications,
      - Base to mobile communications,
      - Base to base communications,

   c. Computerized Communications;
      - Computer Aided Dispatch (CAD) services,
      - FCIC/NCIC inquiries, administrative messages, CJIS.

2. Telephone communications shall be conducted in accordance with established procedures, followed under "E-911 Standard Operating Procedures Manual."

3. Radio communications shall be conducted in accordance with established procedures, including the VSO Communications Standard Operating Procedures, and in accordance with all applicable FCC procedures and requirements as presented in the FCC Rules and Regulations, Part 90, Land Mobile Radio Communications.

4. Computerized communications shall be conducted in accordance with established procedures, including the Volusia Sheriff's Communications Standard Operating Procedures, the FCIC/NCIC Operating Procedures Manual, and CAD/CJIS Manual.

E. ASSIGNMENT OF RESPONSIBILITIES

1. The Communications Director shall be responsible for the overall attainment of the goals presented in this general order. The Director shall also be responsible for ensuring that the specific functions described herein are carried out in accordance with all applicable rules, policies and procedures, and local, State and Federal requirements and regulations.

2. The Communication Shift Supervisor (or in their absence, the Assistant Shift Supervisor) shall be responsible for ensuring that telecommunications personnel assigned to their shift comply with all applicable rules and regulations, policies and procedures, etc.

3. The 911 Coordinator shall be responsible for the overall operation of the County Enhanced 911 system.

4. The Communications Training Coordinator shall be responsible for ensuring that all Telecommunicators receive adequate training in order to comply with all applicable rules and regulations, technical equipment operating procedures and emergency management procedures.

IV. ACCREDITATION STANDARDS

A. CALEA COMMUNICATIONS ACCREDITATION

- 6.1.2
- 6.3.1

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-081-02**	**Distribution** All Personnel	**Reissue/Effective Date** 05/12/2023
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **GENERAL COMMUNICATIONS PROCEDURES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for handling calls and providing services.

II. DISCUSSION

Guidelines for handling calls and providing services should be established and available to Volusia Sheriff's Office (VSO) personnel.

III. POLICY

It shall be the policy of the VSO that employees utilize Volusia Sheriff's Communications Standard Operating Procedures in conjunction with VSO general orders.

IV. PROCEDURE

A. CARBYNE

1. Carbyne provides a method for a caller using a mobile device to send live video, dynamic location data, and communicate by silent instant chat with Communications Section. Video and dynamic location data are viewable to all CAD users through a link placed in the call's CAD notes.
2. Carbyne will be utilized in the following circumstances:
    - To obtain caller locations on 911 and non-emergency calls;
    - Calls in which there is an inability to determine an accurate location;
    - Calls in which the caller indicates they are unable to speak for any reason;
    - Calls that go silent mid-call;
    - All calls with immediate threat to life or property;
        - Medical emergencies;
        - Active fires;
        - Traffic crashes with injuries;
        - HAZMAT Incidents;
        - Any incident meeting the requirement for Code 3 response;
            - Felony crime just occurred with the suspect possibly still in the area;
            - Weapons used or involved in an incident;
    - Missing Alzheimer or dementia patients, silver alerts, missing or lost children, missing suicidal person, lost boaters, lost hikers, et cetera;

- At the request of a field or Communications Supervisor or Command Staff.

3. Communications through Carbyne sends a text message containing a hyperlink to the caller, if it is safe for the caller to receive it. Caller safety is most important. When the caller clicks on the hyperlink, they receive two requests:
   - One request asks for permission to access the device's location;
   - The other request asks for permission to access the device's camera.
4. The caller, who receives the hyperlinks, has the option to accept or deny either request individually.
5. If the caller accepts the request, Communications has the ability to establish a silent chat session. The chat session is not viewable through the CAD link.
6. If the caller refuses to allow Communications to send the text message containing the hyperlink, the Telecommunicator will document the refusal in the call's CAD notes.
7. If the caller gives permission to access their location or video, the Telecommunicator will place a hyperlink to the location information and video in the call's CAD notes as a miscellaneous comment. [CALEA CM 6.5.6 (b)]
   a. The hyperlink gives all CAD users access to location and video from the caller's mobile device.
   b. ***The hyperlink automatically expires sixty (60) minutes after it was created.***
   c. The hyperlink may be clicked or copied and pasted into the address bar of a web browser. The link will open a tab for the dynamic location information and another tab for the video stream.
      (1) The video tab will display the live video stream being recorded in real time, as long as it is available.
      (2) Once the live video stream has ended, the recorded video may be replayed while the hyperlink is active.
8. ***Deputies shall not watch video while operating a vehicle.***
9. A Telecommunicator or a stationary unit will relay pertinent information obtained from c-Live to responding units.
10. The recorded video, device location data, and chat texts are automatically saved and retained for one hundred eighty (180) days. Sergeants and higher ranks may request copies of the saved data by emailing CommVideoRequest@volusiasheriff.gov. Location data and chat will be provided in a PDF formatted report. Communications personnel will place the requested data in the "*Carbyne*" folder on the I: drive. Emergency access to saved data is available by contacting the on-duty Communications shift supervisor, who will contact the on-call employee with access. [CALEA CM 6.5.6 (d)]
11. Any data needed for **EVIDENCE** must be retrieved within the one hundred eighty (180) day period before automatic deletion.

B. BOMB THREATS (COURTHOUSE)

1. If the call is received at the Courthouse or one of the Annexes, the person receiving the call shall notify the Volusia County Control Room on CRT3 Channel of any calls received at the Courthouse (e.g., car break in the parking lot, disturbance within an office).
2. If a Court Services Section Supervisor determines that assistance is needed, the supervisor shall notify the Communications Section of the type of assistance required.
3. The Telecommunicator receiving the call shall obtain all pertinent information in accordance with the appropriate Volusia Sheriff's Communications Standard Operating Procedures ".
4. A complaint card or CAD event entry shall be completed and forwarded to the dispatcher.
5. The dispatcher shall initiate the required response in accordance with the appropriate Volusia Sheriff's Communications Standard Operating Procedures dispatch information and general order *GO-046-01 All-Hazards Plan [Bomb Threats and Explosive/Incendiary Devices]*.
6. If the bomb threat call is received at Communications Section during regular business hours:

- Obtain as much information as possible using the appropriate Volusia Sheriff's Communications Standard Operating Procedures.
- Notify the appropriate Court Services Section Supervisor at the affected location.
- Notify the Communications Shift Supervisor.
- After hours, on weekends and holidays, the Watch Commander will be contacted.

7. The Court Services Section Supervisor will advise the Communications Shift Supervisor when the scene has been secured.

C. TRAFFIC CONTROL DEVICES

1. Communications Section will notify the appropriate person(s) immediately when a report of a damaged, missing or malfunctioning traffic control device is received.
2. If reported during regular business hours, the Telecommunicator shall notify the Sign Shop/Volusia County Traffic Engineering Department immediately, giving the location, type of device, and a brief description of the problem. If a "stop" sign or other traffic control sign is involved, it is important to advise whether or not all parts are still at the scene and usable.
3. Volusia County Traffic Engineering on call shall be notified immediately via the answering service if reported outside regular business hours.
4. The on-call person will call Communications Services to obtain the necessary information.
5. A notation must be made of the time and person notified.
6. If the device is such that an immediate hazard is possible, a Deputy/Officer shall be dispatched to provide traffic control until the problem is corrected.
7. All signs and devices affecting traffic control, such as traffic lights, stop signs, yield signs, and warning signs which are damaged, missing, or malfunctioning, shall not be "held" for any reason. Notification of the appropriate person(s) shall be made immediately.
8. If the location is within the jurisdiction of a city, the police department for that city must be notified of the problem and request assistance with traffic control.
9. If, for any reason, a city requests assistance with traffic control, a Patrol Supervisor should be notified and a unit dispatched. The city that has jurisdiction shall be advised that a VSO unit will be responding.
10. Damaged or missing signs which do not have a traffic control purpose, such as street name signs, shall be reported to the Sign Shop on the next regular business day. The pertinent information shall be recorded and forwarded to succeeding shifts until accomplished.

D. PRIVATE SECURITY ALARMS

1. The VSO does not monitor alarms, residential or commercial. However, the VSO does respond to reports that such alarms have been activated. Alarm reports shall be handled in accordance with Volusia Sheriff's Communications Standard Operating Procedures. Excessive false alarms shall be handled in accordance with Volusia County Ordinance 78-01.

E. EMERGENCY MESSAGES **[CALEA CM 6.3.3; LE 55.2.6]**

1. Communications Section will accept requests for delivery of emergency messages dealing with deaths, serious illness, and possible threats to the personal safety of individuals and make every effort to deliver the messages to the intended recipient.
2. All such requests for delivery of emergency messages will be handled in accordance with the appropriate Volusia Sheriff's Communications Standard Operating Procedures.
3. If the responding Deputy has been unable to contact the individual, the Deputy should be requested to leave a written message at the person's address stating that there is an emergency message waiting at the VSO Communications Section.
4. The undelivered message should be given to the Shift Supervisor, who shall retain the message until the end of the shift.
5. If the individual for whom the message is intended contacts the Communications Section prior to the end of the shift, it shall be the Shift Supervisor's responsibility to deliver the message via

telephone or have an officer return to the person's address to deliver the message in person. The decision as to which method to use is the responsibility of the Shift Supervisor and should be based on the known circumstances and the message content.

6. If the message has not been delivered by the end of the shift on which it was received, it is the responsibility of the Shift Supervisor to ensure that the message is given to the supervisor of the next shift for further attempts to deliver the message.
7. The original person or agency must be advised if repeated efforts to deliver the message are unsuccessful.

F. DETECTIVE MESSAGES

1. Detective messages shall be referred to the respective District office or Investigative Services during business hours.
2. After hours, it shall be the responsibility of the Shift Supervisor to determine whether the message is of sufficient urgency to merit contacting the Detective at home; if there is any doubt, an attempt to contact them at home shall be made.
3. When a message is extremely urgent, and all other means of contacting the Detective have been exhausted, the Shift Supervisor shall have a Deputy respond to the Detective's residence and leave a written message to contact Central; the Patrol Supervisor in the affected District shall be informed of the response and the reason for it. The time and method shall be noted in the CAD entry.

G. SWAT TEAM CALL-OUT

1. All requests for a SWAT Team response shall be handled as a priority call. The Telecommunicator shall notify the Shift Supervisor immediately, who shall then institute the prescribed notification procedures.
2. The Communications Shift Supervisor shall contact the SWAT Team Commander or designee (Incident Commander) as soon as the request for the SWAT Team is received.
3. Activation of the SWAT Team shall be at the sole discretion of the Sheriff or designee.

H. HAZARDOUS MATERIAL TEAM

1. Communications personnel shall contact the Volusia County Hazmat Team.

I. MEDICAL DIRECTOR

1. Communications personnel shall contact the Medical Director.

J. RAILROAD RIGHT-OF-WAY EMERGENCIES

1. All reports of emergencies involving railroad rights of way shall be handled immediately.
2. When the emergency involves an obstruction on the right of way, information as to the location and nature of the obstruction must be relayed immediately to the Chief Dispatch Point. Information on whether or not the obstruction has been confirmed by a reliable source should also be relayed.
3. When information is received from the railroad Dispatcher regarding trains in the area or en route toward the obstruction, their ETA to that location shall be obtained. This information shall be relayed to the responding units.
4. Once the obstruction has been cleared, the Chief Dispatch Point for the affected Railroad must be advised.
5. The Chief Dispatch Points for both Railroads can operate signals electronically; they also maintain radio contact with all trains in the area on their tracks.
6. The two Substations for CSX Railroad have radio contact with their trains but cannot operate the signals electronically.

K. CONTACT PROCEDURES: FLORIDA EAST COAST RAILROAD

1. Notify the Chief Dispatch Point of all emergencies involving Florida East Coast RR tracks or trains via telephone.

L. FIRE AND RESCUE CALLS

1. The appropriate agency or agencies will be immediately notified when their response is required.
2. Certain types of fires and rescues require the response of an Aviation unit. These types of calls shall be handled in accordance with the appropriate Volusia Sheriff's Communications Standard Operating Procedures.
3. The Aviation unit shall be immediately dispatched via radio.
4. Calls requiring the response of Beach Patrol Units for rescues on the beach shall be handled in accordance with the Volusia Sheriff's Communications Standard Operating Procedures.

M. MEDICAL EXAMINER'S INVESTIGATORS

1. Communications personnel shall contact Medical Examiner Investigators.

N. EMERGENCY SERVICE AGENCIES

1. Communications Section shall maintain a current list of telephone numbers for all emergency service agencies in Volusia County and surrounding areas in easily accessible locations throughout the dispatch and telephone sections of the Communications Center.
2. It shall be the responsibility of all Communications Section Supervisors to record all changes in telephone numbers for emergency service agencies.
3. Changes in telephone numbers shall be disseminated when the change affects an agency within Volusia County and recorded at all communications positions.
4. Changes in telephone numbers for agencies outside Volusia County shall be recorded at all communications positions.
5. A list shall be maintained in the Contacts File System for prompt access by all personnel.
6. Current City and County directories and telephone books shall be provided when received.

O. PROCURING EXTERNAL SERVICES

1. The Communications Services section shall procure all external services required (or requested by an officer) promptly to provide assistance in all, but especially in emergency situations.
2. All telephone numbers and procedures for the procurement of external services shall be found in the Contacts File System.

P. TAXI/CAB COMPANIES

1. The Communications Services section shall contact a taxi/cab company promptly when requested to do so by a Deputy on the scene of an incident or traffic stop.
2. The Telecommunicator shall make no recommendation.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-081-03**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **CELLULAR PHONES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish procedures for the use of cellular phones.

II. DISCUSSION

As technology enhances communication, resources and response capabilities, the Volusia Sheriff's Office (VSO) recognizes the importance of its application through use of cellular phones. These devices are valuable tools in conducting law enforcement business with residents, visitors, businesses, and governmental agencies located both within and outside Volusia County. Their mobility, ease of use, reliability and low cost make such mobile devices indispensable time saving law enforcement tools that benefit both the community and agency alike.

However, managing cost effectiveness in relation to the enhanced operational benefit derived from these devices is dependent upon their safe, responsible and proper use. The following procedures will hereby serve as guidelines for the proper safe and cost effective use of such devices.

III. POLICY

It is the policy of the VSO to explore and encourage the use of technology in a professional and responsible manner and to provide personnel with guidelines in its use to ensure effective communication, information and public service benefits.

IV. DEFINITIONS

Cellular Phone – For the purpose of this general order, the term cellular phone shall include both feature phones and smartphones.

Feature Phone – For the purpose of this general order, use of the term feature phone shall apply to any VSO issued mobile phone device whose primary function is to make and receive phone calls and if authorized, send and receive text messages. Feature phones are commonly referred to as "flip phones" and do not offer advanced features such as Internet, e-mail and the installation of apps.

Smartphone – For the purpose of this general order, the use of the term smartphone shall apply to any VSO issued mobile phone device which offers features beyond those provided by Feature phones such as data service, Internet access, e-mail, apps, multimedia capability, and access to systems via remote connectivity to the VSO network.

V. PROCEDURE

A. CELLULAR PHONES:

1. Users authorized to carry and use a smartphone are required to ensure that such devices are not used by unauthorized personnel and that data accessed using such a device is properly protected from misuse.

2. Cellular phones are intended to augment VSO field operations in an effort to provide an expanded, more rapid and flexible communications capability. They are not to be used as a substitute for more appropriate communications or data capture devices within given situations. VSO issued cellular phones shall be confined to those positions the Sheriff has determined to have a legitimate assignment need.

3. Under normal conditions, employees and other personnel wishing to call a cellular-equipped employee in the field should assess the need for the call. If another type of communication would be more appropriate under the circumstances, it shall be used.

4. Because of the increasing use of cellular technology by drivers while actively driving on the roadways and the inherent dangers associated with such distracted driving, the use of a cellular phone or other data device for texting while driving is expressly prohibited (Refer to general order *GO-026-02 Standards of Conduct*).

5. In the absence of a password, users should refrain from programming sensitive telephone numbers, including employee home numbers into assigned cellular phones to prevent misuse of the information if the phone is lost or stolen.

6. Cellular phones are for the express use of the user to whom it has been issued (and who is accountable for its use). Use of an assigned cellular phone by family members and friends is prohibited.

7. **DEVICE MANAGEMENT**

    a. VSO Inventory Control personnel shall be responsible for the management of feature phones including validating billing, issuing devices, troubleshooting/replacing defective equipment and providing end-user support and training.

    b. VSO Information Technology personnel shall be responsible for the management of smartphones including validating billing, issuing devices, troubleshooting/replacing defective equipment and providing end-user support and training. In addition, Information Technology shall configure smartphones in accordance with general order *GO-082-06 Computer Security and Utilization*.

8. **BLUETOOTH TECHNOLOGY OR WIRELESS EAR PHONES:**

    a. In that it detracts from a professional image, the use of Bluetooth or similar wireless ear pieces are not permitted to be worn by personnel when in uniform. Exceptions to this rule may be made for assignment-specific purposes as determined by the user's respective supervisor. For additional information regarding Bluetooth devices for Smartphones, refer to general order *GO-082-06 Computer Security and Utilization*.

9. **EMERGENCY USE**

    a. Cellular phones should be used whenever there is an emergency situation or other exigent circumstance requiring telephone communications, and valuable time would otherwise be lost.

10. **CRIME SCENES**

    a. VSO personnel shall not take photographs or video of any crime, crime scene, traffic accident, victim, witness, suspect, evidence, document, or other person or thing actually or potentially relating to a crime, criminal investigation or other official VSO proceeding using personally owned cell phones, digital cameras, video recorders, or any other image/voice recording device. No images of any of the above shall be emailed, faxed, uploaded to web sites, or shared in any way without proper authority or court subpoena. The VSO retains ownership of all images/voice recordings, regardless of form, obtained in any manner by any employee in the course of official business. Use of agency issued smartphones to capture above named photographs, voice or video shall be in accordance with general order *GO-083-01 Collection of Evidence*.

11. **ADMINISTRATIVE USE**

a. Personnel assigned cellular phones are authorized to use the phones for routine VSO business during travel time.

b. The employee must acknowledge and confirm they are and will be solely responsible for any and all costs incurred by or resulting from personal use of the cellular phone.

12. **REPORTS**

a. The Chief Deputy or designee shall report to the Sheriff any perceived abuse or misuse of VSO cellular phones as may be reflected in the monthly billing.

13. **CELLULAR PHONE GUIDELINES**

a. All phones have voice mail. When setting up voice mail, establish a pass code to prevent access to your messages.

b. Text messaging for anything other than business purposes is strongly discouraged. To comply with Florida Public Records Law, all text messages sent and received are permanently archived. Personnel issued a cellular phone are encouraged to carry the phone at all times on and off duty. Certain personnel, subject to assignment or on-call, may be required to carry the cellular phone at all times at their supervisor's discretion.

c. All cellular phone records are subject to public record laws. All numbers in and out are recorded.

d. Unless authorized by a supervisor, users are not permitted to use cellular phones outside of the Continental United States or Hawaii as roaming charges may apply. Users are responsible for paying any long distance, roaming, directory assistance, texting, or other monthly expense that is not business related and not provided for under the VSO cellular phone contracts.

14. **REPAIR/LOSS OF CELLULAR PHONES**

a. Requests for cellular phone repair shall be directed to the personnel responsible for the management of the device. If damage to the telephone is determined to be the fault of the user, the user may be subject to reimbursing the VSO for the cost of repairs/replacement of the cellular phone.

b. Loss of a cellular phone shall be immediately reported to the personnel responsible for the management of the device and to the user's supervisor. If loss of the phone is determined the fault of the user, the user may be subject to reimbursing the VSO for its loss.

15. **USE OF PERSONAL CELL PHONES AT WORK**

a. Excessive use of personal cell phones, smartphones and other handheld data devices during working hours for personal communication purposes results in loss of productivity and increases the work burden on coworkers. Therefore, use of personal cell phones during working hours shall be limited to those situations which legitimately necessitate the interruption of work responsibilities for personal use of the cell phone (e.g. family emergency, brief contact/coordination with child (children), notification of late work day, etc.). Abuse of this privilege may result in disciplinary action in accordance with general order *GO-026-02 Standards of Conduct, under Neglect of Duty Offenses, IV.D.5.(f) and IV.D.5.(g)*.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-081-04**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **VEHICLE INFORMATION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to provide guidelines and procedures involving motor vehicles.

II. DISCUSSION

The dissemination, logging and control of motor vehicle information are important elements of the telecommunication function. Guidelines should be established for the dissemination of stolen vehicle information, logging and dispatching of towed, abandoned or disabled vehicles.

III. POLICY AND PROCEDURE

A. GENERAL

1. Stolen vehicles reported stolen to this agency shall be entered into FCIC/NCIC records, by the Teletype unit at Communications as promptly as verified by the responding Deputy.
2. A teletype BOLO shall be issued within the area specified by the officer, or Region 4 (as described by the FCIC manual) if no area is specified.
3. BOLO's for stolen vehicles reported to any agency in Volusia County which have just occurred shall be broadcast via radio in accordance with procedures in the appropriate Volusia Sheriff's Communications Standard Operating Procedures.

B. TOWED VEHICLES

1. A specific rotation among wrecker companies was established to ensure equitable distribution among all authorized companies.
2. When vehicles are towed, and the owner is not present, the owner must be notified promptly to prevent unnecessary storage charges. Additionally, when stolen vehicles are recovered, the owner must be notified of its recovery, the vehicle's location and condition, and what steps must be taken to secure the release of the vehicle. (See general order *GO-061-13 Vehicle Towing and Impound*)

C. ABANDONED VEHICLES

1. Vehicles deemed "abandoned" may be towed on the authority of the Deputy locating the vehicle.
2. An FCIC/NCIC check shall be made to determine whether or not the vehicle has been entered as stolen. Such a check is essential to ensure that proper processing and preservation of evidence is carried out on recovered, stolen vehicles.
3. If the vehicle is not entered into FCIC/NCIC as stolen, every effort must be made to determine the registered owner. If registration information is available through teletype inquiry, the Telecommunicator or Communication Aide shall then attempt to locate a telephone number for the owner and attempt to contact that person.

4. Upon contact, the owner should be advised that a Deputy is requesting the vehicle be towed. Any information received from the owner should be relayed to the Deputy, such as why the vehicle is at that location, plans to remove the vehicle (including when), etc. If the Deputy still requests the vehicle be towed, the owner should be advised and provided with the name, location, and telephone number of the wrecker company which will be used.
5. If the attempt to contact the owner is unsuccessful, the Deputy will be advised of the negative results (i.e., no telephone, no longer at that address, no longer owns the vehicle, no answer).
6. The Telecommunicator or Communication Aide receiving the tow request will notify the tow company listed as "on-call" and request an estimated time of arrival (ETA) for the wrecker. The Deputy will be advised of the name of the tow company responding and the ETA.
7. All information relating to the vehicle will be entered into the CAD general file or the wrecker log, as well as location, reason for towing, where stored, and reason for a "hold" on the vehicle, if any.
8. If the owner is not contacted, the vehicle will be entered into FCIC. (See general order *GO-061-13 Vehicle Towing and Impound, Section III.A.3.* for follow-up procedures)
9. All registration information shall be forwarded to the Deputy authorizing the tow.
10. Deviation from the rotation schedule must be noted in the wrecker log, as well as the reason(s). Such deviation shall only be acceptable if the scheduled wrecker is unavailable or does not have certain specific equipment which may be required to tow the vehicle.

D. RECOVERED STOLEN VEHICLES

1. Stolen vehicles which are recovered by the Volusia Sheriff's Office (VSO) must be handled according to procedures prescribed by law.
2. Stolen vehicles which were reported stolen to this agency shall be handled in the following manner:
3. The owner must be notified that the vehicle has been recovered, where the vehicle will be stored, whether the vehicle is damaged, whether the vehicle can be driven, and what must be done to take possession of the vehicle.
4. The FCIC/NCIC entry must be canceled by the Teletype unit, and a teletype message must be sent to rescind any BOLO previously issued. A supplemental report documenting the cancellation must be written, with a notation indicating the date and time the owner was notified.
5. When a vehicle which has been previously reported stolen to the VSO is recovered by another agency, the Telecommunicator or Communication Aide must request a teletype be sent to the Teletype unit containing all pertinent information. This must include the agency name, telephone number, recovering officer(s) name, the name, location and telephone number of the tow company, and where the vehicle will be stored. Additional information, such as any suspect(s) arrested, damage to the vehicle and whether it can be driven should also be requested.
6. Teletype unit shall then attempt to notify owner, and cancel vehicle from FCIC/NCIC. Previously issued BOLO's must be canceled. A supplemental report shall be written to document the cancellation, and all information received will be included. The date and time the owner was notified and the name of the person making the notification shall be recorded.
7. If the Teletype unit is unable to notify the owner, that must be noted in the report. This information will enable the Detective assigned to the case to follow up on notification (See general order *GO-061-13 Vehicle Towing and Impound*).
8. Stolen vehicles reported to another agency and recovered by this agency shall be handled in the following manner:
    a. The Communications Section shall contact the originating agency via teletype, and confirmation of the entry shall be obtained, using prescribed FCIC/NCIC procedures and formats.
    b. After receiving confirmation, the originating agency shall be provided with: the location vehicle was recovered, name/address/telephone number of the wrecker/towing service, condition of vehicle, suspect(s) with the vehicle (if any) and their location, name of the recovering Deputy, and any other pertinent information.
    c. Teletype unit shall then enter the vehicle into the FCIC "locate" file, pending removal by the entering agency.

E. DISABLED VEHICLES (DAV'S)

1. Vehicle owners frequently notify Communications Section when a disabled vehicle is left on the roadside.
2. These calls will be handled in accordance with the appropriate Volusia Sheriff's Communications Standard Operating Procedures.
3. If a Deputy calls out with an abandoned vehicle and determines that the vehicle is in an unsafe position or it appears to have been vandalized, the Telecommunicator or Communication Aide shall attempt to contact the owner/operator for a response. The owner/operator may specify which wrecker service is to be used. In cases where response time is short, the owner may be allowed to effect removal personally, at the Deputy's discretion.
4. If the owner/operator can't be contacted, and the Deputy determines that it is necessary to tow the vehicle, the rotation schedule shall be followed. The vehicle must be entered into the wrecker log, and all registration information must be forwarded to the Deputy requesting the tow.
5. The vehicle must then be entered into FCIC, by the Teletype unit, as "towed/abandoned."

IV. ACCREDITATION STANDARDS

A. CALEA COMMUNICATIONS ACCREDITATION

- 6.3.4

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-081-05**	**Distribution** All Personnel	**Reissue/Effective Date** 10/24/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **COMMUNICATIONS FACILITIES AND EQUIPMENT**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to ensure the continuity of communications operations by enactment of necessary rules, regulations and procedures, and to ensure compliance with applicable standards and directives.

II. POLICY

It shall be policy that Communications shall ensure continuous communications operations by taking all security measures necessary to meet that objective.

III. PROCEDURE

A. MINIMUM SECURITY REQUIREMENTS [CALEA CM 6.4.1 (a)]

1. The Communications Section must ensure continuity of communications operations in order that the Public Safety forces of the County may respond appropriately to exigent situations.
2. Securing the facility and its staff against a wide variety of potential threatening situations requires strict adherence to established policies and procedures, rules and regulations.
3. The Communications Center shall have, and maintain in working order, security barriers at all entrances.
4. All entrances shall have continuous closed circuit video surveillance to allow communications personnel means of identifying persons seeking entrance to the facility. Additionally, the exterior of the facility, including parking lots and access roads, shall be continuously monitored by closed circuit television.
5. Each entrance into the building and the main door into the VSO Communications Section side of Emergency Operations Center is equipped with an electronic lock. These locks require a swipe from an authorized ID and passcode combination to unlock.
6. The entrances within the Communications Section area shall remain closed and locked at all times. Each entrance shall be equipped with an electronic lock. These locks require a swipe from an authorized ID to unlock.
7. Public access inside the facility shall be restricted to the administrative office area only unless escorted by authorized personnel.
8. The public shall not be allowed in the Dispatch Section at any time unless accompanied by authorized personnel.
9. **ACTIVE SHOOTER/PHYSICAL THREAT**

a. If the shooter/threat is in the administrative portion of the building and evacuation is not a valid option, personnel on the operations floor or stuck in their office should barricade the doors and shelter in place.

b. It should be assumed that an active shooter/threat will have an access ID card. Therefore, a supervisor should disable the interior door access using the Smart Watch software switch in accordance with the Volusia Sheriff's Communications Standard Operating Procedures and in keeping with Volusia Sheriff's Office (VSO) scenario training (Egress shall still be possible after disabling interior door access).

c. If the shooter/threat is already on the operations floor, turn off lights and do NOT disable door locks.

10. **KEY LOCKER**

a. Located in the copier room, the key locker contains keys to all rooms and equipment under the control of the Shift Supervisor.

b. This locker shall remain locked at all times, and no unauthorized personnel shall be allowed access at any time.

c. All keys are tagged and arranged numerically. No keys are to be added, deleted, or rearranged by anyone without permission of the Communications Director or designee.

d. An index listing of all keys, arranged numerically and alphabetically by either location or name of equipment is maintained within the key locker.

11. **BUILDING ACCESS** [CALEA CM 6.4.1 (a)]

a. Access to the radio dispatch/teletype areas shall be limited to authorized personnel only.

b. Doors leading into the radio/teletype areas shall remain closed and locked at all times during regular business hours or any time the building is open to the public or other unauthorized personnel.

c. Admittance to this restricted area shall be limited to communications personnel, and such others as shall be duly authorized.

d. Vendor personnel shall be permitted access to effect repairs, but their activities shall be monitored by the Shift Supervisor or designee.

B. MINIMUM SURVIVABILITY REQUIREMENTS

1. Restrooms and shower facilities shall be provided which are sufficient for personnel on 24 hour duty during activation of the EOC.
2. Kitchen facilities for preparation of food during extended emergency operations shall be provided.
3. Employees may use any equipment necessary to prepare meals during allotted meal breaks.
4. All appliances, dishes, table ware, etc. used will be cleaned prior to the employee returning to duty.
5. Food items stored in the refrigerator shall be consumed or removed at the end of the employee's tour of duty.
6. All facilities shall be restored to a clean and orderly condition at least fifteen (15) minutes prior to the start of the next shift.
7. It shall be the responsibility of the Shift Supervisor to ensure that all appliances and facilities are cleaned prior to the next shift.
8. Medicine and medical supplies, adequate to treat minor illnesses or trauma cases, shall be maintained.
9. These supplies must be rotated or used regularly to ensure freshness.
10. A stationary emergency power generator shall be maintained which shall be capable of meeting all electrical requirements of the Communications Section including all communications and computer equipment.
11. Adequate space shall be maintained within the Communications Center to allow for separate male and female billeting for extended emergency operations.

C. INSPECTION AND MAINTENANCE [CALEA CM 6.4.1 (b)]

1. All emergency equipment and systems shall be operated and inspected at least weekly.
2. An inspection log form shall be completed for each inspection, listing the date and time of inspection, condition and performance of equipment, and initials of person performing the inspection.
3. Routine maintenance, such as adding oil, lubrication, gasoline, diesel fuel, etc., shall be completed as required and noted on the log.
4. Technicians shall ensure that all emergency equipment is maintained, including tune-ups, replacement of belts, hoses, fluid, oil, filters, etc., according to the prescribed maintenance schedule.
5. Any malfunction of any item shall be noted on the log and arrangements made for immediate repair.

D. COMMUNICATIONS NETWORK

1. **RADIO SYSTEMS**
   a. The Information Technology Section shall be the liaison with the County of Volusia Information Technology department to support adequate communications systems and networks to ensure continuous two-way communication capability between the Dispatch Section and field units, with other agencies within the county, and with adjacent counties.
   b. The communications network shall consist of low band, VHF, high band, UHF, and 800 MHz frequencies commonly used by the forgoing agencies.
   c. Headsets will be worn by all radio dispatchers at all times. The only exception shall be when equipment failure makes this impossible.
   d. All law enforcement mobile and portable radios shall be equipped with the appropriate county-wide law enforcement mutual aid and tactical talk groups.
2. **TRANSMISSION SYSTEMS**
   a. Adequate radio transmission systems shall be constructed and maintained to ensure reliable topographic coverage throughout the county for both mobile and portable radio equipment. These transmission towers may be either county owned or leased.

E. EMERGENCY GENERATORS [CALEA CM 6.4.1 (c)]

1. Volusia County Facilities shall keep and maintain full-powered electrical generators at the Central Communications center to provide electric power to all radio and telephone equipment necessary for the performance of the duties of providing communication with the public, field units, and other emergency service providers in the event of failure of commercial power sources.
2. Weekly generator testing at full load and routine maintenance in conformance with the generators' manufacturer recommendations will be carried out and logged by Volusia County Facilities.
3. It is the responsibility of the Volusia County Facilities Director or designee to effect necessary repairs and replacements to ensure that the emergency generators are in proper operating condition at all times.
4. In the event that the emergency generators fail to function when required, it is the responsibility of the Communications Shift Supervisor/Assistant Supervisor, to notify the Communications Director and Volusia County Facilities immediately and follow their instructions to effect repairs.

F. EQUIPMENT REPAIR AND LOANS

1. **REPAIRS**
   a. When repairs are required for any office equipment the Shift Supervisor will log the information on the Daily Activity Report.
   b. When repairs are required for any computer issues, the Shift Supervisor will log the information on the Daily Activity Report as well as send the current computer issue via email to the IT Help Desk and create a ticket through the IT Portal.

c. All equipment issues including radios, logging recorder, weather teletype, teletype terminals, telephone system, and other emergency equipment will be reported by the Shift Supervisor on the Daily Activity Report in accordance with the procedures outlined in the Supervisor's Procedures. Repairs to this type of equipment shall be obtained immediately, in accordance with the procedures outlined for each type of equipment in the Supervisor's Procedures.

2. **NON-EMERGENCY TELEPHONE SYSTEM REPAIRS**

a. In the event of any failure of the Telephone System, the Shift Supervisor shall call the Information System Duty Officer.

b. A description of the problem will be given to the Information System Duty Officer.

c. If a total system failure occurs, the Communications Director must be notified.

G. KITCHEN AND LOUNGE AREA

1. The kitchen and lounge area have been provided for the use of all personnel assigned to the Communications Section.

2. Adjustments to the thermostat control and overhead air vents shall be made by the Shift Supervisor only, using appropriate safety measures.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-081-06**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **EMERGENCY INFORMATION AND ALERT SYSTEMS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish procedures and provide authority for access and dissemination of emergency information in conjunction with the State Warning Point, the National Weather Service wire systems and the countywide emergency notification system (CODE RED)

II. DISCUSSION

Weather bulletins, tornado sightings, downed aircraft, nuclear accidents and other emergencies require communications and coordination of activities with the State Warning Point, the National Weather Service, CODE RED, or a combination thereof. Such emergencies require prompt, efficient handling to ensure the public safety.

To effectively utilize these systems and comply with FCC regulations, it is necessary to establish procedures for those times when activation becomes necessary.

III. POLICY AND PROCEDURE

A. STATE WATCH OFFICE, EMNET AND NAWAS

1. The State Watch Office Radio System shall be monitored in the Dispatch Section 24 hours per day, 7 days per week.
2. The Communications shift Supervisor shall be notified immediately of all calls received on this system.
3. The Shift Supervisor shall then be responsible for making any other appropriate notifications or initiating an appropriate response.
4. **COMMUNICATIONS FORMAT**
   a. Voice calls on the EMNET and NAWAS will be given in the military format by stating the name of the station called first, then the name of the station calling, i.e., "State Watch Office, this is Volusia County EOC."
   b. When answered, the message would be stated, and the circuit would then be cleared by stating "Volusia County EOC, out," and giving the time.
   c. If a station fails to respond to a call, State Watch Office can be requested to initiate a bell ring for that station.
   d. State Watch Office will receive and disseminate reports of fires or explosions received from NORAD.

e. NORAD sensors and regional reporting systems have the capability of detecting such incidents throughout the continental United States. Such information could be the initial warning received by local authorities of a natural or manmade disaster.

f. Confirmation of such reports can benefit both local authorities and the NORAD Combat Operations Center.

5. **WEATHER BULLETINS**

a. Weather bulletins received via State Watch Office require the following actions:

(1) Verbal acknowledgment of the agency calling on the State, EMNET or NAWAS circuit,

(2) Writing the information out exactly as received. Ask for a repeat or clarification of any part of the message not clearly understood, or missed,

(3) Forwarding the information to the appropriate radio dispatch point, and notifying the Communications Shift Supervisor.

b. Information pertaining to severe weather warning or other unusually severe conditions is to be disseminated to the Communications Director as well as the Communications Shift Supervisor and the Emergency Management Duty Officer.

c. Actual sightings of funnel clouds or tornado "touch downs" received from Deputies, County departments, or other law enforcement agencies shall be forwarded to State Watch Office and the National Weather Service via the State Watch Office circuit, and Emergency Management Duty Officer shall be notified.

d. Radio procedures for broadcast of all such bulletins shall be in accordance with the VSO Communications Standard Operating Procedures.

B. COUNTYWIDE EMERGENCY NOTIFICATION SYSTEM: CODE RED

1. Volusia County utilizes CODE RED for notifications of immediate emergency situations that could impact the health or safety of the population to be notified.

2. The system provides for GIS based notifications as well as predetermined call down lists.

3. The emergency notification system may be accessed twenty-four hours a day, seven days a week (24/7) by appropriate supervisory personnel from all public safety agencies through the VSO Communications Center (EOSCC).

C. PROCEDURES TO UTILIZE CODE RED

1. The following procedures will be utilized when providing information for the development of **the message text to be delivered** in the notification:

a. The requesting agency has the responsibility to provide a developed message text to be delivered in the notification to include the issuing agency's name. A contact telephone number, if appropriate, will be included in the message to handle any possible questions from the segment of the public being alerted within the respective jurisdiction. If multiple jurisdictions are involved, multiple telephone numbers may be necessary.

b. Describe the geographic area that is to be notified. Use streets as the N-S-E-W boundaries. The system is also capable of calling a radius from a single geographic point (for example, 0.5 mile circle from 123 Main St.).

c. Provide any other information related to the notification (for example, specific time to be notified, or send notification more than once, etc.)

d. It is the responsibility of the on duty Dispatch Supervisor to notify the EM duty officer.

e. Unlisted phone numbers and cell phone numbers are not included in the call database. If someone with an unlisted number/cell phone number would like to be included in the call-down database, refer them to http://www.volusia.org/services/public-protection/emergency-management/ using the following preferred method:

- Click on the "**CODE RED**" link. This will take them to a secure data update page. They will be able to enter their name, address, and phone number. The entries will then be entered into the call-down database. For those **without** computer access, refer to

Volusia County Emergency Management (EM) at **386-254-1500**. County EM personnel will enter the information into the database for those unable to do so.

f. Requests for emergency notifications may be initiated by supervisory field personnel. In doing so, supervisory field personnel must provide specific pertinent information and direction.

2. **TRAINING**

a. Initial and refresher training will be provided during appropriate in-service training for field units and appropriate supervisory personnel to assist in situation assessment and message drafting.

b. The PIO will provide additional message drafting assistance, as necessary and appropriate.

IV. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 46.1.10

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-081-07**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **SCHEDULES AND TELEPHONE NUMBERS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for posting schedules, receiving messages for patrol Deputies, and scheduling Communications Section personnel.

II. DISCUSSION

Many circumstances require that Telecommunicators be able to determine a patrol unit's status and/or schedule in order to know whether the unit is currently on duty, busy on a call, or off duty. If the unit is off duty, it may be necessary to contact that unit at home. Telecommunicators must be able to obtain that information immediately when required.

In order to ensure that the Communications Section has adequate personnel to effectively perform all the duties and responsibilities assigned to the Section, it is necessary to establish specific procedures for handling absences and scheduling regular and overtime employees.

III. POLICY AND PROCEDURE

A. PATROL SCHEDULES

1. Communications Section will have access to Units on Duty report for each patrol shift in the dispatch area. A current list of Deputies and Supervisors home telephone numbers can be located in CAD under the personnel tab.
2. When a message is received for a patrol unit, the Telecommunicator shall first check the unit's status by querying the unit's history in CAD.
3. If the unit is currently shown as on duty, the message shall be sent to the unit via MDC, if available, or the appropriate dispatcher to relay the information provided to the indicated unit.
4. If the unit is off duty, the Telecommunicator shall obtain enough information to determine whether another patrol unit needs to be dispatched to the caller's location, the call is personal in nature, or the call is related to a case but not of an urgent nature requiring immediate response. During normal business hours, the caller will be referred to the appropriate district office for assistance.
5. **AT NO TIME SHALL A DEPUTY'S HOME TELEPHONE NUMBER OR ADDRESS BE GIVEN TO ANYONE OUTSIDE THE VOLUSIA SHERIFF'S OFFICE (VSO).**
6. If the information obtained requires that the Deputy be contacted at home, the Telecommunicator, upon Communications Shift Supervisor approval, shall consult the appropriate personnel file available at each position in the dispatch area to obtain the home telephone number for that Deputy.
7. The Deputy shall then be called by the Telecommunicator and the message delivered.
8. All messages shall be provided as a message entry in CAD to the appropriate dispatcher.

9. Urgent messages shall be delivered immediately, if possible. If unable to reach the Deputy, repeated attempts shall be made until the message is delivered, including having another Deputy leave a note at the required Deputy's home. The decision to dispatch another Deputy for this purpose shall be at the discretion of the Communications Shift Supervisor.
10. The message shall also be given to the Communications Shift Supervisor, who shall then give it to the Communications Shift Supervisor for the oncoming shift, if not delivered prior to shift change.
11. In any instance where it is difficult to determine whether or not a message must be delivered immediately, the question shall be referred to the Communications Shift Supervisor who shall make the decision.

B. TELECOMMUNICATOR SCHEDULING

1. ANNUAL/PERSONAL LEAVE

a. Leave requests shall be in compliance with general order *GO-022-02 Benefits and Leave*.

b. Except in extreme emergencies, all leave requests must be approved in advance to allow assessment of the need for overtime personnel and scheduling of such, if required.

2. UNSCHEDULED LEAVE

a. All employees shall comply with general order *GO-022-02 Benefits and Leave*.

b. The Communications Shift Supervisor/Assistant Shift Supervisor shall make an entry on the Shift Briefing Report when an employee calls to advise they will be unable to report for duty due to illness.

c. If overtime personnel are required to meet minimum shift staffing requirements, the Communications Shift Supervisor/Assistant Shift Supervisor will note on the Supervisor's Log:

- Which personnel were called
- The results of the call (i.e., no answer, refused, will come in, message left on telephone answering machine, etc.).

d. Any person calling in sick will speak directly with the Communications Shift Supervisor/Assistant Shift Supervisor.

e. The on-coming Communications Shift Supervisor will be advised of all personnel calling in sick as soon as the shift supervisor reports for duty, and whether overtime personnel have been obtained.

f. If an employee assigned to the night shift calls in during the day shift, it shall be the responsibility of the day shift supervisor to ensure adequate coverage of the affected shift.

g. If an employee assigned to the day shift calls in after 2300 hours, the affected day shift supervisor shall be responsible for ensuring adequate coverage. Calling of off duty personnel for overtime shall not commence prior to 0600 hours.

h. The Communications Shift Supervisor responsible for calling in off duty personnel, in accordance with the foregoing procedures, shall first attempt to secure a volunteer from off-duty personnel.

i. If there is no volunteer among the employees contacted, the Communications Shift Supervisor shall designate which person(s) must report for duty.

j. Day shift overtime personnel will report for duty on or before 0800 hours, when not prescheduled for overtime.

k. Night shift overtime personnel will report at the normal shift hour of 1800 hours, when not prescheduled for overtime.

l. Refusal of an employee to report for overtime duty when instructed to do so by the Communications Shift Supervisor shall be grounds for disciplinary action.

3. SHIFT ASSIGNMENTS

a. In order to maintain a balance in the number and abilities of personnel assigned to all shifts, personnel shall be reassigned as needed at the option of the Communications Section Supervisor or designee.

b. It is the policy of the VSO to make exceptions to regular shift schedules to facilitate academic studies which are job related.

4. **TIME CARDS**

a. Communications personnel shall complete bi-weekly time tracking in accordance with VSO policies and procedures.

b. The Communications Shift Supervisor/Assistant Shift Supervisor shall ensure each employee under their supervision properly completes and approves their time for the respective pay period no later than 09:00 a.m. on the first Monday of the following pay period; the Communications Shift Supervisor will approve all such submissions by 10:00 a.m. that same day.

5. **OVERTIME**

a. Overtime personnel shall only work to fill vacancies, or increase staffing for special events, as authorized by the Communications Director.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-081-08**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **STATUS INDICATORS AND IDENTIFICATION DESIGNATIONS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to ensure that a visual display of Deputy/Officer status is available to each Telecommunicator for every Deputy/Officer under their control, and that assignment of radio identification numbers and personnel identification numbers is designated.

II. DISCUSSION

For Deputy/Officer safety, it is essential that Telecommunicators know the location of all Deputies/Officers under their control, the length of time a Deputy/Officer has been on the scene, and which units are available for service. A visual display of this information makes it immediately available at all times.

It is also vital to have a radio identification numbering system based on a combination of zone/assignment numbers and personal identification numbers to facilitate proper radio communication procedures. A numerical system provides for Deputy identification and area of responsibility.

III. POLICY

It shall be the policy of the Volusia Sheriff's Office (VSO) that the Communications Section monitor the status and location of all Deputies/Officers at all times. It shall further be required that Telecommunicators re-contact Deputy/Officers at the intervals specified for different types of calls as defined in the CAD system in order to determine their safety.

The VSO shall maintain a radio identification numbering system based on a combination of zone/assignment numbers and personal identification numbers.

IV. PROCEDURE

A. GENERAL

1. All procedures shall be in accordance with the CAD Operating Manual.
2. In the event that a Deputy/Officer does not respond when a Telecommunicator attempts to contact them (well-being check) at the scene of a call, a traffic stop, or other incident, another unit shall be dispatched immediately to the same location.
3. The Patrol Supervisor for the unit shall be notified of the last known location, the length of time since the last contact, the nature of the incident to which the unit responded, and what unit is responding as backup.
4. The Shift Supervisor shall also be informed of the above information.
5. The Telecommunicator shall continue to attempt to contact the unit at intervals until another unit arrives at the scene.

6. The time(s) the Telecommunicator attempted to make radio contact with the unit shall be recorded in the call history using a "misc" entry. If the manual complaint card system is currently in use, the time(s) shall be recorded in the "remarks" field of the dispatch card.
7. The Telecommunicator shall dispatch the nearest available unit as shown by the "in service" list at the bottom of the CAD Status Screen, unless instructed otherwise by the Patrol Supervisor.
8. Telecommunicators shall be expected to know the various types of indicators used by the CAD system to "flag" units, times, and types of calls in order to quickly identify those requiring immediate action for the Deputy/Officer's safety.

B. VSO IDENTIFICATION NUMBER ASSIGNMENT

1. VSO identification numbers are permanently assigned by the Information Management Coordinator and are the key in the data base for activity reference, and a CAD/RMS "sign on" identifier.
2. VSO identification numbers will not be reassigned, are in numerical order and do not indicate seniority with VSO.
3. The VSO shall assign a permanent VSO identification number to:
   - All members of the VSO including sworn, civilian, and volunteers;
   - All personnel with RMS/CAD entry capabilities;
   - All personnel dispatched by the VSO.
4. The VSO identification number is used to identify personnel on the RMS/CAD system and on all documents requiring an ID number.

C. RADIO UNIT ASSIGNMENT SYSTEM

1. The system for assigning radio identification shall be maintained by the Communications Center and made available through the CAD system.

2. **LAW ENFORCEMENT OPERATIONS PATROL UNITS**

   a. Law Enforcement Operations Division patrol units are assigned radio unit identification numbers using a four character designation.

      (1) The first character of the unit assignment designation denotes which agency the unit is assigned to, “1” is for VSO.

      (2) The second character designates the shift assignment, there are four shift designations: A, B, C, and D.

      (3) The next two characters designate which zone the unit is assigned to. Example: 1A31 would be a VSO Alpha shift unit assigned to 31zone.

      (4) District Sergeants end with zero. Example, District 2 Sergeant would be 20; District 3 would be 30, etc. Example: 1A30 would be VSO Alpha shift District 3 sergeant.

   b. F20-F63: District Detectives.

      (1) The second character denotes the District to which the Detective is assigned.

V. ACCREDITATION STANDARDS

A. CALEA COMMUNICATIONS ACCREDITATION

- 6.3.1

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-081-09**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **ENVIRONMENTAL MANAGEMENT**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for contacting personnel from the Environmental Management Division when their response or assistance is required and to provide information in reference to toxic substances stored and in use in the Communications Services building.

II. DISCUSSION

When hazardous materials require transport/storage, or when direction is needed in proper handling of such substances, it is essential that the Shift Supervisor have immediate access to personnel from the Environmental Management Division.

It is also necessary to establish procedures to address Florida's Clear Indoor Act.

III. POLICY AND PROCEDURE

A. GENERAL

1. The Communications Section shall maintain current and accurate names, addresses, and both on and off duty telephone numbers for Environmental Management Division in the Agency Contact File.

B. TOXIC SUBSTANCES STORED BY COMMUNICATIONS SECTION

1. Toxic substances shall be stored in the Janitor's closet, and the applicable safety data sheets shall be placed at the same locations.
2. All personnel shall review the safety data before using cleaning products:

C. CLEAN INDOOR ACT

1. All areas of the Communications Services building shall be non-smoking/tobacco free areas.
2. **COMPLAINTS**
3. For a first complaint about someone other than an employee smoking in a facility open to the public, the complainant should be referred to the Volusia County Citizens' Dispute Project, Inc.
4. If this organization is unable to mediate the complaint, or for chronic complaints about the same facility, the complainant should be referred to the Department of Health and Rehabilitative Services which has responsibility for enforcing the Florida Statute.
5. Complainants may be advised that the penalty for this non-criminal violation is a fine of not more than $100 for the first violation and not more than $500 for each subsequent violation.
6. The Department of Business Regulation and the Department of Health and Rehabilitative Services may conduct periodic inspections to ensure compliance.

7. Volusia Sheriff's Office (VSO) employees smoking in a VSO facility shall be subject to disciplinary procedures as defined in general order *GO-026-02 Standards of Conduct*.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-081-10**	**Distribution** All Personnel	**Reissue/Effective Date** 06/16/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** 04/14/2021
Title **MISCELLANEOUS COMMUNICATIONS PROCEDURES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish a source for guidelines that are general in nature to the Communications Section.

II. DISCUSSION

This general order will provide guidelines which are short in nature and do not require a standalone general order.

III. GUIDELINES

A. RECORDINGS AND PLAY BACKS

1. Since any recording may become evidence in a court proceeding or the subject of remedial training or disciplinary action against Volusia Sheriff's Office (VSO) personnel, it is necessary to follow specific procedures to ensure that legal requirements are met. Further, it may, at times, be necessary to immediately play back telephone or radio conversations to check or obtain information which was missed in the original conversation.
2. All administrative, 9-1-1, State Warning Point and any other telephone conversations at each telephone answering position within the dispatch section, as well as all radio transmissions on designated talkgroups, shall be recorded on individual, dedicated channels of the Master Logging Recorder at all times. All telephones/primary radio channels shall also be recorded on the Play Backs at each position.
3. All primary talk group radio recordings and phone call recordings are retained for a minimum of one (1) year from the date of recording. All secondary talk group radio recordings are retained for a minimum of thirty (30) days from the date of the recording. They shall be stored in a secure, room within the Communications Center which shall be accessible only to Communications Section Supervisors and the Audio Research Unit.
4. On receipt of an authorized request for retention, such recordings shall be retained until the purpose for the retention has been satisfied. Information or CD copies shall only be made and released to authorized personnel, and only at the request of an authorized supervisor, court official, or State Attorney's office.
5. Review, research, or copying of recordings shall be done only by those personnel trained in the operation of the equipment to prevent accidental erasure.
6. When a Patrol Supervisor or other authorized person requests retention of a recording (or "hold"), the Shift Supervisor/Assistant Shift Supervisor, will complete the Request for Audio form and forward it to the Audio Research Unit.

7. If a request is received for retention of a recording other than for the current date, the Request for Audio form will be completed by the Shift Supervisor/Assistant Shift Supervisor on duty and forwarded to the Audio Research Unit.
8. Research of recordings shall be done by the Audio Research Unit or designee at the earliest possible date.
9. Information will be written in chronological order. The date, time, case number, requesting person, and researcher's name will be included in the written record.
10. If a CD copy of the recording is provided, an outline of the information provided on the CD shall be written, if requested. A copy of the outline should be provided to the person receiving the recording, and a copy must be retained on file, if requested.
11. When it is necessary to obtain an immediate playback of any radio or telephone communication, two methods may be utilized.
    a. If the conversation is via telephone and occurred no more than thirty (30) minutes previously, Play Backs available at each position may contain the information required.
    b. If the communication was via radio, took place more than thirty (30) minutes previously, or is for some other reason not available on Play Backs, the Master Logging Recorder should be utilized. Procedures for using the "search" capabilities of the recorder are described in the manual provided with the unit.

B. JURISDICTIONAL AND ZONE MAPS

1. Communications personnel must have immediate access to maps which delineate the jurisdictional boundaries of the VSO. In addition, each zone boundary must be easily visible to enable Telecommunicators to identify what unit must be dispatched to a particular area.
2. Although most locations and zones will be available through the CAD system, there will be additions due to new construction, deletions due to annexation, and erroneous information not previously identified. Changes in zone boundaries may also occur. All such additions, deletions, errors and changes will require a period of time prior to insertion in the computer data base. Therefore, it is necessary to have an alternative source for this information.
3. Additionally, there will be times when the CAD system is out of service and the manual complaint system must be utilized. At those times, it is essential that the information be available through other means.
4. The Communication Section shall maintain current, accurate maps of Volusia County.
5. These maps shall be displayed on the walls in the complaint desk and radio areas. Said maps shall be readily accessible to all personnel, and shall be large enough to be easily read.
6. Zones and jurisdictional boundaries shall be clearly defined. It shall be the responsibility of the Communications Director or designee to ensure that all such maps are current, accurate, and legible.
7. Damaged, outdated, or illegible maps shall be reported to the Communications Supervisor in writing as soon as such conditions have been identified.
8. Complete, current county map books shall also be located in the Communications Center.
9. It shall be the responsibility of the Communications Director, or designee to obtain and replace the indicated maps whenever problems or changes are reported.

C. SUBPOENAS

1. Personnel may be subpoenaed regarding calls for service which they receive or dispatch. Such actions may or may not involve the County as a party to a lawsuit.
2. It shall be policy that any Communications Section personnel receiving a subpoena or request for a deposition regarding official duties shall notify the Communications Director via chain of command. A copy of the subpoena or written request shall be forwarded to the Communications Director.
3. The Communications Director shall be notified of any changes in dates or the status of the request, such as cancellation of the request.

4. All instructions received from the Legal Department concerning the subpoena or request for a deposition shall be followed exactly.
5. No subpoenas for "third person" service on a Deputy, which do not originate with the Civil Section, shall be accepted. The Shift Supervisor/Assistant Shift Supervisor may advise the individual desiring service of the next date the Deputy will be on duty, if requested to do so.
6. In any instance in which the subpoena requires an appearance within a short time period, the Shift Supervisor/Assistant Shift Supervisor may call the Deputy, and advise them to contact the individual holding the subpoena. In no instance will the Deputy's address or telephone number be given to the server.
7. Subpoenas regarding cases not related to employment duties and not affecting Volusia County, the VSO or the Division in any way are not required to be handled in this manner.
8. If a court appearance is required for such a subpoena, personnel must advise the Communications Director in writing of the date(s) named in the subpoena; this is to ensure adequate shift personnel on the specified date(s).
9. If the case is related to criminal charges against the employee, the Communications Director shall be advised.

D. HUMAN SERVICES (DCF), UNITED WAY, SALVATION ARMY, RED CROSS, TRAVELER'S AID

1. Many incidents handled through the Communications Section require the involvement of various Human Services agencies. When such incidents occur, it is essential that telecommunicators be able to contact the required service promptly.
2. Telephone numbers for all Human Service agencies shall be maintained on the VSO Intranet Homepage and Agency Contact Files.
3. Calls requiring the involvement of United Way or Traveler's Aid received via the E 911 system shall be transferred to the United Way answering service with the provided one-button transfer feature.
4. Calls requiring the involvement of United Way or Traveler's Aid received via administrative lines shall be referred to the number maintained at each position.
5. If the caller is unable to call United Way, the Telecommunicator shall obtain the caller's telephone number, call United Way, and provide that service with the telephone number and a brief description of the problem.
6. The Telecommunicator shall promptly handle calls that require the response or assistance of the American Red Cross.
7. If a request is received to contact the Salvation Army, the telecommunicator shall do so, using the telephone number provided at each position.
8. There are many different situations which may require the assistance of various human services agencies of the state. Some of these include persons requiring counseling for mental problems or threatening suicide, elderly persons unable to care for themselves, juveniles requiring shelter or protection, and persons in need of food and shelter.
9. Persons requiring mental counseling or threatening suicide shall be handled in accordance with the appropriate Volusia Sheriff’s Communications Standard Operating Procedures.
10. Persons being taken into protective custody through the use of the Florida Mental Health Act must be transported to the nearest designated receiving facility, unless requiring immediate medical attention.
11. When requested to do so, the Telecommunicator will call the facility and provide them with the person's name, date of birth, reason for the transport, whether the person is presently violent, and an approximate time of arrival at the facility.
12. The 24 hour telephone number for ACT shall be available at each position in the dispatch area.
13. Persons who have been sexually assaulted may need a VSO Victim Advocate or a counselor from the Victim Assistance program of the State Attorney’s Office to respond to the scene or meet them

at either the Rape Crisis Center or a hospital emergency room, as directed by the Deputy or Detective responding to the call.

14. The telephone number and pager numbers shall be maintained in the Agency Contact Files.
15. If required, the Advocate on call shall be paged in accordance with the position manual.
16. Calls requiring the assistance of the Council on Aging shall be relayed to that agency using the telephone number provided at each position.
17. If a call is received at other than regular business hours, and there is no immediate threat to an individual, the number for the Council on Aging should be provided to the caller, as well as the hours of service for that agency.
18. If there is an immediate threat to the wellbeing of a person, a Deputy shall be dispatched to assess the situation; that Deputy's instructions shall then be followed.
19. If a Deputy requests the Department of Children and Families personnel to take custody of a juvenile(s) due to the arrest of the juvenile's parent(s) or some other reason:
20. The Telecommunicator shall contact the Department of Juvenile Justice. That Division will then notify the personnel on-call, advise them of the situation, and have them contact the Communications Section.
21. The Telecommunicator must provide the counselor with the number of juveniles involved, age(s) or approximate age(s), location to meet the Deputy, and any other pertinent information.
22. The Telecommunicator shall then forward information or instructions received from the counselor to the Deputy.

E. SINK HOLE FORMATIONS

1. Reports of new or reactivated sinkholes are received by the Communications Section. Such sinkholes constitute a present or potential hazard to the public safety.
2. It is the responsibility of this Section to verify such reports, take appropriate action and notify the Emergency Management on-call Duty Officer about sinkholes within Volusia County.
3. When a report of a new or reactivated sinkhole is received, a Deputy must be dispatched to determine any immediate threat to life or property. If such a threat is perceived by the responding Deputy, the Emergency Management on call Duty Officer shall be notified immediately.
4. If the threat is immediate, the fire department, Volusia County Emergency Medical Services (VCEMS), and utility companies may be required to respond, and evacuation of the immediate area may be necessary.
5. The Communications Director shall be notified of all such occurrences, as well as any action taken or requested by response personnel on the scene.
6. Upon verification of the occurrence, one of the above personnel will respond to the scene and determine appropriate further action.
7. Required utility companies shall be contacted promptly, using the emergency telephone numbers provided by the companies for law enforcement use, which are listed in the Agency Contact Files.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-081-11**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **TELEPHONE AND RADIO SYSTEM**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the use and maintenance of the Enhanced 9-1-1 Telephone System, Non-Emergency Telephone System, State Watch Office, assigned radio channels, the FCIC/NCIC and CJIS Teletype systems, and the Computer Assisted Dispatch (CAD) system.

II. DISCUSSION

Effective communications between the Volusia Sheriff's Office (VSO) and the public, and between the VSO and State and Federal Agencies, is dependent upon the E 9-1-1 telephone system, Non-Emergency telephone system, and the State Watch Office telephone system. It is therefore imperative that guidelines be established for the maintenance and use of these systems.

The assigned radio channels provide essential communication between field units, between field units and dispatch, and between this agency and other emergency service providers.

Guidelines must be established to provide rapid, professional transmissions between all users of the channels.

The information contained within the local, state and federal criminal justice information systems is vital to the effectiveness of investigative efforts. Guidelines must be provided in ensuring the availability of the systems.

The Computer Assisted Dispatch System provides fast, accurate call entry, dispatch, and status information. Guidelines must be used to enable Communications Services personnel to fully utilize the system.

III. POLICY

Responsibility for overall development and management of these systems shall be assigned to the Communications Services Section.

IV. PROCEDURE

A. E 9-1-1 SYSTEM

1. Installation and maintenance of the E 9-1-1 system shall be in accordance with the State of Florida 9-1-1 Plan and the Volusia County 9-1-1 Plan.
2. Seminole County Sheriff's Office shall be the Alternate Routing Point for E 9-1-1 calls received on the foreign exchange lines served by the 407 area code service district within Volusia County.

B. NON-EMERGENCY TELEPHONE SYSTEM

1. The Non-emergency telephone system shall be used for all non-emergency telephone communications between citizens and the VSO, between members of the VSO, and between the VSO and other departments and agencies.
2. All personnel using the Non-emergency system shall adhere to procedures established by the Volusia County Information Technology Group.

C. STATE WATCH OFFICE, NAWAS AND ESATCOMM

1. Weather bulletins, tornado sightings, downed aircraft, nuclear accidents and other emergencies require communications and coordination of activities with the State Watch Office, the National Weather Service, or both. Such emergencies require prompt, efficient handling to ensure the public safety.
2. ESATCOMM and NAWAS must be monitored in the Dispatch Section 24 hours per day, 7 days a week unless the Emergency Operations Center is activated.
3. **DAILY SYSTEM TEST**
    a. Calls directed to Volusia County Emergency Operations Center (EOC) shall be answered by Emergency Operations Center personnel during regular business hours and by Dispatch Section personnel at all other times.
    b. The Shift Supervisor shall be notified immediately of all calls received on this system. The Shift Supervisor shall then be responsible for making any other appropriate notifications or initiating an appropriate response.

D. CRIMINAL JUSTICE INFORMATION TELETYPE SYSTEMS

1. Use of the state (FCIC) and federal (NCIC) systems shall be in accordance with the operating and instruction manuals provided by those agencies. These manuals are maintained on line and are available to authorized users at all times.
2. In accordance with state and federal regulations, no unauthorized person shall be permitted access to the Teletype equipment, the systems, nor the information obtained through the systems.
3. Personnel having access to these systems shall be trained and certified in accordance with FCIC/NCIC requirements.
4. Use of the local criminal justice information system (CJIS) shall be in accordance with the operating and instruction manual issued through the Information Services Division.
5. Information obtained through the CJIS system shall be handled with the same restrictions as those applied to FCIC/NCIC, and no unauthorized persons will be permitted access to the equipment or information obtained through this system.
6. Teletype equipment for access to FCIC/NCIC shall be maintained in fully operational condition at all times.
7. In the event of failure of said equipment, the telephone number specified in the FCIC Operating Manual shall be used to notify that agency of the failure; as mandated by FCIC, the appropriate repair person shall be notified.

E. RADIO CONSOLE STANDARD OPERATING PROCEDURES

1. All radio procedures shall be in accordance with the appropriate Communications Standard Operating Procedures maintained in the dispatch area.
2. The Communications Standard Operating Procedures shall not violate any local, state or federal rules or regulations, or regulations of the Federal Communications Commission.
3. Calls shall be handled in accordance with the appropriate Communications Standard Operating Procedures.
4. Tactical plans for directing resources and performing dispatch functions associated with tactical operations, such as roadblocks, shall be contained in the Manual.
5. No unauthorized persons shall be permitted access to the radio dispatch area at any time, nor shall such persons operate any radio console.
6. It shall be the responsibility of the shift supervisor to ensure the security of the dispatch area at all times.

7. Specific procedures for handling exigent, in progress, or just occurred calls shall be as described in the appropriate Communications Standard Operating Procedures. Such procedures are to facilitate prompt dispatch and response to such incidents.
8. The activities and/or status of all officers, whether on duty or off duty, shall be recorded at all times.
    a. Using the manual system, such activity shall be recorded on the status card for each officer.
    b. Using the CAD system, such activity shall be recorded with an entry to the officer's history.

F. TELEPHONE COMPLAINT PROCESSING AND CALL HANDLING

1. All calls for service shall be handled in accordance with the Communications Standard Operating Procedures.
2. Care should be taken to elicit all relevant information for the type of call being processed.
3. Particular emphasis must be placed on that information which will contribute to officer safety, such as weapons involved or suspects or other hazardous situations present at the scene.
4. Eliciting information specified in the "Communications Standard Operating Procedures " will allow the officer to anticipate and prepare for conditions at the scene.
5. Descriptions of suspects and vehicles shall be in accordance with the Communications Standard Operating Procedures.
6. Recording of calls for service shall be according to the following:
    a. Either a CAD event entry, or a complaint card if the manual system is being used, shall be initiated for:
        - Calls which result in a Deputy being dispatched, regardless of whether or not a case report is written.
        - Telephone handled complaints for which a Telecommunicator has written a report.
        - All calls in which the Telecommunicator, or the shift supervisor, has reason to believe that either the content or the handling of the call may be questioned at a later date.
        - All requests for a House Watch or Extra Patrol.
        - All requests for a "case number" by a Department member to be used for some type of action which has been or will be initiated by that person.
    b. A separate complaint card shall be completed for any unit or units responding to a call in addition to the unit originally assigned, if the manual complaint card system is in use.
    c. An entry shall be made in CAD, when not using the manual complaint system, showing all additional units as "back up" to the original unit assigned to a call. This information will be appended to each unit's history for the shift, and will provide for immediate information on the unit's status.
7. Refer to the Communications Standard Operating Procedures for data field procedures when utilizing the manual Complaint Card system.

G. CALL HANDLING IN EXIGENT AND/OR "IN PROGRESS" INCIDENTS

1. Upon determining that a call is exigent, in progress, or just occurred, the Telecommunicator will question the caller only long enough to determine the exact nature of the call and the location.
2. The telecommunicator shall then notify the dispatcher of the information received as well as what line the caller is on.
3. The telecommunicator will then return to the caller, obtain all other required information, and forward the complaint card to the dispatcher.
4. The dispatcher will initiate an immediate response in accordance with radio procedures contained in the Communications Standard Operating Procedures.

H. COMPUTER ASSISTED DISPATCH SYSTEM (CAD)

1. All procedures shall be in accordance with the system operating manual, the "CAD Reference Guide", and all related position manuals.

2. The information obtained on each call shall be the same as that required when using the manual complaint system, which shall include, but not be limited to:
    - Date and time the request for service was received.
    - Name/address of complainant (if possible).
    - Type of incident reported.
    - Location of incident.
    - Identification of Deputies assigned as primary responder and back-up
    - Time of dispatch
    - Deputy arrival
    - Deputy return to service.
    - Disposition and/or status of the incident.
    - The times received (initiated) and entered into the system are recorded by CAD and do not need to be entered separately.

I. COMPLAINT OR CALL NUMBERS

1. Calls entered into the CAD system will automatically be assigned an "event number".
    a. This number is made up of the two (2) digit year, the Julian date, and the sequential number (i.e., 90156002356).
    b. This number is NOT A CASE NUMBER.
    c. The sequential digits following the Julian date are recycled every 24 hours.
    d. This number allows the system to track the call.
2. Specific procedures must be followed to obtain a "case number" or "complaint number"; this shall be in accordance with CAD system requirements and procedures as delineated in the CAD System Manual.
3. A case or complaint number will be requested from the system whenever a report is to be written about an incident.

J. RADIO, TELEPHONE, AND TELETYPE FUNCTIONS

1. The Communications Section is responsible for receiving and dispatching calls for service for all public safety agencies in Volusia County (Law Enforcement, Fire, EMS). Further, this Section is responsible for processing teletype inquiries and administrative messages through the FCIC, NCIC and CJIS Teletype systems. This Section does not monitor private security alarms, but does initiate a response when a report of such an alarm is received from an alarm company, or, in the case of audible alarms, from a private citizen.
2. It is the policy of the VSO to provide 24 Hour, 7-day a week, toll free voice and TDD telephone access to the VSO for both emergency and non-emergency calls.
3. Telephone numbers shall be as follows:

EMERGENCY CALLS	9-1-1
NON-EMERGENCY	
WEST VOLUSIA	386-943-8276
NORTHEAST VOLUSIA	386-239-8276
SOUTHEAST VOLUSIA	386-409-8276
ADMINISTRATIVE	
DELAND	386-736-5961
DAYTONA	386-257-4689

4. It shall be the responsibility of the Communications Services Section to perform the functions of radio communications, telephone communications, and teletype or other automated data communications, including the Computer Assisted Dispatch system, and maintain all equipment necessary for the proper performance of these functions, in accordance with local, State and Federal rules and regulations, and to ensure that all radio operations be conducted in accordance with Federal Communications Commission (FCC) procedures and requirements. The Communications Services Section shall maintain the current Federal Communications Commission (FCC) license and a current copy of the agency's rules and regulations. Any required approval and/or authorizations shall be obtained prior to the purchase of any equipment or any change in operating procedures.
5. All radio procedures shall be in accordance with the Communications Standard Operating Procedures maintained in the radio dispatch area.
6. The Communications Standard Operating Procedures shall not violate any local, State or Federal rules or regulations. Any conflict between procedures and any rule or regulation shall result in the rule or regulation taking precedence.
7. Telephone calls for service shall be handled in accordance with the Communications Standard Operating Procedures Manual. Any conflict between procedures and any rule or regulation shall result in the rule or regulation taking precedence.
8. All Teletype procedures shall be in accordance with the Communications Center Policy and Procedure Manual, the FCIC/NCIC Manuals, and the CJIS Manual.
9. No unauthorized person shall be permitted access to the dispatch area at any time nor shall any unauthorized person operate any radio console, telephone, or teletype.
10. It shall be the responsibility of the Communications Shift Supervisor/Assistant Shift Supervisor to ensure the security of the dispatch area at all times.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 81.1.2
- 81.2.1
- 81.2.3
- 81.2.4
- 81.2.5
- 81.2.6
- 81.2.8
- 82.2.3

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-081-12**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **800 MHZ RADIO PROCEDURES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for the use and maintenance of the 800 MHz Trunked Radio System. The system includes, but is not limited to mobiles, portables and dispatch consoles.

II. DISCUSSION

Effective communications between the Volusia Sheriff's Office (VSO) and the public is dependent in part upon reliable two-way radio communications between members of the VSO, between the VSO and other emergency service providers, and between the VSO and other departments and outside agencies.

III. PROCEDURE

A. MOBILE/PORTABLE RADIOS

1. Installation and maintenance of radio equipment shall be in accordance with procedures as set forth by the Communications Division of the County Information Technology Group. In as much as possible, a standard configuration shall be used when installing mobile radio equipment.
2. The assigned systems and radio talk groups provide essential communications between field units, between field units and dispatch, and between this agency and other departments.
3. Systems provide the capacity for a high number of talk groups which is expected to meet the needs of all users well into the future.
4. Talk Groups allow various groups to talk among themselves without interfering with others. All talk groups fully utilize the repeater system.
5. A sufficient number of systems and talk groups shall be programmed into each radio to meet the needs of the VSO.
6. Additional systems and talk groups can be added as the VSO needs grow. The VSO will normally operate on system "A" or "B". However, should one of the systems suffer a catastrophic failure the letters "CC SCAN" will be automatically displayed on all radios. Users should immediately switch to the opposite system. Users will be notified when the system is operational again.
7. In addition to dispatcher-controlled talk groups and talk groups for specialized units, the following talk groups will be available in all radios:
    - **Talk-around** – for communicating between units without tying up the primary assigned talk group.
    - **Mutual Aid for law enforcemen**t – for communications between law enforcement agencies ONLY.

- **System wide Mutual Aid groups** – for communications between any and all users of the 800 MHz radio system.
- **National Mutual Aid groups** – for communications with other 800 MHz users outside Volusia County.

8. **INDIVIDUAL CALL (I-CALL)**

   a. Individual Call (I-CALL) is the term describing the ability of a radio equipped with a keypad to call up any single radio in the system, thus providing private communications between the two users. It should be noted that when users are involved in "Individual Call" they are removed from their assigned talk group and are no longer in contact with Central.

   b. Individual calls can be accomplished by a user keying up the individual radio ID of another user. These calls will be restricted to supervisors ONLY and will be limited by time. Further, the system will be programmed to limit the percentage of system use for individual calls.

9. **EMERGENCY BUTTON**

   (a) The emergency call button will be used to alert the dispatcher and others to an emergency situation when pressed and will provide them with the ID of the originating radio. In addition to providing the ID of the originating radio, the emergency call button when activated, will momentarily "key up" the microphone, providing the caller the ability to call for help without pressing the transmit button.

   (b) The emergency call button shall only be used when:
   - The health or welfare of a user is in great danger and,
   - Continued verbal two-way radio communications is unlikely or greatly impaired.

   (c) The dispatcher shall immediately dispatch the nearest available unit and notify the supervisor. The dispatcher will take all further instructions from the supervisor.

10. **PHONE PATCH**

    a. Radios with keypads have the ability to make telephone calls through the 800 MHz radio system. However, this is not a full duplex system such as that designed in cellular telephones. Use of the phone patch will continue to function in the manner as that of a two-way radio.

    b. Although a "phone patch" feature is available, use of this capability ties up the system for its intended use, and removes the user from their assigned talk group. Therefore, use of this feature shall be limited to the Sheriff, Chief Deputy and Division Chiefs only, or as directed by the Sheriff. It should be noted that this feature does not have the full duplex capability like that of a cellular telephone. It will function similar to a two-way radio with only one user talking at a time. Therefore, use of cellular telephones should continue to be encouraged.

    c. Users will monitor their radios at all times and shall remain in their assigned talk group unless otherwise directed by Central dispatch, other competent authority or as required by this general order.

    d. No unauthorized person shall have access to, nor be permitted to operate a VSO radio.

B. RADIO CONSOLE STANDARD OPERATING PROCEDURE

1. Installation and maintenance of radio consoles shall be in accordance with procedures as set forth by the Communications Division of the County Information Technology Group. Consoles will be installed in such a way to ensure the needs of telecommunicators are met.

2. Dispatchers will monitor their radio consoles at all times including any and all talk groups assigned to their positions.

3. All radio procedures shall be in accordance with the Volusia Sheriff's Communications Standard Operating Procedures maintained in the dispatch area.

4. The Volusia Sheriff's Communications Standard Operating Procedures shall not violate any local, state or federal rules or regulations, or regulations of the Federal Communications Commission. Any conflict between procedures in the Volusia Sheriff's Communications Standard Operating Procedures and any rule or regulation shall result in the rule or regulation taking precedence.

5. **PATCHING**

a. Patching of talk groups provides the ability to bring selected radios into a separate talk group.

b. Patching of radios shall be accomplished by the dispatcher.

6. **SYSTEM AND CONTROLLER FAILURE**

(a) A controller failure will cause the loss of dispatch consoles. Backup control stations and procedures will be in place to provide Central the ability to continue to dispatch. Dispatchers shall follow the procedures as outlined in the Volusia Sheriff's Communications Standard Operating Procedures. No action will be necessary on the part of patrol units.

(b) A partial failure of the system will cause it to revert to a Fail Soft mode. This means that a Microsoft failure will cause the system to revert to six individual systems (individual cell sites). While many of the features of the system will be restricted, communications can continue. A catastrophic system failure means a total failure of System "A" or System "B". The letters "CC SCAN" will display on all radios affected and users should immediately switch to the opposing System (i.e. system "B" for Sheriff's personnel).

7. No unauthorized persons shall be permitted access to the radio dispatch area at any time, nor shall such persons operate any radio console.

8. It shall be the responsibility of the Communications shift supervisor to ensure the security of the dispatch area at all times.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-081-13**	**Distribution** All Personnel	**Reissue/Effective Date** 05/12/2023
		Original Issue Date 01/05/2021	**Previous Revision Date** 04/06/2022
Title **RADIO PROCEDURES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish procedures for communications between Deputies and the communications center, including specification of the circumstances requiring radio communications.

II. DISCUSSION

Operations are more efficient, and safety is enhanced when Telecommunicators, Supervisors, and fellow Deputies know the status of Deputies, their location, the nature of cases, and developments in investigations. Deputies are required to communicate with the Telecommunicator upon arrival at the scene of an incident, before they leave their patrol cars, when they make vehicle or pedestrian stops (with provisions for giving locations and identifying information for vehicles), when available for service or reporting incidents.

III. POLICY

It shall be the policy of the Volusia Sheriff's Office (VSO) to maintain efficient and safe radio procedures.

IV. PROCEDURE

A. IN/OUT OF SERVICE [CALEA CM 6.3.1 (b)]

1. Deputies assigned to the Law Enforcement Operations Division will notify the Communications Center when they are available and unavailable for calls via MDC if available. If the MDC is unavailable, refer to general order *GO-082-07 Mobile Data Computer (MDC) Use and Administration*.
2. When zone units call "in service," the following format shall be used:

   "1 Charlie 32, Central."

   "1 Charlie 32."

   "1 Charlie 32, in service, ID 2232."
3. Administrative units and special service units shall advise of their status as directed by the Division Chief.
4. When calling "out of service," radio traffic shall be used by units as follows:

   "1 Charlie 32, Central."

   "1 Charlie 32."

   "1 Charlie 32, out of service."

B. RADIO PROCEDURES [CALEA CM 6.3.1 (a)]

1. The procedures outlined in the Volusia Sheriff's Communications Standard Operating Procedures shall be utilized for dispatching units.
2. Upon arrival at the scene, responding units shall inform the Telecommunicator of the arrival. When clearing the scene, units will advise the Telecommunicator that they are clear of the scene, using the appropriate in-service code and give the appropriate disposition code:
    a. **NR** – No Report Required.
    b. **Report** – Incident report.
3. Deputies and Telecommunicators should be courteous and listen before transmitting unless an emergency exists.
4. Deputies and Telecommunicators shall not display emotion by words or voice inflection that reflect or indicate irritation, disgust, or sarcasm.
5. Deputies and Telecommunicators should speak clearly and distinctly and at a rate that would allow the message to be copied correctly, normally 40-60 words a minute.
6. Deputies and Telecommunicators should utilize the phonetic alphabet, but not to excess.
7. When Deputies are away from their assigned vehicles, they will keep the Telecommunicator advised of their location and status.
8. Deputies shall advise the Telecommunicator of the location and pertinent information on changes in their status while performing normal duties to ensure their safety and the safety of those responding to assist.
9. Deputies assisting a citizen, another agency, or another VSO unit shall advise the nature of the incident, location, and status (on-scene/in route).
10. Deputies shall advise the Telecommunicator of their location and status, and if applicable, a description, when investigating suspicious subjects or incidents.
11. Deputies shall not inquire if there are any messages "holding" when going in service. All messages for field units will be noted at dispatch and automatically relayed when the appropriate unit calls in service.

C. USE OF RADIO I.D. NUMBERS [CALEA CM 6.3.1 (c)]

1. On-duty units shall use their unique radio I.D. or their assigned unit numbers.
2. Units who are off-duty and in their vehicles shall use their four (4) digit VSO I.D. number, only if equipped for MDC.

D. FORMATS

1. For **Traffic Stops** and **vehicle investigations** the following format shall be used:

    "1 Alpha 31, Central, Traffic stop

    "Go ahead, 1 Alpha 31."

    "1 Alpha 31 10-50 traffic stop at Ocean Shore and Wisteria, Florida Tag ABC12D, on a Blue Ford Station

    Wagon, 2 white male occupants (or other information)."

    Copy 1 Alpha 31, at 1100 hours."
2. **"Wanted checks"** and **registrations** shall be obtained by Central on all Florida tags and out of state tags
3. **Persons checks** shall be given as follows:

    "1 Alpha 31, Central, copy persons (wanted) check?"

    "Go ahead, 1 Alpha 31."

    "Doe, John Q. White male, 072450."

    "Acknowledged 1128 hours."
4. **Driver's License checks** shall be given in the following order due to teletype requirements:

"1 Alpha 31, Central, copy DL check by name?"

"Go ahead, 1 Alpha 31."

"Doe, John Q., White male, date of birth (DOB) 07-24-50."

"Acknowledged 1128 hours."

5. Inquiries on **articles**, **guns**, **property** shall be as follows:

   "1 Alpha 31, Central, copy stolen check on a stereo?"

   "Go ahead, 1 Alpha 31."

   "Stolen check on serial number 12345A678BA, Motorola stereo, black and silver."

   "Acknowledged 1128 hours."

E. PROPER TALK GROUP UTILIZATION

1. Units will be assigned to radio talk groups as follows:
   - **AIR ONE** – Air units and units supporting air units.
   - **DBPD1** – Daytona Beach Police Department working West of the FEC railroad tracks.
   - **DBPD2** – Daytona Beach Police Department working East of the FEC railroad tracks.
   - **LE 2** – All law enforcement units working in the District Two geographical area, Pierson units, Deland Police Department and Lake Helen Police Department.
   - **LE 3** – All law enforcement units working in the District Three North geographical area, Holly Hill Police Department and Ormond Beach Police Department.
   - **LE 4** – All law enforcement units working in the District Four and District Six geographical area, and Orange City Police Department.
   - **LE 5** – All law enforcement units working in the Volusia County Beach Safety (units north of Ponce Inlet), Daytona Beach Shores Public Safety, Ponce Inlet Police Department, Port Orange Police Department, and South Daytona Police Department.
   - **LE 7** – All law enforcement units working in the District Three South geographical area, Volusia County Beach Safety (units south of Ponce Inlet), Edgewater Police Department, and New Smyrna Beach Police Department.
   - **TELETYPE EAST** – Court Services East units, administrative requests from VSO District Three North units, Daytona Beach Police Department, Holly Hill Police Department, and Ormond Beach Police Department.
   - **TELETYPE SOUTHEAST** – Administrative requests from VSO District Three South units, Volusia County Beach Safety, South Daytona Police Department, Daytona Beach Shores Public Safety, Edgewater Police Department, New Smyrna Beach Police Department, Ponce Inlet Police Department, and Port Orange Police Department.
   - **TELETYPE WEST** – Court Services West units, administrative requests from VSO District Two, Four and Six units, Deland Police Department, Lake Helen Police Department, and Orange City Police Department.
2. All units will log on and log off their assigned work channel. All teletype requests will be made on the appropriate teletype talk group.
3. All personnel must remain on their assigned channel unless they specifically request, or are specifically directed, to change to another frequency with the exceptions as noted.
4. Teletype checks will be conducted on the Teletype Talk Group. Those units assigned to a primary talk group shall automatically switch to the Teletype Talk Group to request teletype checks and then shall revert back to their primary talk group when finished.

F. CLEARING CHANNELS FOR EMERGENCY TRAFFIC

1. Certain in-progress situations require responding units to communicate with each other during the period of their response, either to cover possible escape routes or to facilitate an apprehension. Some examples of such situations could be:

a. Priority E Calls (Not to include Hold Up Alarms)

b. In-progress calls in which weapons are involved.

c. Pursuits – Motor Vehicle and on foot

2. While responding to such calls it is not necessary for the units to continually request clearance to communicate with the other responding units.

3. Whenever such a call is in progress, the Telecommunicator shall clear the channel to give emergency traffic for the responding units by sounding the alert tone three (3) times and instructing all non-involved units to stop transmitting. The dispatcher will repeat the nature of the call and location when clearing the channel.

4. Emergency traffic will also be given when requested by a field unit. Again, the dispatcher will repeat the nature of the call and location when clearing the channel.

5. For emergency traffic on the administrative talk groups, Telecommunicator I and Communications Aide will patch the talk group with the appropriate primary talk group based on the location of the call. If no known location, ADMIN talk group will be taken over by a Telecommunicator II or higher.

6. Non-involved units will switch to their assigned alternate talk group until such time emergency traffic is completed on the primary talk group. Communications will dispatch calls to the non-involved units via the alternate talk group and will announce when emergency traffic is completed.

PRIMARY	ALTERNATE
LE 3	**LE 5**
LE 5	**LE 7**
LE 7	**LE 5**
LE 1	**LE 5**
DB PD 1	**DB PD 2**
DB PD 2	**DB PD 1**
LE 2	**LE 4**
LE 4	**LE 2**
TTY E	**TTY SE**
TTY SE	**TTY E**
TTY W	**TTYSE**

G. PRIORITY "E" CALLS [CALEA LE 41.2.1 (b)]

1. *Hold-Up Alarm calls will be dispatched utilizing a single one second tone prior to dispatch.*

2. *All priority "E" calls will be patched to multiple talk-groups based on location when practical. East side calls will be patched on east side talk groups and west side on west side. Supervisors have the option of simulcasting over the entire county if needed.* ***Initial dispatch of call will not be delayed due to activity occurring on an adjacent talk group****. If adjacent talk group is omitted from the patch, transmission will be repeated when talk group activity allows.*

3. *Priority "E" call types:*

- *ABD – Abduction*
- *ALAMRH – Hold up alarm*
- *AROB – Armed robbery*
- *ASHOOT – Active Shooter*
- *BURGIP – Burglary in progress*

- *BURGJO – Burglary just occurred*
- *CHASE & TP Pursuit – Would be patched only when requested by field units*
- *CJ – Car Jacking*
- *HI – Home Invasion*
- *HOS – Hostage*
- *PSHOT – Person Shot*
- *SHOOT – Shooting*
- *SROB – Strong Arm Robbery*
- *ST1 – School Threat*
- *STAB – Stabbing*

H. COMMUNICATING WITH OTHER UNITS OR AGENCIES [CALEA CM 6.3.1 (d)]

1. Any request to talk with another unit on the same talk group or with a unit on another talk group must be cleared through Central by requesting “Clearance” with the following exceptions:
   a. Supervisors are not required to request clearance prior to calling any unit or other agency.
   b. Field units are not required to request clearance when:
      - Responding to an in-progress call as outlined above
      - Responding to a call from a supervisor
      - Responding to a call from another agency on "All Points" or "Intercity"
2. All Talk Groups except the talk-around channel are repeater channels and therefore require an activation period of approximately one second after the mike is depressed before talking can begin. Failure to do so results in the first part of the conversation being lost.
3. In assuming responsibility for maintaining a status on all LEO units, it is imperative that all communications be held with, or directed through Central.
4. The Mutual Aid Call frequency is provided in the mobile units for the purpose of directly receiving information that may be disseminated by user agencies and to provide the mobile units the capability of contacting another agency directly when required due to some type of exigent situation. Clear speech communications shall be utilized.
   a. The use of this frequency is to be restricted to those situations where it is clearly warranted. A mobile unit wishing to utilize this frequency shall request clearance through Central.
5. The Mutual Aid Tac frequencies have been designated mutual aid communication talk groups. Their use shall be restricted to the following:
   a. When it is necessary for the mobile units of several agencies (utilizing disparate radio systems) to work together on a common frequency to coordinate activity.
6. When transmitting on Mutual Aid frequencies personnel I.D. numbers must be prefaced with agency name.

I. USE OF ALERT TONES

1. Three, one-second long alert tones will be utilized:
   a. Prior to dispatching units on all "in-progress" violent crimes
   b. Prior to clearing the channel to give emergency traffic
2. Sounding of the alert tone indicates that all routine radio traffic is to be suspended until a priority message can be transmitted.

J. TELEPHONE REQUESTS

1. Use of mobile/portable radios to request Central to place telephone calls for field units shall be kept to a minimum and confined to those situations in which the information is urgently needed and in which the field unit cannot readily reach a telephone.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-081-14**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **BURGLAR ALARM ORDINANCE**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines and procedures for the implementation and operation of the Volusia County Burglar Alarm Ordinance.

II. DISCUSSION

The Volusia Sheriff's Office (VSO) responds to more false burglar alarm calls than to any other type of call for service. This means that an enormous amount of time, money, and resources are expended on false burglar alarm calls. It is in the best interest of the County of Volusia to reduce the number of VSO responses to false burglar alarms. This shall be accomplished by the enforcement of the County Burglar Alarm Ordinance.

III. POLICY

It shall be the policy of the VSO to enforce County Ordinance 78-1 as amended by Ordinance 91-47. It shall be the policy of the VSO that a Burglar Alarm Report Form shall be completed on all burglar alarm calls.

IV. PROCEDURE

A. REGISTRATION

1. All burglar alarms within the unincorporated areas of Volusia County are required to be registered before use. Failure to register a burglar alarm shall result in a $25.00 fine in addition to any other applicable fines.
2. The Alarm Registration Form is a basic fill-in-the-blank form. When completed, it can be mailed directly to the VSO by folding the card and then taping or stapling the card closed.
3. It is the responsibility of the burglar alarm owner or manager of the premises to furnish the VSO a completed alarm registration form.
4. It shall be the responsibility of the owner or manager of the premises to notify the VSO of any changes within seven days of said change including the unavailability of any responder during any period of time.
5. Deputies are not prohibited from receiving or accepting the completed alarm registration cards from owners or managers and forwarding them to Central Records.

B. FAILURE TO TURN OFF BURGLAR ALARM

1. If a responder fails to deactivate a false burglar alarm within 30 minutes, the Deputy shall note this on the Burglar Alarm Report Form.

C. BURGLAR ALARM REPORT FORM

1. The Burglar Alarm Report Form is a basic three-part fill-in-the-blank form.
2. Deputies shall indicate in the remarks section the cause, if known, of the alarm activation. I.e., weather, power failure, etc.
3. Deputies may excuse alarms due to weather conditions, signs of an actual burglary, etc.
4. The vertical block at the lower right side of the form is an additional block for the case number. This block is to be filled in sideways for filing purposes.
5. All copies of the form shall be forwarded to Central Records. The original (white) copy shall be the official record.
6. The *second and third copies* shall be mailed to the burglar alarm owner/manager by Central Records. The reverse sides of these copies contain printed instructions on where to mail the form and the appeal process.
    a. The *second copy* (yellow copy) is, by ordinance, to be returned to the VSO by the burglar alarm owner/responsible person with their written explanation as to the cause of the false burglar alarm signal.
    b. The *final copy* (pink) shall be used to return payment to the Volusia County Finance Department, if applicable.

D. COLLECTION OF FEES/BILLING

1. The Volusia County Finance Department shall be responsible for payments.
2. The Burglar Alarm Report (copies two and three) shall serve as the original bill when a fine has been imposed.
3. Overdue notices shall be sent by the Central Records Section.
4. The return of bad checks shall be handled by the Volusia County Finance Department in one of the following manners:
    a. Referral to the State Attorney's Office if fraud is suspected;
    b. Bad checks not involving fraud shall be considered as nonpayment and processed accordingly.

E. FIRST AND SECOND FALSE BURGLAR ALARM

1. Deputies and Communications personnel are NOT required to calculate the number of previous false alarms and fine amounts for Burglar Alarm Reports. The number of past responses and appropriate fine, if applicable, shall be calculated by Records Section personnel.
2. The completed Burglar Alarm Report for a first or second response to a false burglar alarm shall serve as written notice to the person having or maintaining the burglar alarm. The notice requires the user to set forth in writing:
    - The cause of such false alarm;
    - The corrective action taken;
    - Whether such burglar alarm has been inspected by an authorized service technician; and
    - Such other information as the VSO may reasonably require in order to determine the cause of the false burglar alarm and the corrective action taken.

F. THIRD FALSE BURGLAR ALARM AND DISCONNECTION

1. For a third response to a premises within six months after second response, a fee of $50.00 shall be charged.
2. The disconnection policy shall not apply to premises required by law to have a burglar alarm system. Users of such systems shall be fined $100.00 for each false burglar alarm in excess of two within a six months period.
3. The physical deactivation of an alarm by VSO personnel is prohibited.

G. APPEAL PROCESS BY BURGLAR ALARM USERS

1. Burglar alarm owners/responsible persons may appeal imposed fines by following the instructions on the backside of copies two and three of the Burglar Alarm Report. They may also contact Central Records and request an appeal in person before the Burglar Alarm Committee. The appeal may also be by letter to the Central Records Section, which shall forward the letter to the Alarm Committee for review.
2. The Sheriff shall be responsible for the final review/appeal process of burglar alarm violations.

H. BURGLAR ALARM COMMITTEE

1. The Support Operations Division Chief shall establish a committee by which Burglar Alarm Reports shall be reviewed.
2. The Burglar Alarm Committee shall meet as needed. Location and time shall be decided by the Central Records Section Supervisor.
3. The Burglar Alarm Committee shall consist of at least three volunteer members who shall be appointed by the Support Operations Division Chief. The committee shall be assisted by a representative from the Records Section and a Law Enforcement Operations Division representative, as needed.

I. RECORD KEEPING SYSTEM

1. Burglar alarm record keeping shall be the function of the Central Records Section within the Support Operations Division.
2. The Burglar Alarm Module of the Records Management System shall be used to maintain burglar alarm registration records and records of burglar alarms and to provide necessary information to Deputies for the completion of the Burglar Alarm Report.

J. RESPONSE TO BURGLAR ALARMS BY DEPUTIES

1. Burglar alarm response shall be in a non-emergency (CODE 1) mode unless it's VERIFIED as an in progress burglar alarm. Response to verified in progress burglar alarms shall be in accordance with all applicable laws and general orders.

V. ACCREDITATION STANDARDS

A. CALEA LAW ENFORCEMENT ACCREDITATION

- 41.2.1
- 81.2.12

VI. REFERENCES

- Volusia County Ordinances, Chapter 46 EMERGENCY SERVICES, Article IV. – ALARM SYSTEMS

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-081-15**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **FIRE/EMS RUN CARD**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines procedures for Fire/EMS Run Card changes/modification requests.

II. DISCUSSION

The Volusia Sheriff's Office (VSO) is responsible for all changes to the Computer Aided Dispatch (CAD) System File Maintenance program. Quite often requested changes impact other entities. When a request is received from any Fire/EMS agency for Run Card changes/modifications, each agency impacted must be in agreement with the proposed change. In order to keep affected organizations updated with changes, the following procedure is established.

III. POLICY

It is the policy of the VSO to actively promote and employ a system that, upon receiving a request for change/modification to the Fire/EMS Run Card, promptly assesses each application and evaluates any additional impact the request(s) may produce. Further, it is the policy of the VSO that prior to implementation on the live CAD system, a qualified request will be first tested to ensure reliability of the desired results.

IV. PROCEDURE

A. GENERAL

1. The following procedures will be followed when making a request for change/modification to the Fire/EMS Run Card and will establish the process for which these applications will be implemented.

B. REQUEST

1. All agencies requesting a run card change or modification will do so via VSO Form #080812.001 "Request for Run Card/Response Modification Change" located on the agency intranet under Agency Forms\Administrative\Run Card Change Form (See Reference A).
2. Documentation of agreement by any impacted agency will be noted by signature on the form prior to being submitted to the VSO Communications Section.
3. The VSO Communications Section Assistant Director or designee will document acceptance of the request by completing the bottom portion of the form and will evaluate the request as soon as practicable. This evaluation will be conducted to determine if any additional agencies are impacted and if so, the requesting agency will first be notified. VSO will take no further action on the request until such time all documentation of agreement has been provided by the requesting agency.

4. Once all documentation has been received, VSO will advise the requesting agency with an estimated time for completion and implementation of the change.

C. IMPLEMENTATION

1. Each requested change will first be modified and tested in the Test CAD System. Only after successful testing will changes be applied to the Live CAD System.

D. DOCUMENTATION

1. Each change request will be retained by the Communication Section for a period of five (5) years.

V. FORMS (Click here to access forms)

- Request for Run Card/Response Modification Change, VSO Form # 080812.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-082-01**	**Distribution** All Personnel	**Reissue/Effective Date** 04/04/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 11/01/202
Title **RECORDS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines and procedures for the Volusia Sheriff's Office (VSO) Records Section.

II. POLICY

It shall be VSO policy to create and maintain records, through reports, of criminal activity, investigations, stolen, found, recovered, and evidentiary property along with any other actions performed by VSO personnel.

III. PROCEDURE

A. GENERAL

1. The Electronic Records Management System (ERMS) is the repository for all offense and arrest reports. [CALEA LE 82.1.5]
2. Records shall be maintained in accordance with Public Records and Federal Guidelines relating to Uniform Crime Reporting and the policies and procedures of the VSO. [CALEA LE 82.1.4]

B. MAINTENANCE AND CONTROL **[CALEA LE 82.1.5]**

1. Review, control, maintenance, retrieval, dissemination and destruction of reports, according to applicable laws and policies are essential to the operations of the Central Records Section.
2. When possible, reports will be reviewed by the supervisor of the Deputy/employee writing the report. This review ensures that the reports are completed in compliance with general orders.
3. The Communications Section shall assign a separate computer generated number to every call for service received. [CALEA LE 82.2.3]
4. Reports shall be reviewed by the Crime Classification Unit to ensure that a record has been made for each call for service requiring a report and that it contains information required for the National Incident Based Reporting System (NIBRS) Reports. [CALEA LE 82.1.4]
5. Information will be retrieved from reports and coded for NIBRS purposes. [CALEA LE 82.1.4]
6. Reports shall be maintained in an orderly and accurate manner by assigned section personnel. Original reports shall be maintained in ERMS for a period consistent with State Archive requirements.
7. The Offense Reports Unit shall be responsible for notifying the superintendent of schools office within forty-eight (48) hours of the name and address of any employee of the school district who is charged with a felony, misdemeanor involving the abuse of a minor child or the sale or possession of a controlled substance. The office must also be advised of the specific charge for which the employee was arrested.

8. Juvenile affidavits, arrest reports, warrants, fingerprints and photographs shall be removed from the reports and isolated from adult records. [CALEA LE 82.1.2 (b, c)]

9. Control of reports is conducted by a daily review by first-line Supervisors along with monthly checks by the Crime Classification Unit on field reporting. This is conducted for current, delinquent or unreported dispositions of reports. Supplementary reports are created in ERMS indicating status of cases on a regular basis by the Districts. Follow-up supplements are the responsibility of first-line Supervisors of the Deputy responsible for the case.

10. The Crime Classification Unit obtains case dispositions from the State Attorney's Office and updates ERMS.

C. REPORT DISTRIBUTION [CALEA LE 55.2.4 (f), 82.2.4]

1. The distribution of reports shall be made according to agency policy and state and federal laws. Copies of reports are made available to various agencies, persons or VSO personnel upon specific request.

2. In accordance with law, certain sections of reports are made available to insurance companies and individuals upon request, usually connected with material loss, Internal Revenue Service and insurance claims.

3. Copies of incident reports are routinely distributed to the following agency:

   - The Domestic Abuse Council receives within twenty-four (24) hours all cases involving domestic violence and domestic violence related stalking.

4. All other reports are routed in accordance with general order *GO-042-01 Criminal Investigation Administration* for follow-up.

D. CITIZENS REPORT OF CRIME [CALEA LE 82.2.2 (a)]

1. Reports from citizens shall be documented in the VSO CAD/ERMS computer systems. An individual reference number shall be assigned to each incident. These areas shall include but are not limited to: [CALEA LE 82.2.1 (a)]

   - Reports of crimes by citizens;
   - Citizen complaints (see below); [CALEA LE 82.2.2 (b)]
   - Incidents resulting in an employee being dispatched or assigned; [CALEA LE 82.2.2 (c)]
   - When a Deputy is dispatched for service at a citizen's request, when a Deputy/Detective is assigned to investigate or when a Deputy is assigned to take action at a later date;
   - Criminal and non-criminal cases initiated by employees; [CALEA LE 82.2.2 (d)]
   - Incidents involving arrests, citations and summonses shall be recorded, assigned a reference/case number and kept by the Central Records Section. [CALEA LE 82.2.2 (e)]

2. When the severity of the incident warrants, Deputies shall draw an incident number from Central Communications and complete a written report. These areas shall include but are not limited to: [CALEA LE 82.2.2]

   - Reports of crimes by citizens;
   - Criminal and non-criminal cases initiated or investigated by a Deputy;
   - Incidents involving arrests, citations and summonses shall be recorded, assigned a reference/case number and be kept by the Central Records Section.

3. CAD is responsible for the assignment of reference or case numbers. This shall be handled by the VSO CAD/ERMS system. [CALEA LE 82.2.3]

4. Dispositions for all calls for service, whether received or self-initiated, shall be recorded by CAD/ERMS. [CALEA LE 82.2.1 (a)]

5. All records whether CAD/ERMS or written reports shall contain at a minimum the following information: [CALEA LE 82.2.1 (c)]

   - Date and time of initial reporting;
   - Name (if available) of citizen requesting the service, victim's name or complainant's name;

- Location of incident;
- Nature (type) of the incident;
- Nature, date and time of action taken (if any) by Deputies.

6. All reports shall be completed in accordance with the current reporting forms and manuals. [CALEA LE 82.2.1 (d)]
7. First line Supervisors shall review said reports in accordance with the criteria established by general order *GO-042-01 Criminal Investigation Administration*.
8. The reviewing Supervisor's signature shall indicate that the report was satisfactorily completed and reviewed. [CALEA LE 82.2.1 (e)]
9. Follow-up/supplement assignments responsibilities are outlined in general order *GO-042-01 Criminal Investigation Administration*.

E. PRIVACY AND SECURITY [CALEA LE 82.1.1 (a)]

1. Original reports are maintained within ERMS. Security and control is done through computer permissions and certifications.
2. Records and reports containing information on juveniles and victims of sexual crimes are restricted by Florida law and may not be public records. Release of this information in any report is governed by Florida law and released accordingly. [CALEA LE 82.1.2 (c)]
3. **CRIMINAL HISTORY RECORDS**
   a. The VSO accesses computerized criminal history information through the following computer systems:
      - VSO ERMS computer system;
      - Clerk of Court Management System (CCMS);
      - Florida Crime Information Computer (FCIC);
      - National Crime Information Computer (NCIC).

   b. User profiles and passwords are required to access the ERMS, CCMS, FCIC and NCIC computer systems.

   c. The release of criminal history information from the ERMS and CCMS computer systems is governed by the Florida Public Records Statutes.

   d. Criminal history information shall only be disseminated for criminal justice purposes and to agencies that have been assigned a valid Originating Agency Identification (ORI) number from the FBI.

   e. Any section or unit disseminating criminal history information to authorized criminal justice agencies outside the management control of the VSO shall maintain a monthly Criminal History Dissemination Log containing the following information at a minimum:
      (1) Date of dissemination;
      (2) Name of the subject of the criminal history;
      (3) SID or FBI number of the subject of the criminal history;
      (4) Name and agency of the recipient of the criminal history;
      (5) Name and VSO ID number of the person releasing the criminal history;
      (6) Reason for the dissemination;
      (7) Purpose code used for the criminal history request.

   f. Providing an authorized criminal justice agency with verbal confirmation of the absence of a criminal history is considered dissemination and shall be logged as such.

   g. Criminal histories that are run and not disseminated are shredded once no longer needed. If kept for a period of time after being read, the criminal history information shall be stored securely.

h. VSO, Central Records, maintains a Criminal History Dissemination Log of all criminal histories which are disseminated outside of records.

F. REPORT/RECORD RETENTION [CALEA CM 6.7.2; LE 82.1.3, 82.3.5]

1. Retention of reports/records is controlled by the Department of State, Division of Archives and Records Management, Schedule GS2.
2. Criminal intelligence information shall be considered active and retained as long as it relates to intelligence gathering conducted with a reasonable, good faith belief that it will lead to detection of ongoing or reasonably anticipated criminal activity.
3. Any records relating to the seizure and destruction of manufacturing equipment used in a grow operation will be maintained for a period of twenty-four (24) months, per Fla. Stat. § 893.10(4), or as periodically updated via the Division of Archives and Records Management , Schedule GS2.
4. Other records will be retained until the information is determined to be no longer of any value to the VSO.
5. Duplicates of reports are retained until obsolete, superseded or of no administrative value.

G. BACKUP AND STORAGE OF CENTRAL RECORDS COMPUTER FILES [CALEA LE 82.1.6 (a, b)]

1. The Information Technology Section will perform a full backup of the network, to include central records systems, in accordance with general order *GO-082-06 Computer Security and Utilization*. The Director of Information Technology will establish and maintain the necessary specific data backup procedures and off-site storage requirements as changing/evolving needs dictate.

H. INCIDENT REPORTS

1. Incident reports shall be maintained in ERMS. [CALEA LE 82.1.5]

I. ARREST RECORDS

1. The Volusia County Jail is the major source of identification records information. This information is received on a daily basis. The corrections booking section assigns all booking numbers.
2. The data is recorded by entering the arrest information into the CJIS computer under the subject's SPN number. The subject is assigned a unique SPN number by the CJIS computer system when entered in the system the first time, subsequent data entry is done under that number. [CALEA LE 82.3.6]

J. JUVENILE RECORDS

1. Juvenile records are kept separately in a file, which contains only the individual's name, D.O.B., address, Social Security Number (if available), and the charge. [CALEA LE 82.1.2 (c)]
2. Juvenile fingerprint records are retained electronically and are distinguished from adult records via coding defined within the electronic system. Access to juvenile fingerprint records is restricted to those members of the Latent Print Unit responsible for the analysis of fingerprints. [CALEA LE 82.1.2 (b, c)]

K. RECORDS ACCESSIBILITY [CALEA LE 82.1.1 (a, b), 82.1.2 (c), 82.1.6 (c)]

1. The Records Section operates from 08:00-16:30 hours, Monday-Friday, excluding holidays. It is accessible to personnel and the public during operational hours.
2. VSO personnel have twenty-four (24) hour access through computerized records management systems, both ERMS and OnBase, to incident reports and documents maintained by the Records Section.
3. Entrances and exits to the Records Section shall remain locked. Entry into the Records Section is restricted to VSO members assigned to the facility, VSO Supervisors and persons conducting business with records section personnel.
4. Persons not assigned to the Records Section facility or authorized by the Records Section Supervisor shall be escorted when inside the facility. Records stored within the facility shall be directly accessed only by Records Section personnel.

L. PUBLIC RECORDS REQUESTS [CALEA CM 6.1.4 (a, b, c), 6.7.1 (b); LE 82.1.1 (a, c); TA 7.1.6 (b), 7.2.1 (b)]

1. To ensure prompt response to requests for public records, the VSO uses an online electronic records request portal.

   a. **PROCEDURES FOR HANDLING PUBLIC RECORDS REQUESTS**

   Requests for records are handled through the Central Records online records request portal. The Public Affairs and Media Relations Office is responsible for requests from the media.

   (1) What is a public record?

   (a) Florida's Public Records statute, as contained in Chapter 119, is broadly interpreted to encompass virtually all forms of communication not specifically exempted by statute.

   (2) Who can inspect agency public records?

   (a) Anyone. The law does not require an individual to show some special purpose or legitimate interest in order to access public records. Requestors are not required to provide a name, address, or reason for the request.

   (3) Who is responsible for providing access to VSO records?

   (a) All requests or public records inquiries are forwarded to the Central Records Section. The public are directed to the online portal to submit requests.

M. CENTRAL RECORDS RELEASE [CALEA CM 6.7.1 (b); LE 82.1.1 (c); TA 7.1.6 (b), 7.2.1 (b)]

1. Records Section personnel shall release information in accordance with the Florida Public Records Statutes, Chapter 119.
2. The Records Section shall release any information on juveniles only in accordance with the Florida Public Records Statutes, Chapter 119.
3. Records Section shall furnish copies of public records upon request and collect the fee prescribed by law. If a fee is not prescribed by law, the Records Section shall collect fees in accordance with the Florida Public Records Statutes, Chapter 119.
4. All collected fees are receipted for and sent to Fiscal Affairs supervisor for deposit into the VSO account.

N. IDENTIFICATION NUMBERS

1. An identification number is assigned to each individual arrested. This number is assigned by corrections at time of booking. This number is used for any additional charges while in custody.
2. Even though a person may be arrested on several charges at different times, all booking numbers will be cross-referenced under the special person number (SPN).

O. DISPOSITION OF RECORDS

1. Operational units may maintain active records only. Inactive cases shall be transferred to the Records Section. Intelligence and vice related data may be securely stored until destroyed in accordance with Records Schedule for Law Enforcement Agencies (GS2 Revised).
2. Documentation received that could close reports includes:
   - No information filed by the States Attorney's Office;
   - No bill ordered by the courts;
   - Commitments papers;
   - Judgment and sentence forms issued by the judge. Upon inactivation of the investigation, records will be submitted to the Records Section. Notification of record retention by specific operational units will be made to the Records Section within thirty (30) days of case initiation.

P. TELETYPE UNIT

1. The Teletype Unit shall be in operation twenty-four (24) hours a day seven days a week. [CALEA LE 74.1.3 (g)]

2. All warrant information shall be furnished to all law enforcement personnel within the County.
3. Checks for active warrants shall be conducted on all traffic stops, domestic complaints and other calls for service. Not done automatically. Only upon officer/deputy request.
4. Every effort will be made to positively identify the person being arrested per warrant.
5. Each warrant shall be confirmed by Teletype Unit before warrant is served. [CALEA LE 74.1.3 (d)]
6. All sections of the arrest affidavit accompanying a warrant will be completed before warrant service can be completed.

Q. WARRANT ENTRIES

1. All warrant entries are made following specific guidelines as set forth by FCIC (FDLE), NCIC, and CCMS respectively. All warrant cancellations are also governed by these guidelines. Each are categorized below.
2. **CRITERIA FOR ENTERING NOTICES IN REGIONAL, STATE, AND FEDERAL INFORMATION SYSTEMS** [CALEA LE 74.1.3 (a)]
   a. Felony warrants are entered into CCMS (Regional) and FCIC (State) information system. The State Attorney or Judge designate those approved for extradition. They are also entered in NCIC (Federal) system. Criteria for FCIC and NCIC entries are as follows:
      - An individual (including a juvenile who will be tried as an adult) for whom a federal warrant is outstanding.
      - An individual (including a juvenile who will be tried as an adult) for whom a felony or serious misdemeanor warrant is outstanding.
      - Probation and parole violators meeting the criteria in one (1) and two (2) above.
      - Juvenile escapees and juvenile probation and parole violators - ages ten (10) to eighteen (18) years. (Category one (1))
      - Juveniles who have been charged with the commission of an act of delinquency-ages ten (10) to eighteen (18) years. (Category two (2))

   b. If, at the time of entry, there is a limitation concerning extradition of the wanted person, the information should be placed in the remarks field of the record.

   c. VSO does not extradite on misdemeanor charges or civil writs of bodily attachments; these actions are not entered into the NCIC (Federal) system.
3. **CRITERIA FOR RECEIVING INFORMATION FROM OTHER JURISDICTIONS** [CALEA LE 74.1.3 (b)]
   a. A wanted person must be entered in FCIC or NCIC for hold to be placed, or for attempted service. The following information must be provided:
      - Name, Race, Sex, Date of Birth, Charge;
      - Issuing Authority, Date Issued;
      - Bond amount.

R. RECORDING THE INFORMATION IN AGENCY FILES **[CALEA LE 74.1.3 (c)]**

1. Original warrants are filed alphabetically in Teletype Unit. All Volusia County warrants are numbered automatically via entry into CCMS information system.
2. All computer entries (CCMS, FCIC, NCIC) are verified with the original warrant.
3. Upon notification that a warrant is recalled or served, CCMS information system is immediately updated and wanted person entries in FCIC and NCIC systems are canceled. The original warrant is returned to the Clerk of the Court. The Crime Classification Unit is notified of the service. [CALEA LE 74.1.3 (f)]

S. NATIONAL INCIDENT BASED REPORTING SYSTEM (NIBRS) **[CALEA LE 82.1.4]**

1. NIBRS produces crime statistics in relation to crime trends in the United States.
2. These statistics are compiled from data submitted by various agencies throughout the United States to include the VSO.

3. The Crime Classification Unit reviews all incident and offense data in the ERMS system and compiles statistics in accordance with the Federal Bureau of Investigation (FBI) and Florida Department of Law Enforcement (FDLE) NIBRS requirements.

4. The Crime Classification Unit submits the NIBRS data to the FDLE.

T. CENTRAL RECORDS COMPUTER SYSTEM SECURITY

1. **ANNUAL AUDIT** [CALEA LE 82.1.6 (d)]

   a. Information Technology conducts an annual audit beginning the first week of every year. During the audit a listing of all past and present employees is sent to VSO Human Resources Unit for a verification of job status. Once Human Resources has verified the list, it is compared to the list of all users in accounts on ERMS. If discrepancies are found, adjustments will be made to the account and noted on the list.

   b. The results of the audit will be maintained by Information Technology, with a copy sent to the Professional Compliance Unit.

IV. APPENDICES

- GO-082-01-A Handling Public Records Requests

HANDLING PUBLIC RECORDS REQUESTS

Most requests for records can be appropriately routed to either Central Records if the request is from the general public or the PIO Unit if the request is from the news media. However, this isn't always the case, particularly if you or your worksite is in possession of the document(s) being requested. If you don't work in Central Records, are asked for access to or copies of VSO records and are in possession of the requested record(s), contact the PIO Office at Ext. 12167 to determine whether the record(s) can be released.

What is a public record?

Florida's Public Records statute, as contained in Chapter 119, is broadly interpreted to encompass virtually all forms of communication not specifically exempted by statute.

Who can inspect agency public records?

Anyone. The law does not require an individual to show some special purpose or legitimate interest in order to access public records.

Who is responsible for providing access to Sheriff's Office records?

By law, the official custodian of the records has this responsibility. In the Sheriff's Office, Central Records is our official custodian. However, this does not totally release you from responsibility. The custodian can also refer to other agency personnel who have supervision and control over a requested document and have it within their power to release public records. Anyone whose job includes contact with the public has the potential to receive a request for agency records. If you receive a public records request:

DO:

- Treat all requests and requestors with courtesy and professionalism.
- Promptly respond to all requests, whether that means providing the requested information if it is in your possession (after making the necessary checks to determine whether the information can be released) or making the appropriate referral elsewhere in the agency.
- Ask the requestor for a clarification if it isn't clear what records are being requested. This should only be done for the purpose of clarification and not to narrow or reduce the scope of a request.

DON'T:

- Ask a requestor's name, address, phone number, affiliation or reason for requesting the records. The law doesn't allow this. (However, if a request for public records cannot be processed while the requestor waits, you may ask the requestor if he/she would like to provide a name and/or number where they can be contacted when the requested records are ready to be picked up. If the requestor declines, instruct him/her to re-contact the Sheriff's Office after a specific number of days to find out whether the requested records are ready to be picked up. Be sure to provide the requestor with a name and contact number so they know who to call to check on the status of their request.)
- Ask the requestor to put his/her request in writing. Again, this is not allowed by law.
- Do anything that could be construed as hampering, discouraging, frustrating, obstructing or delaying a person's right to inspect and copy public records.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-082-02**	**Distribution** All Personnel	**Reissue/Effective Date** 01/05/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** None
Title **WANTED RECORDS-FCIC/NCIC**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish uniform procedures for the confirmation of a non-warrant wanted entry that was entered by the Volusia Sheriff's Office (VSO) into the FCIC/NCIC computer systems (Florida Crime Information System/National Crime Information System). This general order shall apply to wanted entries such as missing persons, stolen property, etc. but shall not apply to warrants. Warrant confirmation is covered under separate general order.

II. DISCUSSION

The FCIC/NCIC and RMS computer systems provide information for decision making by Detectives, Patrol Deputies and other members of the law enforcement community. Information contained in FCIC/NCIC/RMS is a tool to assist the Deputy and is not a substitute for professional police judgment. The information furnished must be evaluated along with other facts known to the Deputy at the scene when making law enforcement decisions.

III. POLICY

It is the policy of VSO that the Teletype Unit of the Communications Section shall be staffed and operational twenty-four hours per day, seven days per week. This level of continual staffing will allow VSO to meet its obligation to respond within the time allotted for inquires and wanted entry confirmations.

It shall also be the policy of the VSO to comply with all Florida Department of Law Enforcement (FDLE) rules and regulations as outlined in the FCIC/NCIC manual and as contracted.

IV. PROCEDURE

A. FCIC/NCIC ENTRY

1. The Teletype Unit will record the information necessary for computer entry into FCIC onto the appropriate FCIC/NCIC entry card. The FCIC entry card will be filed in the Teletype Unit, listing the PCN and NIC number once the entry was accepted in FCIC or NCIC.
2. A **PCN** is a Persons Control Number; an eight digit number assigned by FCIC upon entry which contains an alphabetic character ("T") followed by seven numerals.
3. A **NIC** is an NCIC number; a self-checking number consisting of an alphabetic character ("W" in the Wanted Person File) followed by nine numeric characters which is automatically assigned by the NCIC computer to each accepted record. The number must have valid check digits when used to identify a record in a subsequent transaction.
4. All hard copy printouts of the FCIC/NCIC entry, along with any administrative messages such as BOLO's will be filed with the original case file.

B. CONFIRMATION

1. All confirmation requests shall be verified by the Teletype Unit before a response is sent to the inquiring agency.
2. For FCIC/NCIC purposes, confirmation is a substantive response such as a positive or negative confirmation to an inquiring agency on a wanted status.
3. When a law enforcement agency receives a positive response (HIT) on FCIC/NCIC for a want originating in Volusia County, that agency teletypes VSO to confirm the validity of the want before taking action. The VSO terminal operator then has ten (10) minutes to furnish a substantive response, i.e., a positive or negative confirmation or a notice that additional time is necessary for confirmation.
4. Upon receipt of a wanted confirmation request, the terminal operator at the Communications Section will make the confirmation request to the Teletype Unit.
5. The terminal operator at the Teletype Unit will respond back to the inquiring agency with the information.
6. Once the terminal operator has confirmed the want, and the person or stolen property has been confirmed recovered, the terminal operator will cancel the corresponding entry from FCIC/NCIC. All correspondence regarding the confirmation will be filed with the original case file.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-082-03**	**Distribution** All Personnel	**Reissue/Effective Date** 11/01/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **WARRANT CONFIRMATIONS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish uniform procedures for Teletype Unit personnel to confirm a Volusia County warrant and to establish backup procedures for Communications Section personnel.

II. DISCUSSION

The FCIC, NCIC, and CJIS computer systems provide information for decision making by Detectives, Patrol Deputies/Officers and others. Information furnished must be evaluated with other facts known to the Deputy/Officer or Detective at the scene. Information contained in FCIC/NCIC/CJIS is a tool and is not a substitute for professional police judgment.

When an agency receives a positive response on FCIC/NCIC/CJIS for a Volusia County Warrant, the terminal operator has ten (10) minutes to furnish a substantive response, i.e., a positive or negative confirmation or a notice that additional time is necessary for confirmation.

III. POLICY

It shall be the policy of the Volusia Sheriff's Office (VSO) that the Teletype Unit be operational 24 hours per day, 7 days per week. Warrant confirmations shall be performed by the Teletype Unit, and the terminal operator shall furnish a substantive response within ten (10) minutes.

IV. PROCEDURE

A. CONFIRMATION OF POSITIVE RESPONSES (HITS)

1. Upon receipt of a warrant confirmation request, the terminal operator will check the warrant status in the Clerk's Case Management System (CCMS) and original warrant will be retrieved for verification.
2. A positive confirmation teletype shall be sent to the originating agency listing the warrant number(s), charge(s) and bond information.
3. When a negative response for confirmation is necessary, a teletype shall be sent to the originating agency advising that the warrant cannot be confirmed.
4. When the Teletype Unit FCIC/NCIC terminal for warrants is not operational, the messages reference confirmations will be received by the Teletype Unit backup terminal.
5. If the backup terminal will not receive messages, the messages reference confirmations will be received by the main teletype terminal in the Communications Center. Communications personnel will hand deliver confirmation messages to the Teletype Unit. The Teletype Unit shall respond directly to the originating agency making the inquiry.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER GO-082-04**	**Distribution** All Personnel	**Reissue/Effective Date** 11/01/2021
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **WARRANT VALIDATION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines to meet State criteria for warrant validation and to define areas of responsibility for the criminal justice agencies involved in the warrant process.

II. DISCUSSION

The validation of a warrant increases the accuracy of the record and decreases liability for false arrest.

Validation obliges the Origination Agency (ORI) to confirm the record is complete, accurate and still outstanding or active. Validation is accomplished by reviewing the original entry (CJIS/FCIC/NCIC) and current supporting documents and by recent consultation with any appropriate complainant, victim, prosecutor, court or other appropriate source or individual.

III. POLICY

It is the policy of the Volusia Sheriff's Office (VSO) that all concerned personnel shall strictly adhere to the validation guidelines presented in this general order so that the integrity of FCIC/NCIC records can be maintained.

IV. PROCEDURE

A. VALIDATION REPORTS

1. Each FCIC terminal agency must designate an individual to function as a Terminal Agency Coordinator. This person shall be responsible for ensuring compliance with FCIC and NCIC policy, including validation requirements.
2. The TAC is authorized to function across agency section boundaries (i.e., Communications Section, Teletype Unit, Records Section, etc.) in order to coordinate the agency's FCIC/NCIC activities.
3. Monthly validation reports are produced by the Florida Crime Information Center and supplied to each entering originating agency. The validation report contains entries made into the FCIC/NCIC files for a specific month of current and previous years.
4. Validations are validated online and automatically sent to FDLE. This should be done within 45 days after receipt of the validation report.

B. FCIC/NCIC WANTED PERSON FILE ENTRY CRITERIA

1. Wanted persons with the exception of writs of bodily attachment for child support are entered into the NCIC system. Writs of bodily attachment for child support are entered in the FCIC system.

2. In cases where the capias/warrant specifies that the person will not be entered into NCIC, such records will be maintained in CJIS or FCIC.

3. A Capias (arrest) is the general name for several species of writs, the common characteristic of which is that they require the police officer to take the body of the defendant into custody; they are writs of attachment or arrest. In English practice, the process of an indictment when the person charged is not in custody.

4. A Warrant (arrest) is a written order issued by a magistrate directing a police officer or some other person specially named, and commanding them to arrest the body of the named person.

C. MAINTAINING THE INTEGRITY OF FCIC/NCIC RECORDS

1. Agencies that enter records into CJIS/FCIC/NCIC are responsible for their accuracy, timeliness and completeness. FCIC, as manager of State System, and CJIS Council, manager of the local system help maintain the integrity of the system through:

   - Automatic computer edits which reject certain common types of errors in data
   - Automatic purging of records after they are in file for a prescribed period of time FCIC only
   - Quality control checks by FBI personnel
   - Periodically furnishing lists of all records on file for validation by the agencies that entered them

D. ACCURACY

1. The accuracy of CJIS/FCIC/NCIC records must be checked by a second party. That verification should include assuring that the available cross-checks, e.g., VIN/License numbers, were made, and that data in the CJIS/FCIC/NCIC record matches the data in the investigative report.

2. Validation is an integral part of the fugitive search. The better the files, the more apprehensions will be made.

E. TIMELINESS

1. CJIS/FCIC/NCIC records must be entered promptly to ensure maximum system effectiveness. A timely entry in the Wanted Person File is one made Immediately after:

   - The decision to arrest or authorize arrest has been made
   - The decision has been made on whether and how far to go for extradition

2. For FCIC/NCIC purposes, extradition is the surrender by one state to another of an individual charged or convicted of an offense outside its own territory and within the territorial jurisdiction of the other.

3. A Timely Inquiry is an initiation of the transaction before an officer begins writing an arrest or citation document of any kind; retaining inquiries when FCIC/NCIC is not available and submitting them at once when the system returns, regardless of whether the subject is still in custody; inquiry prior to release of a person who has been incarcerated; and inquiry upon those who appear at a custodial facility to visit inmates.

4. A Timely Removal from the file means an immediate removal once the originating agency has documentation that the fugitive has been arrested or is no longer wanted.

F. COMPLETENESS

1. Complete records of any kind include all information that was available on the person at the time of the entry. The validation process should include a review of whether additional information has become available (missing from original entry) that should be added. In addition, when an entry is made or modifications or cancellations attempted, the record should be queried to ascertain that the transaction was completed in both CJIS, FCIC and NCIC.

2. Complete inquiries on persons include numbers that could be indexed in the record, i.e., Social Security Number, Passport Number, VIN, License Plate, Driver License Number, etc. Inquiries should be made on all name/aliases used by the suspect.

G. GENERAL VALIDATION INFORMATION

1. One of the most critical issues confronted by CJIS and FCIC is the proper maintenance of the on-line data files. Many problems can occur if the information in the files is inaccurate or no longer active. Invalid records allowed to remain in the system could result in a violation of an individual's civil rights for which an agency could become the subject of litigation.

2. **CJIS and FCIC have established procedures to insure that inaccurate and inactive records are removed. This process is required to insure integrity of the records for the CJIS, FCIC, and NCIC databases.**

H. FCIC/NCIC RECORD VALIDATION PROCEDURES

1. The Florida Department of Law Enforcement Criminal Justice Information Services (CJIS) Record Validation Guide describes the procedure for validating records in the FCIC/NCIC computer systems. The guide is available on the VSO intranet on the manuals and department references page, as well as on the FDLE CJNET under the CJIS Resources link.

    a. VSO employees validating FCIC/NCIC records are required to follow the FDLE CJIS Record Validation Guide.

2. The CJIS validation application is used to complete required record validations online.

3. Validation reports are available in the Validation Application on the CJNet. On-line validation records will be available the Monday after the first full weekend of each month. When the validations are available an email notice will be sent to the agency.

4. VSO is responsible for completing validation of records listed in the report within thirty (30) days of posting by FDLE.

5. Each record listed in the report must be confirmed as complete, accurate, and still outstanding or active. Validation is accomplished by reviewing the entry and current agency supporting documents, and by recent consultation with any appropriate complainant, victim, prosecutor, court, non-entering agency, or other appropriate source or individual. In the event the agency is unsuccessful in its attempts to contact the victim, complainant, etc., they must make a determination based on the best information and knowledge available whether or not to retain the entry in FCIC/NCIC.

6. Steps taken to validate records must be documented within the case file and all information used to validate the records must be available during an agency audit for review.

7. Records that are validated one time by the end of the month following their entry and annually thereafter for the life of the record:

    - Wanted Persons
    - Missing Persons
    - Unidentified Persons
    - Protection Orders
    - Writs of Bodily Attachment
    - Identity Theft File
    - Violent Person File
    - Group Member Persons

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-082-05**	**Distribution** All Personnel	**Reissue/Effective Date** 12/20/2024
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **RMS JUVENILE RECORDS**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to ensure compliance with State and Federal laws relating to the storage of juvenile criminal records via the Record Management System.

II. POLICY

It shall be the policy of the VSO to maintain all computerized criminal juvenile records separate from those of adults and limit the access of those records to only those authorized by the Sheriff.

Criminal records stored in the Record Management System shall be maintained in compliance with all State and Federal laws.

III. PROCEDURE

A. GENERAL

1. All personnel accountable for the collection, dissemination, and retention of juvenile records maintained by the VSO shall comply with Florida Statutes.
2. All juvenile records shall be physically secured and shall require authorized access in accordance with general order *GO-082-06 Computer Security and Utilization*. All juvenile records shall be distinguished from adult records by use of the word "Juvenile". [CALEA LE 82.1.2 (a, c)]

B. AUTHORIZATION [CALEA LE 82.1.2 (c)]

1. The only positions authorized retrieval access to juvenile criminal records stored in the Records Management System are:
   - Records Section personnel;
   - The Information Technology Supervisor;
   - Investigative Services Detectives.

C. TRAFFIC RECORDS

1. Nothing shall prohibit the storage of traffic offenses which may be open to inspection in the same manner as adult traffic records.

D. FIELD INTERVIEW INFORMATION

1. Nothing shall prohibit the storage of non-arrest field interview information which may be open to inspection in the same manner as adult field interview information.

E. DISPOSITION [CALEA LE 82.1.2 (d)]

1. In Florida, most juvenile records are automatically destroyed after a period of time.
2. Juvenile records which have been sealed through the Courts will be duly sealed in eRMS.
3. All other juvenile records which are not sealed under court order will be kept in accordance with departmental, local, state, and federal guidelines for record retention.
4. After a juvenile reaches adult age, any juvenile records for that individual will remain in the juvenile file. Records regarding any activity as an adult will be maintained with all other adult records.
5. The VSO Records Custodian shall make the determination as to which records are to be purged, and the method of disposition, in compliance with applicable law.

F. RECORDS CONTROL

1. Requests for obtaining records shall be made to Records Section personnel. [CALEA LE 82.1.2 (c)]
2. If the record is sealed, the Records Supervisor must authorize access to the particular file.
3. If the record has been expunged the requestor will be advised there is no record. [CALEA LE 82.1.2 (e)]

IV. REFERENCES

- Fla. Stat. § 943.051 Criminal justice information; collection and storage; fingerprinting.
- Fla. Stat. § 943.0515 Retention of criminal history records of minors.
- Fla. Stat. § 948.045 Court records.

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-082-06**	**Distribution** All Personnel	**Reissue/Effective Date** 03/05/2026
		Original Issue Date 01/05/2021	**Previous Revision Date** 06/10/2024
Title **COMPUTER SECURITY AND UTILIZATION**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines and regulations governing security and utilization of computer hardware and software used on Volusia Sheriff's Office (VSO) owned, purchased, or leased computer equipment.

II. POLICY [CALEA CM 6.8.1; TA 7.3.1]

It is the policy of VSO to abide by all software copyright and licensing agreements. Computer hardware and software owned or operated by the VSO shall be used for official business purposes only. This policy is applicable to all computer software and hardware currently installed or to be installed in the future.

III. DEFINITIONS

Advanced Authentication – The verification of a user's identity utilizing two (2) or more authentication methods (e.g., username/password, biometrics, proximity card, hardware tokens, paper tokens, etc.). This is also referred to as multi-factor authentication (MFA).

Authorized Software – is computer software that meets at least one of the following criteria: [CALEA LE 11.4.4]

- Approved by VSO Information Technology (IT) as an agency standard;
- Purchased utilizing the *Enterprise Resource Planning (ERP) System* after approval by the IT Director or designee;
- Developed by VSO staff or authorized agents for VSO business and approval from the IT Director;
- Submitted to, screened, and approved by IT for authorized use.

Criminal Justice Information (CJI) – is the abstract term used to refer to all of the FBI CJIS provided data necessary for law enforcement agencies to perform their mission and enforce the laws, including but not limited to biometric, identity history, person, organization, property (when accompanied by any personally identifiable information), and case/incident history data. In addition, CJI refers to the FBI CJIS provided data necessary for civil agencies to perform their mission; including, but not limited to data used to make hiring decisions. The following type of data are exempt from the protection levels required for CJI: transaction control type numbers (e.g., ORI, NIC, FNU, etc.) when not accompanied by information that reveals CJI or personally identifiable information.

Copy of Record – The printed copy of electronic mail messages or a copy kept in electronic form, which must be retained as per established retention requirements.

- The sender's copy of email will be designated as the agency's Copy of Record.
- The recipient's copy of external email will be designated as the agency's Copy of Record.

Copyright – is the right granted by law to an author, publisher, or distributor, for exclusive production, sale, or distribution of specific computer software or a computer software package.

Digital Certificate Coordinator (DCC) – the agency's point of contact and control that coordinates the application and maintenance process for access to DAVID. The DCC is a designated Alternate FAC and member of the agency FAC Team. The DCC is responsible for ensuring internal access/control of authorized users of DAVID, maintaining liaison with the Florida DHSMV, and auditing lists of current users against reports provided by DHSMV.

Electronic Mail (Email) – is the electronic transfer of information typically in the form of electronic messages, memoranda, and attached documents from a sending party to one or more receiving parties by means of an intermediate telecommunications system. Email, which is created or received by an agency in connection with official business, is a record that is subject to access and records management laws and regulations as outlined in Chapter 119 of Florida Statutes.

Electronic Records – An electronic record is any information that is recorded in machine readable form. Electronic records include numeric, graphic, audio, video, and textual information which is recorded or transmitted in digital form such as electronic spreadsheets, word processing files, databases, electronic mail, text messages, scanned images, digital photographs, and multimedia files.

External Electronic Mail – Electronic mail received from an outside agency or the public. Any email that is generated from a domain other than the VSO domains (@vcso.us, @volusiasheriff.gov, or @volusiasheriff.org).

Florida Department of Law Enforcement Agency Coordinator Team (FAC Team) – is comprised of the agency-designated FAC and Alternate FACs through FDLE. The Team is responsible for ensuring that the local terminal agency is in compliance with applicable state and national policies governing the use of the FCIC, NCIC and Nlets systems. The FAC also serves as the liaison between the local agency and FDLE in matters involving these systems. The FAC is responsible for both internal and external duties associated with troubleshooting problems, ensuring availability for FDLE audits, ensuring compliance with various User Agreements and overall agency liaison with FDLE. Alternate FACs perform in the FAC's absence and function as the point of contact for DAVID (as the DCC).

Hosted/Cloud Based Systems – are computer systems that provide services that utilize the Internet to access remote resources not managed by the VSO IT Section. Examples of services provided by hosted systems include, but are not limited to email, file storage, and file sharing.

Local Agency Security Officer (LASO) – a designated employee appointed by the IT Director whose role is to ensure the agency's compliance with the CJIS Security Policy (CSP) and act as the agency's point of contact with Florida Department of Law Enforcement (FDLE) for CSP related issues.

Malicious Email – An email that contains a virus, malware, phishing, or other malicious content intended to harm our organization's computer systems.

Mobile Device Management (MDM) – is software that facilitates the implementation of security measures for mobile devices, such as tablets or smartphones, which allow for centralized oversight of the device's configuration and usage while providing protection and recovery controls. MDM provides remote administration of mobile devices to include locking devices, wiping devices, disabling devices, establishing, and locking device configurations, enforcing mandatory policy settings, and detecting unauthorized configurations or software.

Non-Transitory Messages – are those records, which document or set official policies, actions, decisions, or transactions and are for the perpetuation or formalization of knowledge. These records are subject to public inspection. [CALEA CM 1.2.2 (a)]

Personally Identifiable Information (PII) – is information which can be used to distinguish or trace an individual's unique identity, such as name, social security number, or biometric records, alone or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, or mother's maiden name. PII shall only be used for criminal justice purposes and shall not be divulged or disclosed to unauthorized personnel.

Personally Owned Devices – are any technology devices that were purchased by an individual and were not issued by the VSO. This includes portable devices such as laptops, tablets, cameras, or smartphones, and portable storage and recording devices such as flash drives.

Physically Secure Location – for the purpose of this general order, is a facility, a law enforcement vehicle, or an area, a room, or a group of rooms within a facility with both the physical and personnel security controls sufficient to protect criminal justice information and associated information systems from unauthorized access.

Public Records (Electronic) – Electronic records are public records when they are created or received in the transaction of official business and retained as evidence of official policies, actions, decisions, or transactions. Electronic Records that are kept because they contain valuable information are also public records. Electronic Records, which constitute public records, must be identified, accessible, and retained just like records in other formats and are subject to public inspection regardless of the format, storage media, location, or method of transmission as outlined in Chapter 119 of Florida Statutes. [CALEA CM 1.2.2 (a)]

Publicly Accessible Computer – is any device that may be utilized by persons not employed or contracted by the VSO. These devices tend to be designed for use by the public and may be located in such areas as hotel business centers, convention centers, public libraries, public kiosks, internet cafés, etc. However, for the purposes of this general order, a personally owned device is also considered publicly accessible if it is utilized by anyone other than the employee (e.g., another family member).

Remote Access – is temporary access to restricted systems by communicating through an external network that is beyond the administrative and management control of the VSO or another authorized criminal justice entity (e.g., the Internet).

Transitory Messages – do not set policy, establish guidelines or procedures, certify a transaction, or become a receipt. Transitory messages are those records created for the informal communication of information and might be compared to a telephone conversation, written telephone messages, "post-it" notes, or verbal communications in an office hallway. They are not designed for the perpetuation or formalization of knowledge. These records are subject to public inspection.

VSO Issued Mobile Device – is a portable device such as a laptop, tablet, or smartphone that is owned by the VSO and issued to an individual for the purpose of accessing agency systems via wireless technologies such as Wi-Fi or cellular. The device is centrally managed by IT to secure the device and the data contained on the device.

IV. PROCEDURE

A. COMPUTER UTILIZATION [CALEA CM 1.2.2 (c)]

1. All hardware and software owned or operated by the VSO shall be used for official business purposes only. No employee or any other individual or organization is authorized to utilize any VSO computer hardware, software or related facilities and supplies for other than official VSO business without the expressed written approval of the IT Director or the Sheriff or designee. [CALEA TA 7.3.4 (d, e)]

2. Resources covered by this general order include VSO issued computers and servers and their respective peripherals; mobile devices such as laptops, tablets, and smartphones; printers, plotters and similar devices; computer workstations; data capture devices such as scanners, card readers, bar-code readers, and similar devices, voice and data networks, communication services such as leased, dial-up or private line circuits used for data transmission; modems, multiplexors, channel/data service units or their equivalent; software programs (including but not limited to, compilers, utility programs, control programs, operating systems, and application programs from any source); control procedures and/or command procedures; documentation related to any of the above; computer paper and forms; portable storage media such as magnetic tapes, tape cartridges, optical disks, or flash drives.

3. VSO employees or independent contractors may utilize any of the above-mentioned resources ONLY for projects expressly approved, authorized, and scheduled by the IT Director or designee. [CALEA LE 41.3.7 (a); TA 7.3.4 (d)]

4. Personnel employed or representing the agency shall not maintain any expectation of or right to privacy in the use or content of agency owned technical equipment. [CALEA CM 1.2.2 (d), 6.8.4 (c); TA 7.3.4 (c)]

5. Formal demonstrations of agency software or hardware, programming activities, and dissemination of documentation to any individual or organization outside of the management control of the VSO are prohibited without prior approval from the IT Director or designee. Division Chiefs, however, may authorize demonstrations of their user applications for visitors or for training purposes when such exercises are carried out with reasonable precautions against release of sensitive or proprietary information. [CALEA TA 7.3.4 (d, e)]

6. Computer generated data files or reports must be approved by the Sheriff or designee before they may be distributed to persons or organizations external to VSO, unless it is required during the

course of conducting an investigation or authorized within the general orders. These requests must be approved by the Sheriff or designee prior to preparation and distribution.

7. No devices other than portable storage and recording devices such as flash drives and cameras may be attached to any VSO computer equipment without the expressed written authorization of the IT Director or designee. Approved wireless and other devices may only be attached from known, trusted sources. [CALEA LE 11.4.4, 41.3.7 (c); TA 7.3.4 (e)]

8. IT must be notified for all computer related systems, networks, and equipment that need to be moved or transferred. IT will handle or authorize the move to another location and all transfers of computer related systems, networks, and equipment within the agency. Unauthorized moving of computer equipment, changing or adding cable connections on computers, and shared printers incorrectly may cause network failures or introduce security vulnerabilities if connected improperly. This does not apply to desktop printers, portable storage and recording devices such as flash drives and cameras, and VSO Issued mobile devices.

9. No member shall bypass or modify any installed security systems or menu interfaces without the expressed permission of the IT Director or designee. [CALEA LE 41.3.7 (d); TA 7.3.4 (e)]

10. Mobile Data Computers (MDCs) shall be used only for official VSO business (Refer to general order *GO-082-07 Mobile Data Computer (MDC) Use and Administration*). [CALEA LE 41.3.7 (b); TA 7.3.4 (d)]

B. AUTHORIZED SOFTWARE [CALEA CM 6.8.1; LE 11.4.4; TA 7.3.1, 7.3.2]

1. The VSO recognizes and supports the legitimate interests of copyright holders and prohibits its employees and contractors from violating the rights of copyright holders. All users of commercial software products licensed to the VSO are responsible for upholding the terms of the license agreements.

2. The use of proprietary software without an approved license agreement is strictly prohibited without prior written consent of the IT Director.

3. No member shall install or use any software on a VSO owned or operated computer system unless it is authorized and meets one of the following criteria: [CALEA LE 41.3.7 (c)]

   a. The software has been approved by VSO IT as an agency standard.

   b. The software has been purchased utilizing the *Enterprise Resource Planning (ERP) System* after approval by the IT Director or designee.

   c. The software has been developed by VSO staff or authorized agents for VSO business.

   d. The software has been submitted to, screened, and approved by IT for authorized use.

4. License agreements for commercial software often provide only a right to use the software; these agreements do not transfer ownership of the software to the user. In most cases, license agreements for software prohibit copying of the software, except for archival purposes. Most license agreements also prohibit use of the software on any machine other than the one for which the license was obtained. Unless the license clearly provides the right to copy the software or to use it on another machine, users must assume that it is illegal to do so.

5. Before copying software or installing software on a computer other than the one it was originally licensed for, all users must ensure that the license terms permit the copying or installation.

6. Questions regarding license agreements shall be directed to the VSO IT Director or staff.

7. Only computer software documented as authorized software may be used on any computer owned, purchased, or leased by VSO. All original software and proof of license will be kept on file with IT unless authorized in writing by the IT Director.

8. All software retained by the agency will be stored in a secure area within the IT Section; only those individuals within that section will be authorized to access such software.

C. REQUESTS FOR COMPUTER HARDWARE OR SOFTWARE

1. All evaluations of computer hardware and software technologies shall be coordinated by the IT Section. This includes evaluations of new technologies as well as upgrades to existing systems.

2. Members are prohibited from scheduling demonstrations or discussions with computer hardware or software vendors without first contacting the IT Section.

3. All requests for purchase, donation, or conversion of computer hardware or software shall be forwarded through the normal chain of command. If the request is approved by the Division Chief, the Division Chief shall forward the request to the IT Director for action and ordering. [CALEA LE 17.3.1 (a)]

4. IT shall obtain all quotes for hardware and software purchases. The IT Director shall review the request to ensure that it complies with established VSO hardware and software standards and resources can be made available to support the installation and on-going maintenance. If a discrepancy is encountered, the IT Director shall contact the appropriate Division Chief and discuss the request with them. [CALEA LE 17.3.1 (d)]

5. No computer software or hardware shall be ordered, purchased, or accepted independent of VSO IT. [CALEA CM 6.8.4 (b); LE 17.3.1 (a)]

6. All new desktop computers, laptops, servers, and network equipment shall be purchased with warranties. IT shall determine the financial feasibility of extended warranties for all other computer hardware and software. Once any given computer hardware or software warranty expires, IT shall either:

    a. Extend the warranty if the hardware or software is still functional for agency purposes;

    b. Replace the hardware with a new one or upgrade the software; or

    c. Use the hardware or software without warranty until it ceases to adequately perform the function for which it was purchased.

7. IT shall be responsible for replacing out-of-date equipment.

8. All purchases of hardware, software applications, subscriptions, and custom programming which have a negotiated contract that outlines the costs, payments, deliverables, timeline, and on-going support must be reviewed by IT. This applies to all technical purchases whether the funding is from a VSO budget, grant funded, or provided by IT. [CALEA LE 17.3.1 (d)]

9. All contracts for computer hardware, software, and technical services must be approved by the VSO IT Director, the Technology Review Committee, the Purchasing Manager, and the General Counsel before returning to the Purchasing Unit for processing. [CALEA LE 17.3.1 (a)]

10. For all new computer-related systems and networks purchases, IT shall work with the requestor to determine whether training is necessary. Such training shall include, but not be limited to end users and support staff.

11. All computers, computer related equipment, or computer software to be converted to agency use, or accepted by the agency as a donation, shall be submitted to IT for testing and evaluation before acceptance for use by agency personnel.

12. IT shall test and evaluate all proposed converted and donated computer-related equipment to ensure that it complies with established VSO standards. IT will report their findings to the originator. Any computer or computer related equipment that does not meet VSO standards or is not feasible to support as determined by IT will not be accepted for agency use.

13. Donated computer software will not be accepted unless approved by the IT Director and the software can be legally licensed by the agency.

D. ELECTRONIC MAIL (EMAIL) [CALEA CM 1.2.2 (b), 6.8.4 (b)]

1. The electronic mail (email) system and all messages created therein are property of the VSO and are intended to be used solely for VSO business purposes. The use of the email shall be treated with the same degree of propriety, professionalism, and confidentiality as official written correspondence or public records.

2. **AUTHORIZED USES OF EMAIL** [CALEA TA 7.3.4 (d)]

    a. Authorized uses of email include the following:

        (1) To facilitate performance of job functions;

        (2) To facilitate the communication of information in a timely manner;

        (3) To coordinate resources, locations, and individuals for agency meetings;

        (4) To communicate with departments throughout the County; and

(5) To communicate with outside organizations as required to perform job functions.

3. **DUTY TO READ EMAIL**

   a. All members shall open their VSO email accounts and review all received messages at the beginning and just prior to the end of each on-duty shift. In the event members are unable to review their email at the beginning and just prior to the end of their shift, they must be able to provide articulable justification.

4. **UNAUTHORIZED USES OF EMAIL** [CALEA CM 6.8.4 (e); TA 7.3.4 (e)]

   a. Unauthorized uses include but are not limited to the following:

      (1) Personal usage;

      (2) Illegal activities;

      (3) Threats, harassment, intimidation;

      (4) Slander, defamation;

      (5) Obscene or suggestive messages or offensive graphical images;

      (6) Racial, religious, ethnic, or sexual slurs;

      (7) Political endorsements;

      (8) Commercial activities or solicitations;

      (9) Chain letters;

      (10) Misrepresenting one's identity while using email except in bona fide undercover investigations;

      (11) Intercepting, disrupting, or altering electronic communications;

      (12) Use of electronic mail system to send copies of documents/programs in violation of copyright laws;

      (13) Use of electronic mail system to compromise the integrity of the VSO by spreading rumors or gossip;

      (14) Use of the electronic mail system for "moonlighting," job searches, or the advertisement of personal business outside the realm of approved VSO Bulletin Board Systems;

      (15) Sensitive or confidential information to include, but not limited to FCIC/NCIC, CCH, III, NLETS, evaluations, counseling statements, and personnel information.

5. Personnel who receive unauthorized material via email shall immediately report the occurrence to their supervisor. [CALEA CM 6.8.4 (e)]

6. Email shall only be used by those persons authorized by the Sheriff. Employees are prohibited from using unauthorized means to gain access to email addressed to others. Employees shall not disclose passwords to others. All electronic mail is subject to review by the Sheriff or designee. [CALEA LE 41.3.7 (e)]

7. Automatic forwarding of email (via rule or macro) received in the VSO email to or through another email system is prohibited, unless the IT Director grants a written waiver based upon risk and operational needs.

8. Each user mailbox is a fixed size that can contain a limited amount of data. Once the limit is reached, the user will be notified, and their mailbox will be disabled from sending or receiving additional email. All agency users shall be responsible for maintaining their email accounts by reading their email on a regular basis, deleting messages not needed, filing messages needing to be saved in personal folders, and professionally responding to those emails requiring a response.

9. All email sent via the VSO email system shall maintain a professional appearance. Background colors (i.e., wallpaper) shall not be used and the email will only contain artwork or graphics essential to convey the intended business message. The signature block of the email may contain all or part of the following: [CALEA CM 6.8.4 (d)]

   a. Name, Rank, Title;

   b. Work location or assignment;

c. Work phone;

d. Cell phone;

e. Email address;

f. Agency website or URL;

g. Agency Star or one non-animated professional graphic;

h. No other text or graphic may be included in the email signature block.

10. Agency users away from their workstation for short periods of time shall ensure their computer is locked to prevent unauthorized use of their email account. Pursuant to this general order, users shall log out of the computer whenever they are no longer in physical control of the computer for an extended period.

11. Email distribution lists are available for the easy dissemination of email messages to a specific group of individuals. All requests for new distribution lists shall be submitted to IT for review. IT will be responsible for creating all approved distribution lists and assigning an individual within the distribution list that will be responsible for administering the list.

12. Only personnel authorized by the Sheriff or Chief Deputy shall send agency-wide email. The All VSO email distribution list is access restricted to only those personnel approved to send agency wide email.

13. Abuse of email messages or failure to properly maintain mailboxes may result in suspension of the user's account as well as disciplinary action (refer to general order *GO-026-02 Standards of Conduct*).

14. Email may be monitored by IT to ensure the proper use, efficiency, and security of the email system. Violations of this general order may be reported to the appropriate unit or office supervisor so that they may request an official audit and determine what disciplinary action is warranted. [CALEA CM 6.8.4 (f); LE 41.3.7 (e); TA 7.3.4 (f)]

15. The VSO utilizes filtering software to help prevent unwanted and inappropriate email (i.e., SPAM) from entering the email system. This ensures the integrity of the system and provides an added layer of security as this type of email is often used to initiate malicious attacks. [CALEA CM 6.8.4 (a); TA 7.3.4 (a)]

16. To help limit the amount of unwanted email, your email address should only be distributed for business purposes and to trusted individuals and websites. Your work email address shall not be used for personal use. (e.g., Social media or other non-work-related accounts) [CALEA CM 6.8.4 (a); TA 7.3.4 (a)]

17. The email filtering software utilized by the VSO includes numerous factors to identify suspicious email such as the sender's information, inappropriate words or phrases, and suspicious attachments. Any email that the filter classifies as suspicious is isolated for subsequent review by IT personnel. [CALEA CM 6.8.4 (a); TA 7.3.4 (a, f)]

18. Occasionally, the email filter will isolate legitimate email. IT should be contacted if you feel that you have not received a work-related email in a timely fashion as it may have been isolated and waiting for a manual review. [CALEA CM 6.8.4 (a); TA 7.3.4 (a)]

19. Agency personnel must maintain an awareness of and guard against threats that are embedded into emails like phishing, spear phishing, and vishing. Agency personnel must complete initial and periodic training on social engineering tactics and network security threats. [CALEA CM 6.8.4 (a); TA 7.3.4 (a)]

20. **MALICIOUS EMAIL** [CALEA CM 6.8.4 (b)]

    a. The purpose of this section is to provide guidance to employees on how to handle malicious emails and ensure the security of Volusia Sheriff's Office (VSO) computer systems. It applies to all employees who have access to email accounts belonging to VSO.

    b. **IF YOU RECEIVE A MALICIOUS EMAIL, FOLLOW THESE STEPS**

        (1) Do not open any links, attachments, or download any files from the email.

        (2) Do not reply to the email or forward it to others.

(3) Immediately report the email to the IT department or the designated security contact in your section.

(4) If the email appears to be a phishing attempt, report it to IT immediately via phone.

c. **HANDLING MALICIOUS EMAILS:**

(1) If you accidentally opened a suspicious email, immediately disconnect your computer from the internet and report the incident to IT.

(2) If you suspect that your computer has been infected with malware or a virus, immediately report the incident to IT.

(3) If you received a malicious email and suspect that it has been sent to others in the organization, inform IT so that they can take necessary measures.

d. **PREVENTION**

(1) Do not click on links or download files from unknown or suspicious sources.

(2) Do not open email attachments from unknown or suspicious sources.

(3) Be cautious when providing personal information in response to an email request.

(4) Use strong passwords.

e. The security of VSO computer systems is critical to our success. By following this procedure, we can prevent security incidents and protect our organization's sensitive information.

21. **BULLETIN BOARDS** [CALEA TA 7.3.4 (d)]

a. The VSO shall permit the Union to post notices of the Union's recreational and social functions, elections, meetings, and names and addresses of officers, directors, and representatives of the Union on the existing Union's bulletin boards at all regular work locations. A copy of each notice to be posted shall first be transmitted to the Sheriff prior to posting. Under no circumstances shall the Union tender for posting any notice containing material of a political nature or material tending to, directly and indirectly, disparage any elected or appointed official, Volusia County employee, or employee of the VSO. [CALEA TA 7.3.4 (e)]

b. The VSO shall permit the notices set forth above to be distributed through the VSO electronic mail system. Any such notice shall be transmitted to the Sheriff, the Chief Deputy, or their designee, who shall arrange to have the notice posted on the VSO electronic mail system. (No notice shall be posted directly by the Union.) To qualify for electronic mail distribution, such notice must comply with the conditions set forth in Paragraph a. above.

22. **RETENTION OF EMAIL**

a. **Retention**: All email, whether transitory, non-transitory, internal, or external, will be stored indefinitely and subject to public records laws. IT will be responsible for archiving all email as the agency's Copy of Record. [CALEA CM 6.8.4 (b)]

b. **Research**: Due to the enormous number of emails that will be stored, any supervisor requesting any research of email shall submit the request in writing stating both purpose and seriousness of the request. Submissions shall be via chain-of-command to the Internal Affairs Section. After review, Internal Affairs will make inquiries to IT. [CALEA CM 6.8.4 (f)]

E. COMPUTER SECURITY [CALEA CM 6.8.2, 6.8.3; LE 82.1.1 (a), 82.1.2 (c), 82.1.6 (c); TA 7.3.2, 7.3.3, 7.3.4 (b)]

1. It is the policy of the agency to protect the rights of the citizens and ensure employee safety by following security protocols for the authorized access, storage, and dissemination of all electronic information.

2. To prevent the introduction of unlicensed software and computer viruses, all personal computers are configured with security software. These measures ensure only authorized personnel are allowed to perform software installations.

3. **SECURITY AND CONFIDENTIALITY OF CRIMINAL JUSTICE INFORMATION** [CALEA LE TA 7.4.2(a)]

a. To ensure compliance with the FBI CJIS Security Policy (CSP) and all rules, regulations, policies, and procedures established for CJNet, FCIC/NCIC, III and NLETS, the IT Director will appoint a Local Agency Security Officer (LASO) to ensure compliance with the CSP and to act as the agency's point of contact with FDLE for all CSP related issues. Only documented, authorized personnel will be granted access to the various criminal justice information systems; all such authorized users, to include contract law enforcement agencies and its authorized personnel, will be bound by the security requirements as set forth in Section III of the User Agreement with FDLE and, when applicable, the VSO Florida Crime Information Center High Speed Interface User's Agreement established for contract agencies.

b. Information obtained through computer interfaces to local, state, or federal criminal justice systems, by means of access granted pursuant to Fla. Stat. § 943.0525 can only be used for criminal justice purposes and shall only be accessed by authorized users while in a working capacity.

c. Users of CJNet, FCIC/NCIC, III and NLETS or any other criminal justice information systems shall adhere to all policies, procedures and operating instructions presently contained in the following documents published on CJNet: (1) the FBI CJIS Security Policy; (2) operating manuals for state and federal systems such as FCIC, NCIC, CCH, III, and NLETS; and (3) technical memoranda published by FDLE.

d. All electronic files that contain PII will reside within the Agency's physically secure location. All physical files that contain PII will reside within a locked file cabinet or room when not being actively viewed or modified. PII is not to be downloaded to workstations or mobile devices or to systems outside the protection of the Agency. PII will not be sent through any form of unsecure electronic communication. When disposing of PII the physical or electronic file should be shredded or securely deleted. All disposal of PII will be done by authorized Agency personnel only.

e. Electronic and physical media containing CJI while in transport (physically moved from one location to another) shall be protected to prevent inadvertent or inappropriate disclosure and use.

(1) Media will remain in the possession of authorized personnel at all times.

(2) Media shall be transported in a secure container.

(3) Electronic media shall be encrypted prior to transportation. Minimum encryption strength is 256bit 3DES encryption.

f. Personally Owned Devices are prohibited from connecting to agency networks or accessing agency systems other than to access web-based email or for authorized technical support staff to perform privileged support functions on agency systems.

g. Annually, the Central Records conducts a documented audit of DAVID to ensure that the proper safeguarding of information, and the authorized access, use and dissemination of information are adhered to and maintained. A report of the findings will be made available to the Sheriff and Command Staff. [CALEA TA 7.3.4 (f)]

4. **PHYSICAL SECURITY** [CALEA CM 6.7.1 (a); LE 82.1.1 (a), 82.1.2 (c)]

a. Access to Physically Secure Locations shall be controlled pursuant to the FBI CJIS Security Policy.

(1) Only authorized personnel shall be granted access.

(2) Access shall be restricted via badge swipes or physically locked doors.

(3) Unescorted access by visitors is not permitted and must be accompanied by an authorized agency member.

(4) All computer screens will be turned away from public view.

(5) All physical media containing CJI will be locked in a filing cabinet in a locked office, and only authorized personnel will have a key to this cabinet.

(6) All servers will be locked in a secure server room, and only authorized personnel will have access to the server.

(7) Physical data cables used to connect equipment will be only from known, trusted sources.

b. Physical security measures for computers and network workstations are the responsibility of the office or unit where those systems are installed and located. The individual unit or office supervisor is responsible for providing physical safeguards for the hardware, software, and data to the same extent as is provided for other agency property in the unit. All computers and workstations shall use both logical and physical security as preventative measures.

c. Pursuant to the FBI CJIS Security Policy, any device outside of a Physically Secure Location that has access to criminal justice information shall require Advanced Authentication methods to verify the identity of a user.

(1) Members shall immediately report lost or stolen authentication devices such as USB tokens to IT so the device can be disabled from accessing agency systems.

d. Computer equipment will be kept in areas not easily accessible to the public or unauthorized personnel. Agency personnel will control access to computers, servers, or attached hardware. This does not include outside agencies that have requested and been granted access to agency data. It is the responsibility of the requesting agency to ensure compliance with appropriate security measures.

(1) Access can also be considered the unintentional viewing of information on a computer screen. All computers must be placed in such a manner as to prevent viewing by unauthorized personnel.

(2) Employees shall log off any computer that contains or has access to the agency computer network, mail system, files, FCIC/NCIC, or software whenever they are no longer in physical control of the computer for an extended period.

5. **REMOTE ACCESS**

a. Remote Access to agency systems from a device other than a VSO Issued mobile device shall be limited to high-level technical support staff to perform privileged support functions on agency systems and requires prior written authorization from the IT Director. Any request for Remote Access must clearly define the operational need for such access.

b. A publicly accessible device is prohibited from remotely accessing agency systems other than the web-based email system or Microsoft Office 365.

c. Vendors and contractors requiring remote access will not be granted access until all CJIS Security Policy requirements are met (fingerprint-based background check, complete security awareness training, and provide a signed copy of security addendum acknowledgement). Vendors shall be provided access only for compelling operational needs to systems the vendor supports. IT shall monitor, control, and log vendor remote access to agency systems.

6. **MOBILE DEVICES**

a. Only VSO Issued mobile devices that have been configured and deployed by IT are authorized to access agency systems other than the web-based email system.

b. IT shall be responsible for ensuring VSO Issued mobile devices employ the proper security controls to protect sensitive criminal justice information in accordance with the FBI CJIS Security Policy. Depending on the type of mobile device, the following security controls will be implemented:

(1) Mobile device management (MDM);

(2) Advanced authentication;

(3) Device encryption;

(4) Personal firewalls;

(5) End point protection software suite.

c. VSO issued mobile devices utilizing wireless access (Wi-Fi) shall adhere to the following: [CALEA LE 41.3.7 (b)]

(1) Utilize the access solely for VSO business purposes. [CALEA LE 41.3.7 (b)]

(2) Access is restricted to authorized personnel utilizing agency owned equipment only. [CALEA LE 41.3.7 (a)]

(3) The use of public wireless networks, while not specifically prohibited by the CJIS Security Policy, shall only be used when secure wireless networks are not available.

(4) All personal use is prohibited.

d. IT shall monitor all wireless connections and audit logs associated with wireless devices as well as the systems and applications that the device accesses. Audit logs will be reviewed on a monthly basis or more frequently if there is an increased risk to agency information or systems. [CALEA LE 41.3.7 (e)]

e. Only agency provided Bluetooth devices shall be paired with CJI systems. All other Bluetooth devices are not to be utilized or paired with Agency systems, networks, and hardware. Agency Bluetooth devices shall:

(1) Maintain an encrypted security mode between the device and the pair;

(2) Be in a hidden mode to ensure that other individuals cannot connect to it;

(3) Only activated when the device is needed;

(4) Ensure firmware is up-to-date and that all patches are current.

f. Lost, stolen, or otherwise compromised VSO Issued mobile devices shall immediately be reported to IT so the device can be disabled from accessing agency systems and wiped of all information residing on the device.

g. IT will remotely monitor VSO Issued mobile devices for unauthorized configurations such as bypassing or modifying security controls, unauthorized software, and unauthorized usage. Upon detection of a violation: [CALEA LE 41.3.7 (e)]

(1) The associated device will be disabled, and the incident reported to the employee's Division Chief via chain of command.

(2) The device will not be enabled again until IT obtains physical custody of the device, reestablishes the proper security controls on the device, and determines that the data on the device has not been compromised.

h. If, for any reason, it is determined that criminal justice information has been compromised on a VSO Issued mobile device, the IT Directory shall notify FDLE in accordance with this general order regarding a Computer Security Incident Response. [CALEA LE 41.3.7 (e)]

i. In addition to the above-mentioned general orders regarding mobile devices, VSO Issued mobile devices are subject to the same policies as fixed devices with regard to management and security controls. [CALEA LE 41.3.7 (e)]

7. **USER ACCOUNTS AND ACCESS**

a. Positive control shall be maintained at all times to prevent access to information by unauthorized personnel. The supervisor of each unit will be responsible for requesting network access for personnel under their direct control. At no time will any individual be allowed to access information without specific authorization of the supervisor.

(1) For access to the agency network a service request must be submitted to IT via the IT service desk portal found on the VSO Intranet page listing the name and VSO ID number of the individual or individuals for whom access is being requested. Each individual that is allowed network access will have a username consisting of their first initial followed by their last name (and another identifying character in the event of duplicate naming). The new user will be advised of their initial password. Subsequent problems with passwords must be submitted to the IT Help Desk. [CALEA CM 6.8.7 (a)]

(2) Users will be authorized access to specific resources of the agency computer network based upon their business needs and assignment. For access to restricted resources of the network the unit supervisor shall initiate the request for access by submitting a service request from the IT service desk portal found on the VSO Intranet page with the user's name, DID and assignment; the business need for access and the proper access requested. For access to E-Agent, DAVID and/or JusticeXchange, documented

supervisory requests containing the above information will be submitted as follows: [CALEA LE 41.3.7 (a)]

- Supervisors of those employees that require access to E-Agent shall initiate a separate email request for each individual employee that requires access. The email will be sent to the VSO FAC Team via email at FAC@volusiasheriff.gov.
- Supervisors of those employees that require access to DAVID or JusticeXchange shall initiate a separate email request for each individual employee that requires access. The email will be sent to the VSO FAC Team via email at VSODAVID@volusiasheriff.gov. Exception: Sworn personnel are authorized access to JusticeXchange and are not required to follow authorization protocol as outlined above.

(3) User requests to access systems that are protected by Public Key Infrastructure (PKI) certificates issued by the agency shall adhere to the following:

- Include authorization by a supervisor or responsible official;
- IT shall verify the identity of the certificate holder;
- IT shall ensure the certificate is issued to the intended party;
- All PKI certificates shall be issued by IT.

(4) Employees are prohibited from opening multiple concurrent active sessions or logons for one user identification in applications accessing criminal justice information.

(5) Employees shall not attempt to gain access to unauthorized resources of the network; employees will not make direct application for access to restricted resources. If an employee identifies a legitimate need for access in the performance of duties, the employee will request this access through their immediate supervisor. The agency FAC Team will, via email, notify the respective supervisor of any attempts by an employee to directly apply to the host/provider of a restricted resource. The employee will be provided with a copy of this general order for refresher training and will review the penalties associated with unauthorized access/use of confidential information.

(6) All authorized users of DAVID will be required to read and sign the VSO Florida DHSMV-DAVID Authorization and Acknowledgement form (VSO 041911.001) located on the intranet under Agency Forms/Administrative/DAVID Access - Acknowledgments. A scanned copy of the signed and dated authorization form will be emailed to the FAC Team at VSODAVID@volusiasheriff.gov. The original will be placed in the employee's field file.

(7) Employees shall not make unauthorized changes to the network permissions that would allow them or other users to access unauthorized resources of the network. If an employee finds their user account has been given access to unauthorized resources of the network, the employee shall immediately notify the IT Help Desk.

(8) IT will modify access to resources based on the submitted service requests and distribution sheets showing the employee has been transferred, promoted, or demoted. However, it is ultimately the responsibility of the unit supervisor to notify the Service Desk when an employee's status changes resulting in a change to that employee's network permissions.

(9) **When an employee separates from the agency:** [CALEA CM 6.8.7 (b); TA 7.3.7 (b)]

(a) When an unplanned separation is to occur or a pre-planned separation on a future date, e.g., retirement, then the supervisory employee receiving notification will immediately complete an employee separation request through the VSO Intranet page's employee separation form link.

(b) In instances where an employee abruptly terminates or where notice periods are waived the supervisory employee handling the separation shall notify IT of the separation date immediately by telephone. If after IT's business hours, contact the on-call IT personnel through Central Communications. IT upon receiving notification shall immediately notify the FAC. If after business hours, they will contact the on-call FAC through Central Communications.

(c) Completion of the Separation form will notify IT, FAC, and HR.

(d) IT will immediately remove user accounts from all Agency systems when an employee leaves abruptly or waives their notice period. For planned separations, IT will remove accounts on the effective date.

(e) The FAC Team will ensure that the individual's user account(s) for E-Agent, DAVID, and/or JusticeXchange are revoked/terminated with the proper database host. The FAC team will promptly remove user accounts when an employee leaves abruptly or waives their notice period. For planned separations, IT will remove user accounts on the effective date.

(10) For transfers or separations, the employee's immediate supervisor may request that IT provide access to the contents of the employee's network user folder at the time of the transfer or separation. Sixty (60) days after the employee's separation, IT may delete or disable access to the user's network folder unless it is determined that this information is still needed. [CALEA TA 7.3.7 (b)]

(11) In the event an employee is relieved of duty or suspended, the employee's supervisor shall immediately notify their Division Chief. The Division Chief shall determine the appropriate access levels to network resources and advise the employee's supervisor. If the employee's access is to be restricted, the supervisor will notify IT immediately by telephone. If after IT's business hours, the supervisor will contact the on-call IT personnel through Central Communications. IT upon receiving notification shall immediately notify the FAC. If after business hours, they will contact the on-call FAC through Central Communications. [CALEA TA 7.3.7 (b)]

(12) A Division Chief or the Internal Affairs Section may cause a user's account to be temporarily disabled by request. Such request should be directed to the IT Director or their designee. The user account shall remain disabled until the requesting authority advises the account may be reactivated. If the employee also has access to E-Agent, DAVID or JusticeXchange, the Division Chief or Internal Affairs Commander may request the user's account be inactivated by notifying the FAC Team via FAC@volusiasheriff.gov and/or VSODAVID@volusiasheriff.gov. [CALEA TA 7.3.7 (b)]

(13) The agency reserves the right to access any information contained in agency owned software or devices and may require personnel to provide passwords to files that have been encrypted or password protected.

8. **DATA BACKUPS** [CALEA LE 82.1.6 (a); TA 7.3.6 (a, b, c)]

a. The following control procedures shall be used to ensure the security of data being maintained in agency computer systems.

(1) All data files that are stored on a network server are backed up on a regular basis by IT. Due to their size, email archive files (i.e., PST files) shall be backed up no more than once a week. All other backup schedules and media rotations will be determined and implemented by IT. [CALEA CM 6.8.6 (a)]

(2) Backup media for network servers will be stored in a secure area. IT will be responsible for determining if, and how often, back up media needs to be sent to a secure location for disaster recovery purposes. [CALEA CM 6.8.6 (c)]

(3) Files stored on local hard drives will not be backed up and are the responsibility of the individual unit as to the safety and integrity of such data.

9. **PASSWORDS** [CALEA CM 6.8.5, 6.8.7 (a, b); LE 82.1.2 (c), 82.1.6 (d); TA 7.3.7 (a)]

a. IT shall establish the rules governing the passwords for each agency system (e.g., CAD, RMS). Overall, employees shall ensure that their passwords for any other agency systems shall, at a minimum, conform to the following: [CALEA TA 7.3.8]

(1) Passwords shall be known only to the assigned person and shall not be shared.

(2) Passwords should be memorized. Passwords will not be stored in data files, printed on reports, displayed on workstations, or programmed to function keys.

(3) All passwords shall be a minimum of eight (8) characters. The password shall not be identical to the previous ten (10) passwords and shall consist of at least three (3) of the following criteria: uppercase letters, lowercase letters, numbers, or punctuation (special characters). No part of the user's name or VSO ID shall be used in the password.

(4) Passwords should be sufficiently difficult to prevent unauthorized users from guessing the correct password. The names of children, pets, spouses, favorite teams, favorite bands, telephone number(s), anniversary dates, birth dates, etc. should not be used.

(5) Passwords must be changed every 90 days or immediately if a security breach should arise. [CALEA TA 7.3.8]

(6) Compromised passwords will be changed immediately by contacting the appropriate authority.

(7) IT shall implement additional password complexity rules for agency systems to ensure the integrity of passwords.

10. **SYSTEM AND INFORMATION INTEGRITY** [CALEA LE 82.1.6 (c); TA 7.3.2, 7.3.4 (f)]

a. To ensure the overall integrity of the VSO systems, IT will be responsible for the following:

(1) Monitor and assess the risk level of security alerts and advisories as they pertain to the VSO systems.

(2) Identify, document, and implement measures to protect the VSO systems from vulnerabilities identified through security alerts and advisories.

(3) Notify agency personnel of security alerts and recommend preventive measures as appropriate.

b. The VSO network utilizes comprehensive firewall, intrusion detection, anti-virus, and anti-spyware solutions to protect against malicious computer attacks. This includes various applications, which automatically protect each personal computer and server attached to the network by scanning all files, memory, email attachments, and disks. [CALEA LE 82.1.2 (c)]

c. For those computers not on the network, preventive measures must be taken when working with media created or modified by a computer outside the VSO. Before use, this media must be scanned for malicious software by using an anti-virus program on a designated computer in the local work area.

d. IT will monitor firewall, intrusion detection, anti-virus, and other system logs for potential or attempted breaches. Members are also required to diligently monitor individual workstations or mobile devices for signs of potential security incidents. Some possible indicators of a security incident include:

(1) The system unexpectedly freezes or crashes without clear reason;

(2) The system displays unusual error messages, pop-ups, or advertisements;

(3) The system is responding slower than normal;

(4) Your files are suddenly missing;

(5) New files with novel or strange names appear without clear reason;

(6) The home page for your Internet browser changes unexpectedly;

(7) Unable to browse the Internet;

(8) When selecting search results, you are redirected to random websites;

(9) The desktop background changes unexpectedly;

(10) The system is performing actions on its own.

e. Any employee who has reason to believe malicious software has infested agency owned computer hardware and/or software or that the integrity of agency information systems has been compromised in any way shall do the following:

(1) Stop using the affected workstation;

(2) Do not power off or reboot the affected workstation;

(3) Document the behavior including the complete error message, if any;

(4) Immediately notify the unit or office supervisor;

(5) Immediately notify the IT Help Desk;

(6) If connected via a wired connection (Ethernet cable), physically disconnect the device from the network.

f. IT personnel will perform the following to remedy any agency owned computer hardware and/or software infected with malicious software:

(1) Assist employees in identifying, and, whenever possible, removing the malicious software;

(2) Locate and test all removable media used on the suspect equipment;

(3) Check any computer equipment that may have come in contact with the removable media.

11. **PATCH MANAGEMENT**

a. IT shall maintain a centralized patch management system to ensure the prompt installation of newly released security patches, service pack updates, and other software updates. This system will incorporate the following elements:

(1) Automatic notification of newly released updates;

(2) Ability to review and test updates in a lab environment before deploying to agency devices;

(3) Automatic distribution and installation of updates on affected devices with limited end-user intervention;

(4) Ability to rollback updates after deployed to agency devices.

12. **TAMPERING** [CALEA LE 11.4.4, 41.3.7 (c, d); TA 7.3.3, 7.3.4 (e)]

a. No employee shall attempt to tamper with computer hardware, software, or networks without the expressed written consent of IT. Tampering constitutes, but not limited to, the following actions: [CALEA LE 11.4.4, 41.3.7 (c, d)]

(1) Installing or removing any hardware or software other than portable storage and recording devices; [CALEA LE 11.4.4]

(2) Removing, disabling, or circumventing security hardware or software;

(3) Making any connections to the network;

(4) Installing any associated hardware or software;

(5) Making any changes to computers either internally or externally;

(6) Making any type of cable attachments other than for portable storage and recording devices. Only use data cables from known, trusted sources;

(7) Perform any type of maintenance or repair (not including changing toner cartridges, ink cartridges, or ribbon for printers).

b. Outside agencies and vendors may not perform any type of action to any computer hardware or software unless specifically authorized by the IT Director and supervised by IT personnel.

13. **ELECTRONIC DATA STORAGE: USE OF AN OUTSIDE SERVICE PROVIDER** [CALEA CM 6.8.6 (b); LE 11.4.4, 11.4.5 (a, b, c, d, e, f), 82.1.6 (b)]

a. When an outside/third-party provider is utilized for electronic data storage, a written agreement shall address the following:

(1) Data ownership;

(2) Data sharing, access, and security;

(3) Loss of data, irregularities, and recovery;

(4) Data retention and redundancy;

(5) Required reports, if any; and

(6) Special logistical requirements and financial arrangements.

b. Use of an outside service is not authorized unless specifically reviewed and authorized in writing by the IT Director who shall oversee the process and approve moving forward with any such required agreements/contracts on behalf of the VSO.

F. COMPUTER SECURITY INCIDENT RESPONSE [CALEA TA 7.3.2]

1. VSO shall utilize a Security Operation Center (SOC) for 24/7 monitoring and issue resolution for computer security related incidents.
2. Any suspected computer security incidents will immediately be brought to the attention of the IT Director.
3. IT will work with the SOC if further investigation is necessary. Based on these findings, the IT Director will notify the Support Operations Division Chief of suspected tampering for further investigative action.
4. The SOC shall complete a Security Incident Response form. The IT Director or designee shall use the provided form to immediately notify FDLE and all applicable parties of any incidents involving a suspected compromise of the confidentiality, integrity, or availability of criminal justice information, as required by law.
5. Recovery activities, if required, will include restoration via backup of data files, replacement of any hardware as needed and the repair of any weaknesses in the network suspected of having allowed the security breach. Temporary blocking of the system may be required during recovery phase, but down time will be minimized so as not to interrupt operations more than absolutely necessary.

G. COMPUTER HARDWARE AND SOFTWARE MODIFICATIONS

1. To prevent unnecessary repairs, delays, or damage to agency owned computer hardware and software and to ensure alterations to computer hardware and software are made in accordance with service contracts or warranties, all installation and modifications of computer hardware and software shall be performed by IT. By regulating the installation of computer hardware and software in this manner, the agency can also better prevent potential security breaches such as the introduction of computer viruses, malware, or ransomware.
2. Agency computer hardware and software shall not be installed, relocated, or in any way altered without the consent of the IT Director or designee. This does not apply to portable storage and recording devices and VSO Issued mobile devices, with the stipulation that all data cables used are from known, trusted sources. Also, consumable items such as printer ribbons, toner cartridges, ink cartridges and similar items shall be replaced by each section as necessary.
3. Individuals requiring installation, relocation, or alterations of computer hardware or software covered by this general order shall:
    a. Call or submit a request to the IT Help Desk, indicating the desired installations, relocations, or alterations.
    b. IT personnel shall determine if the request is feasible and can be accomplished according to agency general orders.
    c. IT personnel will obtain a cost analysis and notify the requesting personnel when new computer hardware or software purchases are necessary to accomplish the request. The requesting personnel will then be responsible for requesting the purchase as outlined in this general order.
    d. IT personnel shall coordinate, schedule, and as necessary, perform the requested changes. IT personnel shall keep involved agency personnel informed as to the status of the request.
4. IT personnel shall not approve or support the installation of agency owned software on Personally Owned Devices or other devices beyond the administrative and management control of the VSO IT Section unless specifically authorized by the IT Director.
5. Only legally obtained and licensed software, with proof of licensing for each instance of use, shall be installed on agency owned computer hardware. IT personnel shall not install, support, or maintain any other software. The IT Director shall notify the involved person's Division Chief via chain of command, reporting all instances of: [CALEA LE 41.3.7 (c)]
    a. Installation of unlicensed or unauthorized software on agency owned equipment.
    b. Computer viruses on agency owned equipment.

c. Any alterations to agency owned hardware and software without the consent of IT.

H. COMPUTER REPAIRS

1. Problems or malfunctions with hardware (PC's, printers, servers, or other computer equipment), agency approved software, and agency-wide systems, shall be reported by contacting the IT Help Desk. Unless authorized by the IT Director, only IT personnel shall contact hardware or software vendors to obtain technical support.
2. For problems encountered with critical systems outside of the normal business hours for IT, a supervisor at the VSO Communications Center shall be notified and will be responsible for contacting the on-call personnel from IT.
3. If available, the following information shall be provided to the IT Help Desk for each reported problem:
   a. Person's name and phone number;
   b. Equipment location, building and/or room number;
   c. Equipment information such as manufacturer, node name, and station number, if applicable;
   d. VSO property control number;
   e. Identity of the program and function being used and statement of the problem.
4. IT personnel shall diagnose each problem or malfunction and will be responsible for coordinating all repairs. Upon completion of each repair, the reporting party will be notified by the IT Help Desk.
5. If the hardware or software is covered by a service contract, then IT shall ensure that the repairs are made in accordance with the terms and conditions of the service contract.
6. IT will determine any costs of the repair not covered under a service contract and notify the appropriate Division Chief through normal chain of command. The purchase of new, replacement or upgraded computer hardware and software shall be the responsibility IT as outlined in this general order.

I. ELECTRONIC RECORD RETENTION AND DISPOSITION [CALEA CM 6.8.6 (d)]

1. There is no single retention period that applies to all Electronic Records or all Electronic Records in a particular format. Retention periods are determined by the content, nature, and purpose of records, and are established based on their legal, fiscal, administrative, and historical values, regardless of the format in which they reside.
2. Scheduling the retention and disposition of all Electronic Records will be in accordance with the provisions of Chapter 1B-24, Florida Administrative Code (FAC).
3. Regardless of the retention periods established by Chapter 1B-24, FAC, all email, whether transitory, non-transitory, internal, or external, will be stored indefinitely and subject to public records laws. IT will be responsible for archiving all email as the agency's Copy of Record.

J. COMPUTER EQUIPMENT AND MEDIA DISPOSAL [CALEA CM 6.8.3, 6.8.6 (d); TA 7.3.6 (d)]

1. Computer hardware and accompanying electronic storage media utilized on agency systems may contain sensitive law enforcement or confidential information that could pose a security risk if not properly disposed. As such, all personnel shall be responsible for ensuring that proper procedures are followed when disposing or reusing computer hardware or media that contains, or has ever contained, sensitive information.
2. The scope of this general order applies to any electronic information storage media that contains or may have contained sensitive or confidential data that will be disposed of, reused, released, or otherwise transferred outside of the agency's control. This applies to all media including but not limited to disk drives, CDs, DVDs, magnetic tape, floppy disks, removable drives, memory cards and sticks, USB drives, PDAs, and digital cameras.
3. Agency owned software and applications are protected resources and therefore, will not be left on equipment or media when transferred outside of the agency's control.

4. The final disposition of any media containing the agency's Copy of Record for Electronic Records will be established in accordance with the provisions of Chapter 1B-24, Florida Administrative Code.
5. The final disposition of removable or reusable media will be the responsibility of the custodian of the media in accordance with this general order. This includes, but is not limited to, CDs, DVDs, magnetic tape, floppy disks, removable/portable drives, memory cards and sticks, and USB drives.
6. IT shall be responsible for the final disposition of obsolete or damaged computer systems and hardware as defined in this general order. Prior to releasing this hardware outside of agency control, IT will ensure that it does not contain sensitive, confidential, or protected information. This includes removing all media, including hard drives, that contain such information and securely storing the media until it can be physically destroyed by means such as incineration, shredding, or wiping of data.
7. Computer hardware and media that have been used to process, store, or transmit confidential, sensitive, or protected information shall not be released from the agency's control unless it is necessary for investigative purposes. Computer hardware and media being released for other purposes may not be done without prior written consent of the IT Director until the equipment is sanitized and all stored information has been removed as outlined below:
    a. Deletion of items or reformatting of media is not authorized for the purpose of media sanitation.
    b. Wiping information is a level of media sanitization that protects the confidentiality of information against data, disk, or file recovery utilities and data scavenging tools. Overwriting is the only acceptable method of wiping media for sanitation purposes.
    c. Overwriting cannot be used for media that is damaged or otherwise not writeable. In these instances, the media will be destroyed in accordance with this general order.
    d. Overwriting software and hardware products must comply with Department of Defense cleaning and sanitizing standard DoD 5220.22 for spinning disk technologies and NIST 800-88 for solid state and flash-based devices or otherwise approved by the IT Director.
8. The destruction of media that has been used to process, store, or transmit confidential, sensitive, or protected data will be performed as outlined below:
    a. If no longer required, the contents of any media will be made unrecoverable prior to disposal.
    b. Destruction is the act of discarding media with no other sanitization considerations. Media that is not damaged may be sanitized as defined in this general order prior to disposal. Otherwise, the media will be physically destroyed by means such as incinerations, shredding, or pulverizing prior to disposal.
    c. Media containing sensitive or confidential information awaiting destruction will be securely stored within the agency's control until such a time that it can be physically destroyed by means such as incineration, shredding, pulverizing, or sanitized.
    d. Deletion of items or reformatting of media is not authorized for disposal purposes since information can still be recovered using data, disk, or file recovery utilities or data scavenging tools.
    e. For media destroyed using shredders or disintegrator devices, the size of the refuse should be small enough that there is reasonable assurance in proportion to the data confidentiality level that the information cannot be reconstructed.
    f. Optical storage or rewriteable media including compact disks (CD, CD-RW, CDR, CD-ROM), optical disks (DVD), and magnetic tape, hard drive, flash drives must be physically destroyed by means such as incinerations, shredding, or pulverizing.
    g. Prior written consent of the disposal methods must be obtained from the IT Director to ensure compliance with this general order.

K. INTERNET USAGE

1. It is the intent of VSO to support the use of new technology in the delivery of services to its personnel. The Internet provides access to valuable information, and as such, is deemed to be an appropriate use of technology by agency employees. This general order also applies to access to the Criminal Justice Network (i.e. CJNET). [CALEA TA 7.3.4 (d)]

2. The Internet shall be utilized solely for official VSO business purposes. The use of the Internet shall be treated with the same degree of propriety, professionalism, and confidentiality as official written correspondence or public records. [CALEA CM 6.8.4 (d); TA 7.3.4 (d)]

3. The agency encourages authorized and trained personnel to utilize the Internet for investigation and publication of agency activities. Security of data and access should be discussed with IT to ensure that confidential information cannot be accessed by unauthorized persons. [CALEA TA 7.3.4 (d)]

4. To ensure compliance with proper Internet usage, the VSO utilizes network monitoring software. All messages and Internet sites visited can be retrieved and reviewed. Personnel employed or representing the agency shall not maintain any expectation of or right to privacy in the use or content of agency owned technical equipment. [CALEA CM 1.2.2 (c), 6.8.4 (c); TA 7.3.4 (c)]

5. Managers and supervisors must remain vigilant to ensure proper Internet usage and to maintain employee productivity. If a supervisor or manager suspects that an employee may be using the Internet for unauthorized use, then they may submit a request to IT for a history of an individual's Internet activity. [CALEA CM 1.2.2 (c), 6.8.4 (f)]

6. All requests from the public or media for information regarding an employee's use of the Internet shall be referred to the Public Information Office. [CALEA CM 1.2.2 (c)]

7. The VSO utilizes Internet filtering software intended to prevent access to web sites that have been classified as inappropriate for business purposes. As part of the filtering software, every individual within the agency will be assigned an Internet access level based upon their assigned responsibilities. [CALEA CM 6.8.4 (e)]

8. It should be noted that the abovementioned Internet filtering software is intended merely to assist the employee in determining proper Internet usage. It is ultimately the employee's responsibility to ensure that the Internet is used solely for official VSO business purposes. [CALEA CM 6.8.4 (e)]

9. If an employee feels that a legitimate web site necessary for official VSO business is being blocked by the Internet filtering software, then they should have their immediate supervisor submit the site to IT for review and re-classification.

10. Requests for permanent increased Internet access must be submitted to the Division Chief through the employee's normal chain of command. If the request pertains to an on-going investigation, then the employee's immediate supervisor may submit a request for a temporary 30-day increase in Internet access directly to IT. It will be the responsibility of the requesting supervisor to notify IT when the increased access is no longer necessary or if it needs to be extended beyond 30 days.

11. Except for VSO Microsoft Office 365, utilizing public hosted, cloud-based email or file storage systems in the conduct of official business without the expressed written authorization of the VSO IT Director is prohibited unless such activity is required as part of an investigation. [CALEA TA 7.3.4 (e)]

12. Confidential or sensitive information shall not be transmitted to sites that do not utilize a trusted secure (encrypted) connection. This includes, but is not limited to, instant messaging sites.

13. Employees shall not allow non-agency employees to use or have access to agency provided systems. Agency provided Internet accounts should be used only by agency personnel and only for official business. [CALEA CM 1.2.2 (c); TA 7.3.4 (e)]

L. IN-HOUSE APPLICATION DEVELOPMENT AND MODIFICATIONS

1. It is the policy of the VSO to identify the software application needs to fulfill the vital requirements of the organization and, when feasible, develop those applications in a timely and efficient manner utilizing in-house resources.

2. All requests for new development or modifications shall be made to the Division Chief via the requestor's chain of command. All requests shall contain a brief overview of the concern. Approved requests shall be forwarded to the IT Director for review.

3. The IT Director shall review the request and schedule any meetings with the appropriate personnel. During this review, the IT personnel will work with the requestor to ensure all requirements and scope are identified.

4. Based upon the review, the IT Director will determine the project feasibility. If in-house development is approved, the IT Director will ensure the proper specifications are documented and assign the project to the appropriate developer.
5. If for any reason the requested development cannot be efficiently accomplished in-house or is not in the best interest of the agency, the IT Director shall notify the requestor in writing, via chain of command. This notification will include recommended alternatives such as the purchase of commercial software or utilizing outside vendors.
6. Once the project has been assigned, the developer(s) shall coordinate with the end-users for development, testing, and implementation.
7. Staff from the end-users' unit will be assigned to assist IT personnel with the training, testing, and implementation. End-User staff will participate in all phases of the development project.
8. When outside vendors have been approved, IT, end-user(s) staff, and vendor(s) will work together for successful testing, implementation, and training.

M. COMPLIANCE PROCEDURES [CALEA TA 7.3.4 (f)]

1. All users of computers owned, leased, purchased outright or through a grant process by the VSO are to adhere to this policy and any related security safeguards. Each supervisor or contract manager must provide a copy of this policy to their staff or contractors who have access, in their workplace, to computers owned, purchased, or leased by VSO. The IT Director or designee shall be consulted concerning determinations of compliance with this regulation.
2. To ensure the integrity and security of agency systems, authorized personnel within the IT Section may monitor and audit agency equipment, agency systems, and network traffic at any time. Any violations or possible violations of this general order discovered during this process shall be reported immediately to the IT Director.
3. The IT Director or designee shall conduct periodic inspections of VSO equipment to ensure compliance with this policy.

N. VIOLATION PENALTIES

1. Any violation of this general order may result in disciplinary action in accordance with general order *GO-026-02 Standards of Conduct*.
2. Security violations resulting in the disclosure of sensitive or classified information to unauthorized individuals will result in disciplinary action up to and including dismissal. In determining respective disciplinary action, consideration will be given to the extent of the loss or injury to the system, the agency, and to the other person or persons resulting from the release or disclosure of sensitive or classified information to the unauthorized individual.
3. Any non-compliance with policies, procedures and operating instructions associated with access and use of criminal justice information via CJNet, FCIC/NCIC, III, NLETS, and/or unauthorized dissemination/use of criminal history information may subject the violating individual to a fine not to exceed $10,000 as provided for in Department of Justice Regulations, 28 CFR. Section 20.25, and/or discontinuance of services as provided for by Department of Justice Regulations, 28 CFR. Section 20.38. Moreover, certain offenses against system security and the information contained therein are crimes under Chapter 815, Florida Statutes and will be handled in accordance with general order *GO-026-02 Standards of Conduct*. Any person who knowingly discloses any information in violation of this general order may also be subject to civil liability.
4. Copyright laws do not preclude the imposition of liability for copyright infringements on governmental agencies and/or their staff. According to Title 17, United States Code, section 101 et seq., the federal copyright act protects the interests of persons who have developed original works of authorship, including computer software. Illegal reproduction of software can be subject to civil damages and criminal penalties, including fines and imprisonment. [CALEA TA 7.3.4 (a)]

	VOLUSIA SHERIFF'S OFFICE GENERAL ORDER GO-082-07	Distribution All Personnel	Reissue/Effective Date 04/06/2022
		Original Issue Date 01/05/2021	Previous Revision Date 01/13/2022
Title MOBILE DATA COMPUTER (MDC) USE AND ADMINISTRATION			
Section		AUTHORITY OF MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

It is the purpose of this general order is to establish guidelines and regulations governing security, proper utilization, and resource administration of the agency's Mobile Data Computers (MDC).

II. DISCUSSION

As newer technologies emerge and capabilities increase and expand, it is imperative that law enforcement take advantage of the potential this technology offers for enhanced officer safety, operational planning and overall efficiency. In doing so, it is important that agencies develop policy and procedures for the effective application of such technologies and to ensure the security of such devices.

Mobile computing provides patrol deputies, specialty teams, field supervisors and management with access to a host of information, tactical planning capabilities and resource deployment options. In addition, the use of MDCs for dispatching, car-to-car information exchange, and immediate field access to statewide databases greatly enhances effectiveness and assists in managing overall workload. To ensure prudent use of and receive optimal benefit from this technology, the following general order is hereby established.

III. POLICY

This policy is applicable to all users of Mobile Data Computers (MDCs) and those personnel responsible for managing assignment, tracking and replacement.

The Volusia Sheriff's Office (VSO) recognizes that the MDCs are valuable and necessary law enforcement tools that allow users instant field access to state and federal criminal justice information through FCIC/NCIC. It is the policy of the VSO that this access to criminal justice information is provided to authorized users only and shall conform to all state and federal regulations. Further, it is the policy of the VSO that all users of MDCs adhere to all security and utilization procedures as outlined in general order *GO-082-06 Computer Security and Utilization*.

IV. DEFINITIONS

Mobile Data Computer (MDC) – An MDC consists of a mobile device (laptop computer, tablet computer, Surface) an auto-adapter (i.e. power supply), and an AT&T FirstNet wireless modem (i.e. aircard/wireless modem). An MDC provides full access to the VSO mobile network including access to services such as CAD, e-mail, and Internet. Each MDC will be issued all 3 components and must remain intact until the MDC is turned back in.

MDC Custodian Employee – The respective employee assigned an individual MDC. In the case of those components assigned MDCs in a resource sharing scenario, see section V.P.1. MDC Assignment, the custodian employee will be the individual temporarily assigned the component's MDC by the designated component custodian.

Standalone Laptop – A standalone laptop consists of a laptop, an auto-adapter, and an AC power adapter. These laptops contain a word processor and are issued to a section (e.g. CID) for the purpose of generating documents in the field. They do not contain a wireless modem and, as a result, do not have access to the VSO mobile network.

Professional Purpose – defined herein as the interaction between any user utilizing the County's or VSO networks for purposes of Law Enforcement or Fire/EMS business. MDC/Computer requests and their responses between computer terminal operators will be polite and courteous at all times. In no way should communications become personal or inappropriate.

V. PROCEDURE

A. PROPER MDC (MOBILE DATA COMPUTER) USAGE

1. The MDC will be used for professional purposes only.
2. No devices of any kind may be attached to the County's or Sheriff's networks without the expressed written authorization of the VSO Information Technology Director.
3. The MDCs are mounted outside of the "airbag" zone to prevent injury to the Deputy if the airbags deploy. For this reason, it is critical that the mount not be adjusted without the approval of the fleet manager.

B. VOICE DISPATCHING

1. All priority E & 1 calls will be dispatched via voice with the units response returned via voice. e.g.
   - In progress or just occurred;
   - Bodily harm threatened or occurred;
   - Calls involving weapons;
   - Calls deemed critical for any reason.
2. All priority E & 1 calls will remain voice during the duration of the call.

C. PARTIAL VOICE DISPATCHING

1. Calls entered with a priority of 2 or 3 will be dispatched via the MDC, prefaced by the dispatcher advising the unit to "Copy X", pausing for the units acknowledgement then giving the call type and address only. E.g.

   Central states: CENTRAL 1A42 Copy X

   Unit Answers: 1A42

   Central States: VANDALISM AT 1234 Deltona Blvd.

2. **NO OTHER VOICE INFORMATION WILL BE RELAYED**
   a. All other information will be sent to deputy's MDC without voice traffic. The unit will acknowledge receipt of the call by pressing the "F2" key to show en route without voice acknowledgement.
3. If at any time the circumstances of a priority 2 or 3 call escalates to a priority E or 1, both Central and the units will revert back to full voice. See item #2.
4. Upon clearing a priority 2 or 3 call, the units will only advise Central in the following manner:

   Unit States: 1A42 Central

   Central States: 1A42

   Unit States: 1A42 In Service X

5. Units without MDC's will clear the call in the following manner:

   Unit States: 1A42 In Service Report or No Report

D. SILENT DISPATCHING

1. Silent dispatching will be utilized between the hours of 0000-0600 only and for car burglaries that are in progress or just occurred (within15 minute time lapse), to include suspicious person(s) or vehicles(s).
2. The Central Telecommunicator will activate the alert tone function and advise the unit to “Copy X Priority”.
3. The unit will then acknowledge the call and place themselves en route. No other voice transmission will follow from Central.
4. Additional units may also acknowledge the call and place themselves en route as well. Example:

   Central states: CENTRAL 1A45 Copy X Priority

   Unit Answers: 1A45 Copy
5. The unit will acknowledge receipt of the call by pressing the “F2” key to show en route without voice acknowledgement.
6. If the call is in the county area, after initial dispatch the dispatcher will notify Air1 and County K9 if there is one in service.
7. The first unit on scene will utilize voice transmission to acknowledge on scene. This is for officer safety.
8. If at any time the circumstances change and the introduction of violence or weapons occurs, both Central and the units will revert back to full voice.
9. The responding primary Deputy or shift supervisor can revert to full voice at any point, as needed for safety reasons or if this procedure is interfering with response or apprehension.
10. In the event a unit does not have an operational MDC, they will need to contact the on duty shift supervisor for direction.
11. **REPORTING**
    a. Communications shift supervisors completing the Communication’s Daily Briefing notes will notate any Silent Dispatched calls.
    b. Road supervisors shall note this on the Daily Consolidated Report.

E. INFORMATION AUTHORIZED FOR MDC USE

1. Non-Critical Information as it pertains to this general order shall be defined as:
    a. Any subsequent requests for information relating to a call initiated by either Central or a Patrol unit.
    b. Any miscellaneous request for assistance that does not include or involve the checking of wants on any persons, articles, or vehicles
    c. The requesting of services that do not directly relate to the current call
    d. Any request that doesn’t need to be documented in a specific call history:
        (1) Use to provide non-critical information regarding a call
        (2) Use to request non-critical assistance from another unit such as supplies
        (3) Use to obtain advice or legal information from another unit or supervisor
        (4) Use to communicate when no other means of communications are available (i.e. radios not working, no telephone available)
        (5) Use to communicate with Central as long as it doesn’t conflict with the preceding criteria
        (6) Use to provide units with non-emergency phone messages
        (7) Bolo’s will be disseminated via the voice

F. INFORMATION UNAUTHORIZED FOR MDC USE

1. Critical Information as it pertains to this general order shall be defined as:
    a. Any information that relates to a call including any original requests for information initiated by either Central or a Patrol Unit;

b. Any miscellaneous request for assistance that includes or involves the checking of wants on any persons, articles or vehicles;

c. The requesting of services that directly relate to the current call;

d. Any request that needs to be documented in a specific call history;

2. MDC's will not be used to request backup or other critical assistance.

3. The unit selected for backup may not be in their vehicle. If the unit selected is in heavy traffic or otherwise unable to look at the message immediately, backup could be delayed considerably

4. MDC's will not be used to request other types of responses that would otherwise be considered critical information such as requests for the ME, PT, Wreckers, Detectives, PIO, Chaplains, etc. Requests for these responses need to be received and handled promptly. (Dispatchers could accidentally erase messages without ever having seen them causing an extended delay while a unit waits for a request not being handled.)

5. An extended delay between when the need for a request was identified and the time it was actually carried out could become a legal issue. The call history needs to reflect:

   - The time the unit made the request
   - The time any notifications were made
   - Who was notified
   - Who made the notification

6. Patrol Zone units are not to assign themselves as backup to any call. If they will be responding, they are to notify dispatch, which will then assign the unit to the call.

7. Only Supervisors and non-zone units may use the MDC BE or BO (CTRL F11 and CTRL F12) command to assign themselves backup en route or backup on-scene.

G. SELF – INITIATED FIELD ACTIVITY

1. Patrol Units will notify Central via voice in all instances of civilian contact. i.e. traffic stop, suspicious persons.

2. Units will advise Central if they require 10-4 checks and the interval required with the exception of traffic stops. (i.e. 5 minutes,10 minutes). CAD will automatically alert the dispatcher to 10-4 check the unit after 6 minutes on a traffic stop.

3. Units may use the MDC to show themselves out using the (F5-On-View Calls) for all priority 2 and 3 self initiated calls unless there is a safety issue.

4. If a unit shows themselves out and requires 10-4 checks from Central this request will be made via voice advising of the time interval required. (i.e. 5 minutes,10 minutes)

5. When showing themselves out on the MDC the unit will use an EXACT address in the following format:

   (House Number) (Directional) (Street Name) (Street type) (COMMA) (City)

   123 W MAIN ST, DB

6. When entering intersections, type the first street name followed by a forward slash and the second street name followed by a comma and the city code. See below example:

   Main St/N Atlantic Av, DB

   NOTE: This will prevent CAD from changing it to a different City.

H. STATUS CHANGES

1. Designated Zone Units will not assign themselves as backup via the MDC. Only Supervisors and non-zone units my use the MDC BE or BO (CTRL F11 and CTRL F12) command to assign themselves backup en route or backup on scene.

2. All <u>non-call</u> related status changes will be entered via the MDC using the F8 key Out of Service, (e.g. Out at District 4, Gassing Car, Meal Breaks)

3. Requests for meal breaks will be made by Patrol Zone Units directly to the Patrol Supervisor either as a function of MDC terminal messaging, voice on TAC or I – Call.

4. Upon being cleared by the Supervisor, units will not advise the dispatcher that they are en route or place themselves en route.

5. Upon arrival at their Meal Break location, units will then use the F8 (Out Of Service) enter the location and type code designating out of service and advise Communications Meal Break X. When complete the Patrol Zone Unit will use the F7 (In – Service) function key to resume In Service status and advise Communications In Service X.

I. STATUS VERIFICATION

1. Each Unit's activity status and time are tracked from the time the Unit logs on until the time the Unit logs off. This information is available through the MDC's and includes the cumulative times associated with all status changes, both call and non-call related.

2. This information is available for monitoring by the respective agency field supervisors in accordance with their respective agency policy.

3. In addition, ForceWatch combines AVL and CAD with Google maps and allows for visual tracking of all units from the MDC. Each agency may access this information on their respective units and visually monitor status in accordance with their respective agency policy.

4. If the agency's established time has elapsed without CAD activity or verbal contact, it will be the responsibility of each agency's shift/squad supervisors to verify their respective personnel's status.

5. If the supervisor is unable to make contact with the unit, the respective field supervisor will notify the dispatcher.

6. The dispatcher will perform a status check; if unable to make contact, it shall be the respective field supervisor's responsibility to ensure contact is made with the Unit.

J. ON & OFF DUTY STATUS CHANGES

1. Patrol Zone Units will log on and off duty for their scheduled shifts by using their MDC's unless the MDC is not functioning at which time the unit will call out via the radio.

2. Deputies will log-on as a (10-75) Unit during commute to/from their assigned District unless required to take law enforcement action; once at the District, Deputies shall log-on for duty once their BWC device is in the Deputy's possession and ready for activation in accordance with general order *GO-041-20 Body Worn Cameras, section V.D.5. Beginning of Shift*.

3. **OFF DUTY USE OF ASSIGNED VEHICLE (10-75)**

   a. Units having MDC's shall log-on assigned vehicle off duty, both in and out of service via the MDC without using the voice.

   b. Units without MDC's shall not be required to log-on assigned vehicle (Off Duty in a County Vehicle); however, Deputies are required to monitor their radios while 10-75 and respond to emergency in-progress calls in accordance with general order *GO-041-06 Individual Vehicle Assignment Program*.

   c. Units will not log themselves Out of Service (Off Duty) on the MDC when they are leaving prior to regular Out of Service time of the shift they are working (e.g. C25 overtime leaving at 0300 must notify dispatch on the radio)

K. CALL HISTORY STATUS CHANGES

1. Case Numbers for Priority 2 and 3 calls will be field generated via MDC by the Patrol Zone Unit. The Patrol Zone Unit must be aware that often times the system responds slowly. Repeatedly requesting case numbers by MDC, or by asking dispatch after making an MDC attempt will result in multiple case numbers being assigned and the need for a report pulled in error. If a case number request is initiated by the MDC, stand-by for CAD to assign it to the call.

2. Location changes, including arrived on scene, while involved in a priority E or 1 call are to be done by voice.

3. If the intended location was either entered or identified in CAD incorrectly a delay in backup response would occur creating a safety issue. This is why entering the address followed by a comma and the City is so important when generating field-generated calls.

4. If a call received from dispatch requires a location change, the unit will, via voice advise dispatch to update the address of the original call. This is not intended for use of any location change for follow up investigation.
5. All **10-4** status changes will be done via voice. If not advised and the unit cannot be raised, backup will be sent.
6. Patrol Zone Unit will use the correct disposition when changing status or closing calls e.g. INC, NR via the MDC. Patrol Zone Units will then notify Central via voice In Service X.

L. TERMINAL MESSAGES

1. The use of terminal messages must be restricted. Terminal messages are designed for car-to-car transitory information using the MSG command and shall not be directed to Telecommunicators.
2. On the rare occasion when a terminal message must be sent to Central Communications it will be addressed to the appropriate DAREA, not to an individual Telecommunicator.
3. Do not use a terminal message (MSG) to make any type of official request for which action will need to be taken. Often, the message is not read immediately, the screen has been cleared, or a personnel change has taken place.
4. All requests will be made by voice radio transmission so that they are “time stamped” for logging purposes.
5. Requests for Medical Examiner, wreckers, prisoner transport and other services must be done by voice radio transmission or telephone.
6. Use of terminal messages (MSG) will be closely monitored. Terminal messages are not private; they are public records.

M. FCIC/NCIC CHECKS

1. FCIC/NCIC checks for vehicle registrations, driver’s licenses and warrants will be performed via the MDC unless there is an officer safety issue. Anytime a “hit” is received, the Deputy must immediately notify Central Communications by voice radio transmission. Central Communications must then perform the FCIC/NCIC check again for confirmation purposes.
2. Users will make FCIC/NCIC check requests by voice radio transmission anytime officer safety is an issue.

N. AVL USAGE

1. Units equipped with AVL will ensure that connectivity is maintained with the MDC at all times unless the GPS device is externally mounted to the vehicle, in which case connectivity will be maintained while the MDC is within the vehicle.
2. It is the responsibility of the person assigned to the MDC to immediately inform their supervisor and Information Technology of AVL connectivity problems. If Information Technology determines that the issue requires the equipment to be repaired or replaced, the assignee will bring the equipment to Information Technology for service as soon as possible.
3. Priority E calls will continue to be dispatched via the simulcast method. Central will announce the calls to “all units”, and will include the VSO district or city of jurisdiction. Units responding to the priority E call will advise Central they are en route at the conclusion of the dispatch. e.g.:
4. Central States: Central to all units, signal (XX) just occurred (incident location) in (city jurisdiction or VSO district X) to ensure that the correct jurisdiction is still known
5. If units from one of the channels besides the primary channel the call is being worked on will also be responding, they are to be advised to switch over to the channel on which the call will be controlled.
6. Priority 1 calls will be dispatched to the closest unit as determined by the AVL system and the CAD system search matrix. (At this time, if a unit in the area is part of the matrix and does not have a working AVL, CAD will revert back to the zone based recommendation.)
7. Patrol Supervisors will still retain the discretion to modify their units’ response, if so desired.

8. Priority 2 and 3 calls will continue to be recommended and dispatched to units by zone (No AVL recommendation). When a zone unit is unavailable, Patrol Supervisors will determine the proper course of action.

O. MDC POLICY ENFORCEMENT

1. Front line supervisors are tasked with making sure the policy is enforced throughout the dispatch arena. When issues arise, the below procedure will be followed:

2. **COMMUNICATION CENTER**

   a. When a dispatcher is having problems with any of their MDC users not following the MDC procedure, the dispatcher will contact the Communication Supervisor so that corrective action may be taken.

   b. The Communication Supervisor will then contact the Patrol Street Supervisor, preferably via phone or MSG and inform them of the unit in question. The Patrols supervisor will then take corrective action.

   c. If at anytime a conflict or dispute between the Communications Supervisor and Patrol Supervisor ensues, the Communications Supervisor will inform the Communications Center Director via the chain of command.

3. **PATROL SUPERVISORS**

   a. When a Patrol Supervisor is having problems with any dispatcher not following the MDC procedure, the Patrol Supervisor will contact the Communication Supervisor so that corrective action may be taken.

   b. The Communication Supervisor will then instruct the dispatcher for corrective action.

   c. If at any time a conflict or dispute between the Patrol Supervisor and the Communications Supervisor ensues, the Patrol Supervisor will inform, in writing, the District Captain via the chain of command.

P. MDC ADMINISTRATION

1. **MDC ASSIGNMENT**

   a. To facilitate improved management and tracking, MDC's are assigned to individuals, not to the vehicle.

   b. Information Technology is responsible for the assignment and distribution of all authorized MDC's to their respective users.

   c. Positions authorized for individual MDC assignment are:
      - District Captains
      - District Lieutenants
      - Patrol Sergeants
      - Patrol Deputies
      - Civil Enforceable Deputies
      - Crime Suppression Team
      - Special Operations K9 Deputies

   d. If an individual transfers from an MDC authorized division/section, see above, to a division/section not noted above (e.g. Support Operations Division/Court Services Section/Court Security/PT), that individual will be responsible for contacting Information Technology prior to reporting to the new assignment so that it may be determined if the MDC should be returned to Information Technology for their respective replacement or remain with the individual.

   e. If an individual terminates employment (e.g. fired, retired or leaves the agency), that individual will be responsible for returning the MDC (to include aircard, auto-adapter and any other computer equipment) to Information Technology.

   f. Information Technology will not accept MDCs that are missing the wireless modem or the auto-adapter.

g. In cases where the Fleet Manager must accept an MDC due to unplanned circumstances (i.e. abrupt termination; MDC left in the vehicle), the Fleet Manager will immediately submit to Information Technology the MDC (including modem and auto-adapter) along with an Inventory Control form containing the property number of the MDC and the name of the individual to whom it was assigned.

h. The Materials Coordinator will be responsible in tracking all computer equipment assignments.

i. **Exception**: MDCs are made available to Detectives through resource sharing and are therefore assigned to the investigative component, not the individual. (i.e. D2 Investigations; Major Case; VBI; Sex Crimes, etc.) In these instances of sharing amongst several users, a custodian will be assigned within each area for tracking purposes. This custodian will be responsible for ensuring that the MDC stays within the assigned component during transfers or terminations.

2. **NEW MDC/POSITIONS**

a. When a new MDC is purchased (e.g. for a new position), Information Technology will request a property number and issue it to the individual after it has been configured.

b. After the MDC has been issued, Information Technology will submit an Inventory Control form to the Materials Coordinator that includes the property number of the MDC and the person that it was assigned to.

3. **TRANSFERS**

a. An authorized MDC division/section is defined as those outlined above in section V.2.P.1. MDC Assignment.

b. If an individual has an authorized MDC and they are transferred to another authorized division/section (e.g. transferred from District 4 Patrol to District 2 Patrol):

(1) They will keep the MDC that is currently assigned to them.

(2) No paperwork is necessary for this transfer.

c. If an individual has an authorized MDC assigned to them (i.e. Patrol Sergeant) and they are transferred to Investigations, the following will apply:

(1) The individual must return their MDC (to include aircard, auto-adapter and any other computer equipment) to Information Technology prior to reporting to their new position.

(2) Information Technology will provide the individual and the Materials Coordinator with an Inventory Control form confirming that the MDC is no longer assigned to the individual.

d. If an individual has an authorized MDC and they are transferred to a division/section not specified in section V.P.1.c. above (e.g. Support Operations Division/Court Services Section/Court Security/PT):

(1) The individual will be responsible for contacting Information Technology prior to reporting to the new assignment so that it may be determined if the MDC should be returned to Information Technology for their respective replacement or remain with the individual.

(2) If it is determined that the MDC should be returned to Information Technology, the individual will promptly return the MDC, to include the auto-adapter and Sprint wireless air-card, to Information Technology for their respective replacement.

(3) Information Technology will provide the individual and the Materials Coordinator with an Inventory Control form confirming that the MDC is no longer assigned to the individual.

e. If an individual does not have an authorized MDC and they are transferred to an MDC authorized division/section (e.g. Patrol):

(1) They must report to Information Technology prior to the effective date of the transfer so they may be issued an MDC.

(2) Information Technology will provide the individual and the Materials Coordinator with an Inventory Control form confirming that the MDC is assigned to the individual.

f. If Information Technology does not have an MDC to issue to the replacement person, then the Materials Coordinator will be notified. It will be the Materials Coordinator responsibility to research the recent transfer orders to determine who has a non-authorized MDC and notify that person to immediately return the MDC to Information Technology so that it may be re-issued to the correct person.

4. **TERMINATIONS**

a. For all terminations, the individual will be responsible for returning the MDC (to include aircard, auto-adapter and any other computer equipment) to Information Technology.

b. Information Technology will provide the individual and the Materials Coordinator with an Inventory Control form confirming that the MDC is no longer assigned to the individual.

c. If any other section (e.g. Fleet Management or Inventory Control) must accept an MDC (e.g. abrupt termination), they will immediately submit the MDC (including the modem and auto-adapter) along with an Inventory Control form containing the property number of the MDC and the name of the person that it was assigned to.

5. **REPAIRS**

a. It is the MDC custodian employee's responsibility to ensure that any and all data they deem to be important must be archived on removable media and secured appropriately as defined in general order *82.6 Computer Security and Utilization*.

b. Information Technology will take every measure to ensure data is preserved whenever an MDC is repaired or replaced. However, the MDC custodian is ultimately responsible for saving or archiving any data on the laptop prior to repairs or replacement.

c. If an MDC stops functioning, then the person that it is assigned to will bring it to Information Technology for repair/replacement.

d. If the MDC requires replacement, then Information Technology will issue the replacement, if available, and provide the individual and the Materials Coordinator with an Inventory Control form indicating the property number of the old MDC and the property number of the replacement MDC.

6. **DAMAGED EQUIPMENT**

a. To ensure repairs to an MDC or any accessory equipment are made within the vendor warranty period, the custodian employee will bring the MDC to Information Technology for service at the first indication of physical damage or other inoperability problems.

b. If an MDC or aircard is damaged (either through an accident or misuse), then the person responsible for that equipment must complete an Incident Report and have the report signed by a supervisor.

c. The individual will bring the damaged equipment, including the Incident report signed by a supervisor, to Information Technology.

d. If the damaged equipment requires replacement, then Information Technology will issue the replacement, if available, and provide the individual and the Materials Coordinator with an Inventory Control form indicating the property number of both the damaged and replacement equipment. Information Technology will not replace any damaged equipment unless it is accompanied by an Incident report signed by a supervisor.

7. **LOST OR STOLEN MDC**

a. MDCs shall be properly secured in the locked vehicle at the end of each shift. Any instance of a lost or stolen MDC will be immediately reported to Information Technology so that the MDC may be disabled from accessing the VSO systems.

b. An incident report will be generated documenting the circumstances and shall be signed by a supervisor. A copy of the report will be forwarded to the Information Technology Director.

8. **ANNUAL REPLACEMENTS**

a. Due to the harsh conditions in the field, Information Technology purchases new laptops each year to replace the oldest laptops. This process ensures that laptops are not used for more than 4 years. After 4 years, the frequency of laptop failures increases beyond the point that it is financially feasible to keep them in service as an MDC.

b. During the replacement process, Information Technology makes the necessary arrangements with the individuals in the field to replace the MDC.

c. Information Technology will provide the individual and the Materials Coordinator with an Inventory Control form containing the property number of the old MDC and the property number of the replacement MDC.

Q. VIOLATION PENALTY

1. Any violation of this general order may result in disciplinary action.

VI. ACCREDITATION STANDARDS

A. CALEA COMMUNICATIONS ACCREDITATION

- 6.8.4

B. CALEA LAW ENFORCEMENT ACCREDITATION

- 11.4.4
- 41.3.7

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-083-01**	**Distribution** All Personnel	**Reissue/Effective Date** 03/05/2026
		Original Issue Date 01/05/2021	**Previous Revision Date** 04/06/2022
Title **COLLECTION OF PROPERTY AND EVIDENCE**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE [CALEA LE 83.2.1]

The purpose of this general order is to establish specific guidelines in the collection, processing, and preservation of all evidence that becomes the responsibility of the Volusia Sheriff's Office (VSO).

II. DEFINITIONS

Digital Evidence Management System (DEMS) – A VSO approved computerized system consisting of hardware and software to collect, store, secure, and disseminate digital evidence while preserving chain of custody. VSO utilizes Axon Evidence as a digital evidence management system.

Photographic Evidence – For the purpose of this general order, use of the term "photograph", "photographic", shall be inclusive of any means to visually record evidence: conventional photography, digital photos, imaging, and video recording.

III. POLICY AND PROCEDURE

A. GENERAL

1. Property and evidence will be packaged and submitted in accordance with the *VSO Property and Evidence Packaging and Submission Manual* and general order *GO-084-01 Evidence Management*. Packages shall be marked or have warning labels applied as required in the manual.

B. PROPERTY AND EVIDENCE COLLECTION, PROCESSING, AND PRESERVATION [CALEA LE 83.2.1 (a, b)]

1. For physical evidence to be accepted by the court at the time of trial, it is essential the chain of custody of the evidence be maintained. The initial step in this process is marking or labeling the item at the time it is collected, seized or received and documenting how the Deputy came into possession of the item(s). The following procedure applies: [CALEA LE 83.2.1 (a)]

    a. The scene will be secured. If necessary, Deputies will secure the scene by placing crime scene tape around the entire site of the incident. No unauthorized individuals will be permitted entry into the scene; all individuals will be recorded on a crime scene log.

    b. All authorized personnel entering a scene where blood and bodily fluids are present will wear protective gloves/gear. The scene will be treated as a biohazard area with the use of barrier tape or signs.

    c. All authorized personnel responsible for the collection of evidence shall document each item of evidence noting the location, date, time of discovery and person locating the evidence. When possible, the evidence should be photographed prior to collection. [CALEA LE 83.2.1 (b)]

    d. Deputies receiving found property that was lost or abandoned as defined in Fla. Stat. § 705.102 will provide the finder with a case card containing the incident report number with

the VSO QR code. The Deputy will explain to the finder that using the QR code will access the Lost/Abandoned Property Finder Wishes to Claim Notice with instructions on how to claim and retrieve the property if not claimed by the rightful owner. The Deputy shall document this in the incident report.

e. When receiving safekeeping property from the property's owner a Safekeeping Property Notice form will be provided to the owner through giving them a case card and explaining how the form may be accessed through the QR code on the rear of the card. If the property's owner requests a printed copy of the form, provide it to them when possible. The Deputy will state in the incident report that the form was given to the owner.

f. Each item shall be placed in an evidence container, when possible. When an item will not fit in an evidence container, butcher block paper provided in the Evidence Facility's Deputy Submission and Locker Area or District Office can be wrapped and taped around the item. Seals over tape shall be initialed, dated, and VSO ID number applied to the seal, as otherwise required. If an item is too bulky or large to package or wrap, it shall have an evidence tag attached to it. The container or evidence tag shall be marked or labeled with the following information: [CALEA LE 83.2.1 (a)]

- Case number;
- Item Number – as listed on the property report;
- Description of the item;
- Date - Use a two-digit format. (00-00-00);
- The name and DID of the person collecting the evidence.

g. All authorized personnel collecting the evidence shall properly seal the container preventing the contents from readily escaping and making it obvious if the container is opened or tampered with: [CALEA LE 83.2.1 (a)]

(1) Self-sealing envelope or bag:

(a) Use the envelope or bag's self-sealing-adhesive to securely seal the opening.

- The seal must prevent the contents from readily escaping. If needed, reinforce the seal with clear packaging tape.

(b) Apply a token seal with tamper-evident evidence tape. The tape must cross the envelope or bag's seal and extend onto the envelope or bag.

(c) Sign or initial across the packaging and tamper-evident tape, beginning and ending on the package itself. The date, and VSO ID number (DID) will be written on or near the signature or initials on the seal.

(2) Envelope, box, or bag that is not self-sealing:

(a) Seal the envelope or bag with clear packaging tape. In addition, paper bags must be sealed with clear packaging tape along all seams, especially at the bottom. The tape must completely seal the envelope or bag's opening to prevent the contents from readily escaping.

(b) Apply a token seal with tamper-evident evidence tape. The tape must cross each of the envelope or bag's seals and extend onto the envelope or bag.

(c) Sign or initial across the packaging and tamper-evident tape, beginning and ending on the package itself. The date, and VSO ID number (DID) will be written on or near the signature or initials on the seal.

h. The following items shall be packaged separately from each other and all other items: [CALEA LE 83.2.1 (b)]

- Controlled or illicit substances;
- Medications (Bottled medications matching the prescription for destruction only, NOT EVIDENCE, may be packaged together for destruction.);
- Jewelry;
- Firearms;
- U.S. currency;
- U.S. collectible currency;

- Negotiable instruments;
- Foreign currency;
- Electronics, including cellular devices; electronic cigarettes/vapor-producing devices; digital scales; electronic toys, etc.

i. Bags such as backpacks, purses, or luggage must be submitted empty. The contents will be submitted in a separate transparent plastic container so the contents may be affirmed through visual inspection, while regarding the separation standards listed above.

j. Evidence Section personnel are not permitted to accept into the Evidence Section any property or evidence that isn't correctly packaged, labeled, and documented. Such items must be quarantined for correction and notification by email to the submitter and their supervisor will be sent immediately. Corrections must be addressed timely by the submitter as required in *GO-084-01 Property and Evidence Management*.

C. CURRENCY [CALEA LE 83.2.1 (b)]

1. Seizure of currency shall be in accordance with the Florida Contraband Forfeiture Act (FCFA) and shall be processed in accordance with general order *GO-043-07 Contraband Forfeiture*, which details Deputies pre-seizure and post-seizure responsibilities.
2. Negotiable currency must be packaged separately and apart from other items of property in the same case. Additionally, U.S. currency, U.S. collectible currency and foreign currency must be packaged separately. The following items, whether found or confiscated, are treated as negotiable currency and require special handling:
   - U.S. paper currency;
   - U.S. coins;
   - U.S. savings bonds;
   - Negotiable traveler's checks;
   - Negotiable money orders, bonds, stocks, or items of obvious value. (e.g. silver certificates, items presented in a protective sleeve, card, plastic case, collector's books, etc.)
3. All negotiable currency, whether found, seized for forfeiture, collected as specific evidence requiring processing (e.g. prints, DNA), or collected for safekeeping upon expeditious notification and timely follow-up action of the owner, shall be counted and the total value noted on the labeling portion of the evidence bag/container.
4. All currency submissions will require the following:
   - Electronic completion of a Currency Verification Form (See FORMS) reflecting the total number of items (bills/coins) for each denomination of currency; totals will auto-calculate as the number of items are entered on the form. (This is not required for checks.)
     - The case Deputy will then enter their name and DID prior to printing the form.
     - Once printed, the Deputy(ies) will initial beside their DID.
   - The case Deputy will note on the form whether or not the money can be deposited.
     - Money will be deposited unless something physical about the note needs to be maintained for examination or evidence, e.g., specific serial numbers, markings, latent processing, blood evidence, or dye pack marks.
   - Cash totaling $250 or more will require a second Deputy's *independent verification* of the respective items to be submitted; once verified, the completed form shall be printed and initialed by each Deputy. Each Deputy will initial and include their DID number on the bag in accordance with section IV. A.1.f.
   - The completed *Currency Verification Form* will be submitted along with the Property Report listing the total amount of currency submitted to Property and Evidence.
   - Cash totaling $2,000 or more must be submitted to the Evidence Facility's lockers, not a District locker.

- The Evidence Facility has calibrated currency counters for U.S. notes and coins. Regardless of the amount of the submission, an Evidence Specialist can be contacted for access and assistance in the use of these machines at any time.

5. **CASH IN EXCESS OF $25,000**

   a. Cash submissions in excess of $25,000 will require a supervisor to respond to the scene; the supervisor will then notify the Special Investigations Section (SIS) Commander. The SIS Commander will contact the appropriate Task Force Supervisor to respond to the scene.

   b. The submission must be verified with an Evidence Specialist utilizing the calibrated currency counter at the Evidence Facility. It will then be turned directly over to the Evidence Specialist, not into a locker.

6. **COLLECTIBLE CURRENCY**

   a. Collectible currency such as “Silver Certificates” will be identified as collectible currency, will be packaged separately, and the face value of the bills/coins will be added on the currency sheet.

7. **FOREIGN CURRENCY**

   a. Foreign currencies will be counted for the total number of items (coin/paper currency only; the total number of each item shall be noted on the property report and the labeling portion of the evidence bag. Value will be reported as unknown.

D. CONTROLLED OR ILLICIT SUBSTANCES [CALEA LE 83.2.1 (b)]

1. **Great care should be taken when collecting and packaging controlled or illicit substances due to the inconsistent and toxic properties they possess.**

2. Personal protective equipment (PPE) in the form of **nitrile gloves will be worn when handling such substances to avoid contact with the skin**. When handling powders or single layer packages of powders, an N95 face mask will be worn. The largest risk from Fentanyl exposure occurs **through inhalation**; trace exposures can have severe health consequences.

3. If a Deputy has any reason to suspect a substance is flammable, explosive, or is otherwise hazardous beyond their ability to safely collect, they will contact Volusia County Fire Services, the Bomb Team, or the Clandestine Lab Response Team, where applicable.

4. When encountering suspected Fentanyl or other dangerous substances refer to the *VSO Property and Evidence Submission Manual*.

5. Notwithstanding any provisions of this section, standard guidelines governing the proper cataloging of evidence will apply to the packaging of controlled or illicit substances concerning the inclusion of case and item specific information when filling out evidence packages/labels.

6. The following requirements apply to packaging of controlled or illicit substances and are in compliance with the *FDLE Crime Laboratory Evidence Submission manual*:

   a. Clear plastic evidence bag (paper bag for plant material);

   b. Minimum size for this container is 4.5”x7”;

   c. Minimum thickness of 3 mil (unless utilizing a paper bag for plant material);

   d. Loose powders placed in smaller clear plastic bags before being sealed in outer clear packaging;

   e. The outer packaging must include the description of the item and total packaged weight;

   f. If the item is suspected to contain fentanyl a fentanyl warning label will be affixed to the external packaging.

7. **TABLETS/CAPSULES/MEDICATIONS**

   a. The following information applies to pills, tablets, capsules and other medications which are being submitted to VSO Evidence as evidence in a criminal investigation or for the purpose of submission to FDLE for analysis. The guidelines listed herein do not apply to the packaging of pills, tablets, capsules and other medications which are being submitted to VSO Evidence for disposal.

b. The following requirements apply to packaging of controlled or illicit substances and are in compliance with the *FDLE Crime Laboratory Evidence Submission Manual*:

(1) Clear plastic evidence bag;

(2) Minimum size for this container is 4.5”x7”;

(3) Minimum thickness of 3 mil;

(4) Tablets and capsules must be removed from their bottles within the package to allow visual inspection;

(5) Outer packaging must include description of all markings as well as color and shape and total packaged weight.

8. **WEIGHTS AND MEASURE OF CONTROLLED OR ILLICIT SUBSTANCES AND TABLETS/CAPSULES/MEDICATIONS**

a. Certain VSO Offices are equipped with a digital scale for purposes of weighing controlled or illicit substances.

b. The regular maintenance and calibration of the digital scales will be conducted in accordance with the manufacturer’s specifications and industry protocols.

c. The scales are push button activated and are designed to be universally operated by all Deputies. It is important for each user to ensure the scales are “zeroed” before each use by turning the unit on, verifying it is level, and pressing the “zero” button on the display prior to use.

d. For convenience and the security of the evidence, Deputies should package the material and seal it prior to weighing the whole package. The outer packaging of the evidence shall then list the figure and notate it includes the packaging as well.

e. Drugs in trafficking amounts shall be submitted to the Evidence Facility’s lockers, not into an offsite locker.

E. FIREARMS TURNED OVER TO VSO FOR DISPOSAL BY CITIZENS

1. Citizens who wish to dispose of firearms may turn them into a Sheriff’s District Office. For safety reasons, firearms must be turned over to a Deputy and not to non-sworn personnel.

2. Firearms WILL be unloaded and made safe (chamber checked), an FCIC/NCIC check must be made prior to the firearm being submitted. After the FCIC/NCIC check is complete, the Deputy must complete the property and evidence item entry screen in the electronic evidence management system, properly package, and secure the items in an evidence locker.

3. In case of incapacitated persons who are unable to deliver firearms to a District Office, the District Commander will make arrangements for a Deputy to pick the firearms up at the person’s home.

F. FIREARMS SUBMITTED TO PROPERTY AND EVIDENCE **[CALEA LE 83.2.1 (b)]**

1. All firearms will be made safe prior to submission to the Evidence Section. If a loaded firearm cannot be made safe, the on-call Crime Scene Investigator will be contacted for further instructions.

2. Firearms will be submitted in an approved firearm box. Rifle boxes and handgun boxes are available for this purpose. The firearm will be secured to the box utilizing zip ties and appropriately marked and sealed. The holes for the zip ties should be covered with packaging tape to prevent the escape of trace evidence when appropriate.

3. Storage requirements within the Evidence Section require firearms to be placed in firearms boxes.

4. Firearms must be removed from gun cases and submitted separately (if the gun case must be submitted for evidence purposes).

5. When submitting firearms for safekeeping (RPO, PPP, Injunction, etc.) and they will not be considered evidence, two firearms may be placed in one box. Separate item numbers will be assigned, and separate barcode labels will be affixed to the exterior of the box.

6. Nothing will be placed down the barrel of a firearm submitted to the Evidence Section; this includes zip ties.

7. When a firearm is found in water, the crime scene unit should be contacted for instructions on submission.
8. Ammunition will be packaged separately from the firearms. Empty magazines may be placed into a box with their respective firearm.
9. The property record will include the make, model, caliber, serial number, and importer (maker information) from the firearm.

G. VEHICLES [CALEA LE 83.2.1 (b)]

1. Any visible damage observed on vehicles transported to the evidence section shall be noted in the tow report.
2. Vehicles submitted as evidence will be sealed with evidence tape. The seals will be placed at the bottom of all doors, the hood, and the trunk. The seals shall be placed in areas that are least likely to contain forensic evidence.
3. Evidence obtained from within a vehicle shall be collected, marked, sealed and submitted.
4. Evidence Section shall be contacted and shall advise of the location in which the vehicle will be secured, such as under cover or in a processing bay.
5. Containers shall be sealed and marked to prevent intrusion.
6. Consideration shall be given to rolling up windows prior to transport to avoid the potential to lose evidence, damage the interior, or cause deleterious change to evidence within the interior.
7. **CONFISCATED VEHICLES**
    a. When confiscating a vehicle, the investigating Deputy will complete a vehicle and tow report in eRMS. Vehicles being towed to the Evidence Facility must also be entered into the evidence management system.
    b. Items identified within this general order that require packaging separate from other items and each other, must be removed from the vehicle, documented and submitted separately (contraband, currency, drugs, guns, etc.). Remove serialized items (e.g. cell phones, power tools, GPS), document on a property report, and submit separately from the vehicle.
        (1) When the investigative process dictates the vehicle is sealed and submitted into Evidence for processing at a later time by submitting Deputies, Detectives, or Crime Scene, the above listed items may remain in the vehicle until removed during the processing of the vehicle.

H. BIOHAZARDS/SEROLOGY/DNA (LIQUIDS, RESIDUE, BLOOD) [CALEA LE 83.2.1 (b)]

1. All biohazardous items submitted to the Evidence Section, including items that have been contaminated by biohazardous materials such as bodily fluids, shall be thoroughly dried then safely packaged in paper and clearly marked with biohazard labels. The Evidence Section does not accept bones, body parts, or any form of human remains.
2. The VSO *Property and Evidence Packaging and Submission Manual* shall be followed when packaging biologically hazardous materials. A bio-hazard warning sticker will be affixed to the package.
3. In the event the evidence/property consists of Serology/DNA (i.e. body fluids, blood, stains), refer to general order *GO-083-02 DNA Evidence and Reference Samples*.
4. Deputies handling such evidence should wear protective clothing (i.e. gloves, glasses/goggles, mask.)
5. Procedures for the collection, storage and transportation of Serology/DNA evidence being submitted to FDLE shall be in accordance with the VSO *Property and Evidence Packaging and Submission Manual* and *FDLE Crime Laboratory Evidence Submission Manual* located on the VSO intranet.
6. ***All needles and other similar items are to be placed in SHARPS containers***, while sharp objects such as razor blades and knives are to be packaged in rigid cardboard wrappings with the outermost surface marked, "**CAUTION SHARP OBJECT**". The item name may also be used.

I. FOOD [CALEA LE 83.2.1 (b)]

1. Food is only submitted when it is evidence that may be sent to a laboratory for analysis in a criminal case (i.e., an apple for a bite mark impression, etc.), or it is considered contraband, such as cannabis brownies. When food is submitted under these provisions, it must be submitted in the refrigerators at the evidence section and will be kept frozen within the Evidence Section. No food is accepted under any other conditions. The precautions are necessary to prevent infestations of insects or rodents within the Evidence Section.

J. LATENT FINGERPRINTS [CALEA LE 83.2.1 (b)]

1. All latent fingerprints will be secured as an item of evidence and collected by the Deputy or Detective, then submitted to the Evidence Section for delivery to the Latent Print Unit for analysis.

2. **ARRIVAL AT SCENE**

   a. The first priority is the preservation of the scene. Instruct victims not to touch anything. If Major Case, Detectives, or a Crime Scene Investigator is responding to the scene, DO NOT PROCESS THE SCENE.

3. **PRELIMINARY EXAMINATION**

   a. Conduct a preliminary investigation to acquaint yourself with the crime scene. Note items that should be processed immediately due to hazardous conditions (i.e. pending rain or curious kids). Attempt to reconstruct what the suspect did and what the suspect would have had to touch (or step on) to do it. Start at the point of entry if the scene is a burglary, then follow the suspect's actions to the objects of their attack and continue to the point of exit.

4. **LATENT PRINT SEARCH**

   a. After conducting a preliminary examination of the scene start a more thorough search for latent prints. With a strong flashlight, closely examine the surfaces for visible (patent) prints, impressions in the surface, and disturbances in the dust. Be thorough in your search. If a suspect left a flashlight at the scene, check the batteries for prints. If the suspect took food out of the refrigerator, examine both the items that were removed and the refrigerator door.

5. **HANDLING EVIDENCE**

   a. If you must pick up an item, you may need to use a tool such as surgical forceps. Deputies shall wear a new pair of disposable gloves when handling evidence which could contain DNA. Try to handle the item in an area where the suspect would not normally handle the item such as the edge of a pane of glass, the corner of a box or the checkered part of a handgun grip.

6. **PROCESSING**

   a. Fingerprint powder works best on latent prints and some patent prints. Other patent prints (i.e. dried paint or grease) and most plastic impressions may only be recovered by photography and in some cases by silicone casting impression.

   b. Evidence processing kits are equipped with silk black powder and a fiberglass filament brush.

   c. Before applying powder to any surface, consider damage mitigation and clean up after processing. Use newspaper or take small objects outside or over a sink. Consider that powders may not come off surfaces painted with water-based paint and may have to be repainted.

   d. Use a dust mask when working with powders. Before applying powder to the brush, gently spin the brush between your index finger and thumb to separate the bristles. Lightly dab the bristles into the powder and slowly rotate the brush between your index finger and thumb several times. Only a small amount of powder should be placed on the brush. Lift the brush out of the powder but not out of the jar, then spin the brush between your index and finger to remove excess powder.

   e. While processing surfaces, twirl the brush between your index finger and thumb while very lightly brushing the bristles across the surface. If ridge detail begins to appear, continue to twirl the brush while brushing the ridge detail very lightly in the direction of the ridge flow until you develop the ridge detail completely. You may have to add more powder to the area by repeating the process described. If at any time it appears you are obtaining less contrast with each brush stroke STOP immediately.

f. Do not use too much powder or too many brush strokes. It takes only a small amount of powder and a few brush strokes to develop most latent prints. Too much powder fills in the area between the ridges, and too many brush strokes may destroy the print.

7. **DOCUMENTING LIFTED PRINTS**

a. After developing a visible fingerprint on a surface, but before placing lifting tape upon the print, the Deputy will photograph the fingerprint in place with a unique identifier adjacent to the print. The fingerprint will be photographed from a wide angle so as to provide context within the scene and a close-up to readily identify the unique identifier assigned to the print. This is easily accomplished by the use of a small Post-it note featuring sequential written numbers and the Deputy's name and/or case number affixed adjacent to the print. The unique identifier should be captured within the tape used to lift the print to provide an association with the photographs taken. The photographs will be preserved as evidence.

b. The date, time, address, report number, Deputy's name, and a detailed description of where each lift was obtained shall be indicated on the card.

8. **LIFTING FINGERPRINTS**

a. Lifting tapes are the most common method of recovering latent prints. Pull the tape out far enough to fold a small amount under, securing the tape to itself. Then pull out the desired amount of tape and attach the end of the tape to the surface slightly to the side of the latent print while holding the other end of the tape three or more inches above and to the left or right. With your thumb on the edge of the tape, firmly smooth the tape across the center with a finger or pencil eraser onto the surface over the print avoiding trapping air bubbles or creases within the tape.

b. The center of the tape should be firmly on the surface from end to end. Then, working from one side to the other, from the center outward, smooth the rest of the tape onto the surface with your thumb, eliminating air bubbles or creases. It may be more effective to use a pencil eraser to remove any bubbles and to ensure consistent contact between the tape and surface when smoothing the tape over the print.

c. Once the tape has been applied, separate the applied tape from the roll. To remove the tape from the surface, lift the folded end with one hand and gently pull away from the surface. Take hold of the other end of the tape with your free hand.

9. **PLACING THE TAPE ON THE LIFT CARD**

a. The card should be placed on a firm flat surface. The tape should be placed on the lift card using the same technique that was used to place the tape on the surface.

10. **PRESERVING LIFTED PRINTS**

a. The lift card(s) shall be packaged and submitted in accordance with this general order and the *VSO Property & Evidence Submission & Packaging Manual*.

b. Multiple lift cards from the same case may be packaged as one item of evidence, the quantity of lifts to be indicated on the property report in the item description.

c. Lifted prints shall never be packaged together with elimination prints.

11. **MAJOR CRIMES**

a. Due to time constraints, when incidents of major severity occur such as murder, rape, robbery or other part one crimes, Deputies will not collect evidence unless directed to by a supervisor or Detectives. A Detective shall be summoned to the scene for immediate follow-up.

b. The Deputy will initially handle recovered or stolen vehicles. When processing is needed, the Deputy will: [CALEA LE 83.2.1 (a)]

(1) Have a towing agency transport vehicle to the Evidence Section. The escorting Deputy/Detective will ensure the vehicle is properly sealed, enclosed and secured within the evidence facility. [CALEA LE 83.2.1 (a)]

(2) Processing shall be performed by a Detective or Crime Scene Investigator.

(3) Immediate notification shall be made to the originating agency, owner, or any other appropriate persons by the Deputy/Detective assigned the case.

(4) Processing shall be completed in as timely a manner as practical to facilitate a quick return to the owner, when possible.

(5) When processing is completed and clearance is given by the Deputy, Detective or Crime Scene Investigator, the vehicle is then released to owner or agent by the Evidence Section.

K. PHOTOGRAPHIC EVIDENCE (INCLUDING DIGITAL, IMAGING, VIDEOTAPING) [CALEA LE 83.2.1 (a)]

1. When appropriate, photographic evidence shall be taken of a crime scene.
2. The photographer shall have the skills and/or training required for the task.
3. All aspects of the scene shall be photographed.
4. ***VSO personnel shall not take photographs or video of any evidence, document, victim, witness, suspect, or other person or thing actually or potentially relating to a crime, agency investigation or other official law enforcement scenario using personally owned cell phones, or personally owned cameras/image recording devices.***
5. When applicable, a scale will be used to determine size. If a scale is used, a duplicate photo shall be taken without the scale. The second photo will be taken with the same camera position, lighting and camera settings.
6. Dimensions of fixed objects in the photos may also be provided as scale references.
7. When photographs are taken of a scene, the date, time, location and case number shall be recorded for each photograph taken.
8. If videos are taken, they should be used as supplements to the still photographs. Videos shall not be taken as sole photographic evidence except as per Fla. Stat. § 893.10(3) to document manufacturing equipment used in a grow operation prior to on-site destruction.
9. Whenever any digital media is captured electronically in the field (e.g. interviews, photos, imaging or video), such information shall be; uploaded to the digital evidence management system (DEMS); this information will not be placed on any other digital file storage system used by VSO without prior written authorization from the Information Technology (IT) Director.
10. For digital media that cannot be uploaded to the digital evidence management system (DEMS), such information shall be transferred to a master CD/DVD. This master CD/DVD will be labeled as required by this general order and submitted to the Evidence Section.
11. When physical evidence is not collected or when photographs are not taken, the Deputy or the Detective in charge shall include in their report or prepare a separate written report explaining the reasons.

L. PHOTOGRAPHIC PROCEDURES [CALEA LE 83.2.1 (b)]

1. All Crime Scene Investigators and, at a minimum all Law Enforcement Operations Division (LEOD) personnel, are issued digital cameras for official agency purposes only. Storage of such devices shall ensure protection from exposure to extreme elements which could impact photograph/image quality.
2. District and Operations Commanders, or their designee, will be responsible for issuing and maintaining an inventory log of all digital cameras assigned to the Law Enforcement Operations Division.
3. All LEOD Deputies shall be issued a measuring device (scale) or have access to one.
4. Prior to use at a crime scene, the digital storage media for the camera will be formatted according to manufacturer's guidelines.
5. When taking photographs using digital camera/memory cards, multiple cases may be separated by a case card showing the following information:
   a. Case number;
   b. Date;
   c. Time;

d. Location;

e. Type of case;

f. Photographer's name and DID.

6. When necessary, personnel will utilize the VSO *Digital Photo Case Identifier Form* to document the above information; this form will be the first photograph captured to identify the case that the images are related to. This form is available on the VSO intranet.

7. **PHOTOGRAPHING LIVE SUBJECTS**

   a. When photographing live subjects:

      (1) Deputies will take an overall head-to-toe photograph of the subject, front and back, for identification purposes.

      (2) Deputies will take midrange and close-up photographs, with and without scale, or areas of interest; such as injuries, tattoos, scars, etc.

      (3) If the subject to be photographed is of the opposite gender of the photographer and the area to be photographed is the male or female genitalia or the female breast(s), a witness shall be present while the photographs are being taken. Whenever possible, a photographer of the same gender as the subject being photographed will be utilized.

      (4) Close-up photographs should be taken at a high resolution.

8. **PHOTOGRAPHING DECEASED SUBJECTS**

   a. When photographing deceased subjects, the following procedures will be followed unless extenuating circumstances exist:

      (1) General overall photographs will be taken to show the location of the body and its relation to the area where it was found;

      (2) Photographs of the body will be taken from different angles;

      (3) Midrange and close-up photographs will be taken, with and without scales, of areas of interest;

      (4) After the body is removed, the area where the body was laying will be photographed.

9. **PHOTOGRAPHING ITEMS/AREAS**

   a. Photographs of items/areas of evidentiary value, where size is of importance such as injuries, tattoos or weapons are to be photographed with and without the use of approved photographic scales.

   b. Crime scene photographs will include the following:

      (1) Approach to the scene;

      (2) Overall exterior and interior photographs of the scene;

      (3) Known or likely points of entry and exit, if applicable;

      (4) Midrange and close-up photographs of items/areas of possible evidentiary value or interest;

      (5) Any items/areas damaged by agency personnel during the course of performing official duties.

10. Digital cameras are not intended to be used by Deputies to photograph major crime scenes, subjects with significant or life threatening injuries, items/areas documented for the purpose of scientific comparison (e.g. footwear impressions), or other cases which would traditionally fall within the scope and expertise of the Crime Scene Investigators.

11. **CAMERA SECURITY AND HANDLING**

   a. Cameras are not to be set down or left unattended in an unsecured area. The images on the camera/card are evidence and will therefore be treated and safeguarded as such.

   b. Good security practices provide the foundation for the chain of custody and ensure the integrity of the evidence. Preventing unauthorized access and eliminating any perception that unauthorized access may have occurred reduces the potential for accusations.

12. **CUSTODY**

    a. Upon capture of an image to the time of confirmed upload on the secured agency server, the images are in the custody of the personnel who captured the original image.

    b. Images are **not** to be cleared from the camera's storage until an electronic confirmation is obtained from the digital evidence management system (DEMS) that the images were successfully uploaded thus establishing and acknowledging the transfer of custody.

13. **CAPTURED IMAGES**

    a. Digital images shall be reviewed for quality prior to leaving the scene. In the event that images do not adequately depict the necessary detail, are blurred, or are otherwise of poor quality, the images shall be retaken. Accidental, poor quality, or otherwise unusable images may be deleted from the camera at the discretion of the photographer.

    b. If the images cannot be retaken to obtain the desired quality, do not capture the desired image, or more sophisticated photography skills and equipment are needed, Crime Scene Investigators may be called to photograph the scene.

    c. Images must be uploaded to the secure digital evidence management system (DEMS) before the end of the Deputy's shift/tour of duty.

M. SEARCHING AND SEIZING COMPUTER AND ELECTRONIC EVIDENCE [CALEA LE 83.2.1 (b)]

1. Searches and seizures of computer/electronic hardware and software and related devices shall be done in accordance with the US Dept. of Justice's guide *Searching and Seizing Computers and Obtaining Electronic Evidence in Criminal Investigations*, which is available on the VSO intranet.

2. Deputies shall exercise caution so as to protect the computer/electronic equipment/devices and preserve all evidentiary value. Suspect computers/electronic devices shall not be turned on until a complete bitstream backup of the data has been made.

3. Whenever a Deputy/Detective requires additional technical assistance to seize a computer/electronic device, the Child Exploitation Unit Supervisor shall be called. If the Child Exploitation Unit Supervisor or Detective is not available, assistance shall be requested from the Information Technology Section.

4. If any electronic device is expected to contain child pornography a pink CP label will be affixed to the exterior packaging.

N. SUBMISSION OF EVIDENCE TO THE ACCREDITED LABORATORY

1. The FDLE Forensic Laboratory is accredited through the American National Standards Institute National Accreditation Board (ANAB).

2. Items submitted to the forensic laboratory for analysis are to be handled in accordance with the *FDLE Crime Laboratory Evidence Submission Manual*.

3. Evidence that has been requested for laboratory submission will be submitted to the lab as soon as possible.

4. Materials and substances of a known source shall be collected, whenever possible, and the samples should be sent to the laboratory along with suspect material with proper labeling and packaging.

5. The following persons are responsible for requesting items of evidence be submitted to the laboratory for analysis:

    - The case agent;
    - A VSO Crime Scene Investigator;
    - The Attorney prosecuting the case.

6. Other Deputies requesting items of evidence be submitted to the laboratory for analysis shall coordinate through the prosecuting Attorney handling the case.

7. Upon receiving a request for laboratory submission, Evidence Section members shall process the request then submit the items to the laboratory as soon as possible.

8. If there is a delay in the submission of evidence to the laboratory for any reason, the Evidence Section shall notify the requestor in writing the reason for the delay. A copy of that correspondence will be placed in the evidence management system.
9. The appropriate chain of custody paperwork shall accompany each item to the laboratory. The paperwork will be returned to the Evidence Section after the items have been signed for. Chain-of-custody report for items submitted to the laboratory shall include the following:
    - Name of person last having custody of the item;
    - Date and time of submission;
    - Method of transmission;
    - Date/time of receipt in the laboratory;
    - Name and signature of person in the laboratory receiving the evidence.
10. All items submitted to the laboratory shall be packaged per the guidelines in the current Florida Department of Law Enforcement (FDLE) *Evidence Submission Manual* and *the* VSO *Property and Evidence Packaging and Submission Manual*. Items shall be packaged separately from any other item submitted, unless the items relate to each other and no contamination is apparent.
11. Lab results are received by email from FDLE and are recorded by the Records Unit. A notification that the report is viewable in the FDLE system is sent to involved parties by FDLE.

O. RECORDING EVIDENCE AT THE SCENE

1. The person processing a crime scene whether it's the assigned Detective, an assistant or a Crime Scene Investigator, shall prepare a report/supplement pertaining to the processing operation. This shall contain at least the following information:
    - Date and time of arrival at the scene;
    - Location of the crime scene;
    - Name of the victim(s), if known;
    - Name of the suspect(s), if known;
    - Action taken at the scene;
    - Number of photographs taken;
    - Measurements taken (Yes or No);
    - Complete listing of physical evidence recovered;
    - Case file reference number.
2. Crime Scene Investigators shall include the following:
    - Date and time of request for service;
    - Name of investigating Deputy;
    - Disposition of physical evidence;
    - Disposition of digital images taken;
    - Disposition of crime scene measurements and sketches.
3. All reports shall include an inventory of all items of evidence. This inventory shall include, but not be limited to:
    - A complete description of item, make, model and/or model number;
    - Serial number if any;
    - Source of the item (from whom or location obtained);
    - The name of person collecting the item or items.
4. Weapons shall be placed into evidence in the following condition:

- For firearms see the above ***FIREARMS*** section.
- Fixed blade knives will be placed in a knife box and secured to the box with zip ties; the holes for the zip ties will be covered with packaging tape when there is a concern that trace evidence could escape.
- Folding knives, especially switch blade knives, must be secured in the same manner as fixed blade knives leaving the blade open. Do not secure switch blade knives in paper or plastic as the blade could accidentally be mechanically opened and cause injury.
- Electronic weapons (tasers, etc.) must be submitted with the batteries removed when possible. If not possible they must be submitted in a firearm or knife box and zip tied in place and labeled "Battery Not Removed!" Taser Cartridges will have their probes packaged in rigid cardboard wrapping and taped and then the cartridge may be placed in an evidence bag.

5. A chain of custody must always exist when property or evidence is obtained. An electronic or physical chain of custody report will be completed or generated will contain the following information:
   - Case Number;
   - Barcode number;
   - Date and time;
   - Released by;
   - Received by;
   - Reason for change.
6. **GROW OPERATIONS**
   a. Per Fla. Stat. § 893.10(3), manufacturing equipment, to include but not be limited to grow lights, growing trays, and chemical fertilizers, used in committing the offense may be destroyed onsite and left at the scene in disrepair after documenting the manufacturing equipment by photography or video recording.
   b. The destruction of any equipment must be documented by the supervising law enforcement officer as follows:
      - Record the place where the manufacturing equipment was seized;
      - Inventory the manufacturing equipment and supplies that were seized and destroyed onsite;
      - Record the time, place and manner of destruction.
   c. The reporting law enforcement Deputy must make a return, under oath, reporting said destruction to the Court or entity designated by the court.

P. RETURN OF PHOTOGRAPHED PROPERTY

1. Whenever possible, property shall be photographed and returned to the victim/owner. Guidelines set forth in Fla. Stat. § 90.91 for crimes involving the wrongful taking of property are as follows:
   a. The photograph shall bear:
      - A written description of the property alleged to have been wrongfully taken;
      - Name of the owner of the property;
      - The location where the alleged wrongful taking occurred;
      - The name of the investigating law enforcement officer;
      - The date the photograph was taken;
      - The name of the photographer.
   b. The photograph shall be identified by the signature of the photographer.
   c. Such writing shall be under oath by the investigating law enforcement officer.
2. The photograph shall then be attached to the "Photographed Evidence Release Form" and turned into evidence.

Q. CRIME SCENE INVESTIGATOR [CALEA LE 83.1.1]

1. In-house Crime Scene Investigators shall be available 24 hours a day. They shall respond to calls for service where a crime has been committed or a traffic crash has occurred that may involve collection of physical evidence that is beyond the expertise of responding patrol Deputies or Detectives. [CALEA LE 83.1.1]
2. The Major Case Supervisor shall coordinate and be responsible for the crime scene van.
3. The "on-call" Crime Scene Investigators list shall be maintained by the Investigative Services Section.
4. When it has been determined a Crime Scene Investigator is required, the Patrol Sergeant shall contact the Major Case Supervisor during normal business hours or the on-call Detective Sergeant during off-hours.
5. Upon notification, the Crime Scene Investigator will be responsible for providing instructions to the Deputy or Detective in charge on how to proceed until their arrival. This will be determined, by the Investigator, on a case-by-case basis, based on the Investigator's training and expertise.
6. When a Crime Scene Investigator arrives on the scene or has given instructions prior to arrival, they shall assume responsibility for the collection and preservation of evidence.
7. The Deputy/Detective in charge shall ensure that the instructions and requests are carried out.
8. Crime Scene Investigators are responsible only for the collection and preservation of evidence.
9. The Crime Scene Investigator shall adhere to all sections of this general order.
10. The Law Enforcement Operations Division Chief or designee shall meet at least annually with the State Attorney and a representative of the courts for coordination purposes.
11. Coordination is essential to ensure that the State Attorney and the Judges are apprised of the latest information and abilities of the Detectives to develop information for prosecution.
12. Coordination will ensure that Detective's benefit from the investigative and procedural concerns of the State Attorney and the courts.

R. CRIME SCENE VAN

1. The VSO maintains a crime scene-processing van.
2. The vehicle shall be supplied so that multiple crime scenes can be processed without resupplying.
3. The vehicle shall contain, but is not limited to the following equipment:
    - Latent print recovery materials;
    - Photography equipment;
    - Crime scene sketching equipment and supplies;
    - Metal detectors;
    - Evidence vacuum;
    - Forensic light source;
    - Evidence storage containers, i.e., bags, containers.

S. PATROL VEHICLE SUPPLIES [CALEA LE 41.3.2]

1. Patrol Deputy vehicles will be equipped with the following items for processing crime scenes:
    - 20 evidence bags (clear);
    - 20 evidence bags (paper);
    - 1 latent print brush (camel hair);
    - 20 latent print cards (white);
    - 20 latent print cards (black);
    - ½ oz. latent print powder (black);

- ½ oz. latent print powder (gray);
- 5 "Crime Scene" signs;
- 5 "No Trespassing" signs;
- 1 roll evidence tape;
- 1 roll frosted lifting tape;
- Rulers/straight edges, and pencils for crime scene sketches.

2. District Offices should have supplemental crime scene supplies to include firearms boxes, knife boxes, various sized bags, sharps containers, and other packaging materials. Packaging supplies are also available at the evidence facility.

T. PROPERTY STATUS CODES

1. When submitting items to the Evidence Section an appropriate status code must be assigned so that the item is tracked and handled appropriately.

2. **EVIDENCE ITEMS**

   a. The items are preserved for analysis or investigative purposes and may be used in a criminal or civil court proceeding. Evidence items include the following status codes:
      - Case Evidence;
      - For Forfeiture;
      - Recovered (Outside Agency Recovery);
      - Stolen and Recovered.

3. **SAFEKEEPING ITEMS**

   a. Safekeeping items are defined as items that VSO is holding in trust, that an owner is identified and has a right to have the property returned to them. This return may be at the conclusion of RPO or Injunction proceedings, the property may be returned immediately, or Evidence personnel may facilitate the return of the property if the items are prisoner's personal property (PPP) or were found, but the recovering Deputy could not locate the owner to make the return immediately. Safekeeping items are not sent for analysis as they are not involved in investigation cases. Safekeeping items include the following status codes:
      - Hold for NOK;
      - Personal Property;
      - Return to Owner;
      - Baker Act (RPO not filed).

4. **DESTRUCTION ITEMS**

   a. Destruction items have no value or are contraband that are not needed as evidence. Destruction items include only one status code:
      - Disposal/Destruction.

5. **FOUND ITEMS**

   a. There are two types of "found" items:
      - Abandoned (meaning no intrinsic value);
      - Found Property (The owner is unknown but has value.) These items could become case evidence or stolen and recovered after an investigation is conducted.

6. **COURT ORDER ITEMS**

   a. There are four (4) types of "court order items" but are held as "safekeeping" until another order or expiration occurs. These status codes include:
      - Injunction for Protection;
      - RPO (Seized);
      - RPO (Voluntary Surrender);
      - Ex-Parte Baker Act (RPO not filed).

U. TRAINING

1. Patrol Deputies are expected to perform specific functions when responding to a crime scene including the collection and preservation of physical evidence and activating the chain-of custody.
2. The VSO Training Academy shall provide or coordinate instruction on crime scene processing.
   a. The methods employed are:
      - Lectures by experienced Detectives;
      - The showing of current video, PowerPoint presentations, etc.;
      - Having each Deputy perform practical exercises with a test to evaluate competency.
   b. Deputies shall be instructed and trained on:
      - How to evaluate a crime scene to determine the potentiality and limitations of finding physical evidence;
      - The roles of the Detective, the Patrol Deputy and the Crime Scene Investigator.
   c. Deputies shall be instructed in the collection methods and procedures for:
      - Fingerprints;
      - Footprints;
      - Serology/DNA (e.g. blood);
      - Touch DNA & reference samples;
      - Fibers;
      - Fabrics;
      - Weapons;
      - Hair;
      - Paint;
      - Tool-marks;
      - Requirements for the collection of known sources for comparison;
      - Preservation methods for various forms of evidence;
      - Chain-of-custody procedures;
      - Crime scene sketches;
      - Crime scene photography;
      - Crime scene records.
3. Refresher courses are given periodically by the Training Academy per State requirements, VSO policy and Deputy's request.
   a. Deputies may request such training as necessary to maintain proficiency.
4. Deputies assigned as Crime Scene Investigators shall be trained and shall demonstrate a level of expertise in all areas addressed in this general order.
5. Deputies assigned as Crime Scene Investigators shall be provided with periodic training to keep abreast of new techniques and equipment, and to maintain proficiency in their assignment.

IV. REFERENCES

- VSO Property and Evidence Packaging and Submission Manual
- FDLE Crime Laboratory Evidence Submission Manual
- US Dept. of Justice's guide Searching and Seizing Computers and Obtaining Electronic Evidence in Criminal Investigations

V. FORMS (Click here to open the VSO intranet's Agency Forms page)

- Currency Verification Form, VSO Form # 071410.001
- Digital Photo Case Identifier Form, VSO Form # 101012.001
- FDLE Toxicology DUI Work Request

- FDLE Toxicology Sexual Assault Work Request
- Lost/Abandoned Property Finder Wishes to Claim, VSO Form # 082125.001
- Photographed Evidence Release, VSO Form # 031396.004
- Safekeeping Property Owner Wishes to Claim Notice, VSO Form # 110625.001

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-083-02**	**Distribution** All Personnel	**Reissue/Effective Date** 04/06/2022
		Original Issue Date 01/05/2021	**Previous Revision Date** 01/05/2021
Title **DNA EVIDENCE AND REFERENCE SAMPLES**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish specific guidelines concerning the collection and submission of DNA evidence. The general order will establish training protocols for those personnel authorized to handle DNA evidence and reference samples. General guidelines apply to all members who collect or process DNA evidence or reference samples in the performance of their duties.

II. DISCUSSION

Using DNA in solving cases where the identity of the offender is not known has made a major impact on law enforcement and criminal investigations. Personnel assigned to collect DNA evidence must have the advanced technical skills to identify, preserve, and collect DNA evidence and reference samples for successful analysis. All evidence and reference samples are to be submitted to either the Florida Department of Law Enforcement (FDLE) Crime Laboratory or DNA Labs International, both of which are accredited through FBI acceptable accreditation: ANAB ISO 17025.

III. DEFINITIONS

Buccal Swab – A sample of cells gathered from the inside surface of an individual's cheeks, which could be utilized as a reference sample of that individual.

Deoxyribonucleic Acid (DNA) – A molecule carrying genetic information which, when properly analyzed, may identify the individual from whom it originated.

DNA Evidence – A swab sampling or object from a crime scene which an officer reasonably believes contains DNA material that may connect a suspect to a criminal incident.

DNA Evidence Sample – A swab sampling or object from a crime scene which an officer reasonably believes contains DNA material that may connect a suspect to a criminal incident.

DNA Labs International (DLI) – A private lab used for the submission of DNA (primarily touch-DNA) in order to build a local DNA database.

DNA Reference Sample – A reference sample is biological material in the form of blood or buccal cells taken from an individual whose identity is known. Reference samples may be taken from a victim, witness, suspect or other person of interest.

DNA Secondary Reference Sample – A secondary reference sample is material such as an item of personal use (i.e., toothbrush, hairbrush, etc…) collected from the dwelling of a known individual or area known to be occupied by the individual which is likely to hold biological material of that individual.

Oral Swab – A buccal swab.

Swab Kit – A Volusia Sheriff's Office (VSO) provided field kit for collection of DNA material. This kit contains a pair of disposable gloves, a face mask, a pair of sterile cotton tipped applicators, an ampoule of sterile water, and a paper envelope with a label.

IV. POLICY AND PROCEDURE

A. TRAINING REQUIREMENTS

1. **RESPONSIBILITY FOR TRAINING**

   a. The Crime Scene Unit is responsible for providing initial and refresher training on the collection of DNA evidence and reference samples. Outside agency training by qualified DNA entities may also be utilized to meet initial or refresher training criteria, as determined appropriate by the VSO.

2. **INITIAL TRAINING**

   a. Initial training shall be included in the Field Training and Evaluation Program and provided to all personnel who are assigned the collection and preservation of DNA evidence and reference samples. The training will encompass this general order, nomenclature of equipment, collection techniques ensuring the best documentation, processing, preservation and storage.

3. **REFRESHER TRAINING**

   a. Refresher training shall be administered at least once every two years, and when new or updated equipment is issued.

4. **LESSON PLANS**

   a. The Crime Scene Unit is responsible for the submission of approved lesson plans to the Training Section prior to training members. The lesson plan shall include:

      - The type of equipment members will be trained on
      - Collection techniques
      - Processing
      - Preservation, packaging, and storage
      - Methods ensuring authenticity

5. **ATTENDANCE LIST**

   a. The assigned trainer is responsible for providing the Training Section a training roster of personnel who have completed this training.

B. DUTIES & RESPONSIBILITIES

1. The designated personnel will maintain the proper equipment and supplies required to recover and properly preserve the DNA evidence.
2. Personnel will follow standard protocols established by agency general orders for the collection of DNA evidence and reference samples.
3. Not every evidence swab taken will be sent to the lab for testing. All DNA Reference Samples may still be considered for submission and shall be input into the VSO Records Management System. Determining what swabs will be sent to the FDLE lab will be the responsibility of the District Lieutenant or the Major Case Unit Detective Sergeant. Most property crimes require only one or two sets of swabs.
4. Laboratory processing of DNA Evidence and DNA Reference Samples is expensive. There is a substantial cost when DNA swabs are submitted to the laboratory even if no DNA material is found on the swab. For example: a swab sent to DLI costs a minimum of $195 each for screening. The analysis if DNA is found is above and beyond that. In order to continue using the benefits of DNA evidence the VSO must assess if each submission is reasonable for the crime being investigated as well as the likelihood of success based on evidentiary considerations. The final authority on which swabs will be submitted for lab examination to DNA Labs International rests with the Investigative Services Commander or Lieutenant level designee.

5. Elimination samples (DNA Reference Samples) should be taken and submitted along with the evidence samples.

6. Requests for DNA laboratory analysis shall meet one or more the following criteria. Exceptions may be granted by the Investigative Services Commander or designee:

    - Major crimes such as homicide, robbery, sex crimes
    - Serial crimes, violent or property crimes
    - High value property crimes.

C. DNA COLLECTION OVERVIEW

1. Deputies/Detectives shall be mindful of the following considerations when collecting DNA samples:

    a. Always wear gloves during the collection process. This will avoid contamination of suspect/victim DNA with that of the individual Deputy or Detective. In cases of touch-DNA (deposition of skin cells from touching an object/individual), contamination from failure to wear gloves can result in elimination of the suspect DNA all together as it is "replaced" by the collector's DNA.

    b. Always wear a mask when working over/around DNA. An accidental sneeze, cough, clearing of the throat, or simply breathing/talking over the target area can transfer the collector's DNA resulting in contamination of the sample.

    c. In collecting potential touch DNA, the area/object must be "scrubbed" with the swabs for at least 3-5 full minutes. A properly exposed swab should appear tattered or worn as compared to an unused swab.

    d. Prior to processing the crime scene, the Detective should consider the sequence of processing so as not to contaminate or inadvertently eliminate touch DNA. (e.g. stolen license plate – bolts fastening the plate to the vehicle may be a source for touch DNA; "scrubbing" the bolts with swabs prior to removal of the stolen plate may result in a DNA profile).

    e. A fingerprint brush and powder used at other crime scenes will contaminate a DNA sample. Use of oblique lighting (shining a flashlight across a surface instead of directly at the surface) normally makes latent fingerprints visible. Hand smears and unidentifiable ridge detail are good choices for DNA swabs, but clear identifiable fingerprints should be developed and lifted without destroying the latent by swabbing.

    f. Items that destroy DNA include bacteria, humidity, and heat/sunlight. Those items that may deteriorate over time (e.g. food items such as an apple or cookie that has been bitten into) should be "scrubbed" with the swab as soon as possible during scene processing. The dried swabs provide a stable indefinite shelf life for future DNA analysis when kept at room temperature (do not refrigerate).

    g. When a Deputy or Detective collects potential DNA in any form it should be packaged in a paper envelope or bag (not plastic) prior to transport to a district office or the Evidence Section. Any article of DNA evidence should not be kept in the trunk of a vehicle where it will be exposed to heat. The air-conditioned cabin of a vehicle is sufficient to preserve DNA evidence and should be used for temporary storage when transporting.

D. AUTHORIZED CIRCUMSTANCES FOR COLLECTION OF DNA REFERENCE SAMPLES

1. Collection of reference samples may occur one of four (4) ways:

    a. **Consent** – An individual consents to providing a swab or other material directly from their body. Consensual swabs may be collected from suspects (if arrested, suspect must consent), victims, witnesses or other persons of interest for elimination purposes. The consensual DNA donor must consent to giving the oral swab specifically for DNA purposes. The donor's written consent must be obtained on the VSO *DNA Investigative Collection Form*.

    b. Abandonment – An individual abandons material that an officer can directly attribute to that particular person from first hand observations; e.g. blood on a cloth, saliva left on a drink container. The officer collecting the DNA must have reasonable suspicion that the person has committed a particular crime. Collect "suspect" reference items ONLY from suspects of

specific crimes; e.g. reasonable suspicion, arrested persons, persons for whom you have probable cause.

c. **Seizure** – Material from a person in custody is legally seized by law enforcement or a deputy obtains material likely to produce DNA during the processing of a prisoner, e.g. breathalyzer mouth piece, handcuffs or gloves.

d. **Court Order** – A person is compelled by a court order/search warrant to provide a sample, as per the order or warrant. Except by court order, duress or force will NOT be used to obtain a DNA reference sample.

E. PROCEDURE FOR DNA EVIDENCE COLLECTION

1. All DNA sampling will be performed wearing gloves; care will be taken not to contaminate the evidence or location. If DNA samples are being collected from a crime scene, it should be done after the scene has been photographed and/or video recorded. For most items, one set of swabs should be taken; hold both swabs together to swab the item.

2. The preferred method of collection for a reference sample is to use the buccal swab method, or swab the surface upon which the DNA has been deposited with sterile supplies provided by the Agency. However, deputies may package and send an object that they can verify has a subject's DNA on it. NOTE: If, however, the object may deteriorate or breakdown, thus compromising a potential DNA profile, the Deputy should swab the area of the item most likely to have deposited DNA with the sterile swabs and place them in the envelope provided.

3. The name of the deputy on DNA reference items MUST be the deputy who actually obtained consent, saw the person in possession when abandoned, or captured the surreptitious sample. The deputy who collects the sample will package it according to the following procedures and place their name upon the package to document that they are the originating deputy who collected the sample regardless of who the investigating deputy is.

4. Personnel collecting DNA Evidence will submit the item(s) to the Evidence Section for safekeeping. Items will be properly sealed in paper material, with evidence tape. Each item shall be packaged individually. Multiple DNA evidence items may not be packaged together. Chain of custody will be maintained on all submitted items. Labeling will be in accordance with general order *GO-083-01 Collection of Evidence*.

5. **EQUIPMENT AND PROCESSING: SWABS, WATER, AND PACKAGING**

   a. All swabs will be long-handle sterile cotton swabs from sealed packages. DO NOT save opened packages of swabs or use swabs from previously opened packages.

   b. If swabs are to be moistened, use ONLY the sterile water provided by the agency; if a swab becomes dry, it may be slightly re-moistened using the sterile water.

   c. Do not breathe or cough on or near the swab, as this could contaminate the sample with your DNA.

   d. Do not lay the swabs (cotton sample end) on any surface. This could contaminate the sample.

   e. Only sterile water provided by the agency will be used. Place 3-5 drops on the swab .

   f. When finished with collection, place swab back into the original sterile sleeve/package, then seal in a paper evidence envelope. All DNA swab evidence envelopes shall have a biohazard warning label affixed.

   g. All swabs are to be placed into swab sleeve/package and sealed in envelopes with a minimum of the case number, item number, name and DID of the collecting deputy, date collected, and description of item or area swabbed.

   h. All DNA Reference Samples shall be packaged as above and will include the full name and date of birth of the subject the sample was collected from. Great care should be taken to ensure the information is accurate and consistent on the sleeve, paper envelope, and property report featuring the item.

   i. All other known reference samples e.g. hair, gum cigarettes, should be placed into a small sterile paper envelope then sealed in a large envelope with the subject's name and date of birth, as well as the case number, item number, name and DID of the collecting deputy, clearly printed on the label. As above, great care should be taken to ensure the information is accurate and consistent between the packaging and the property report featuring the item.

j. “Evidence Samples” are to be placed into their original swab sleeve or in small paper envelope when appropriate. These items will then be sealed in envelopes with the appropriate evidence label and information completed as described above.

k. Envelopes should be sealed using evidence tape. DO NOT LICK THE SEAL!

F. OBTAINING A SAMPLE FROM POOLED BLOOD

1. Use 3-5 drops of sterile water on a clean sterile cotton swab.
2. Use the side of the swab to obtain the sample. Roll the swabs between the fingers of your gloved hand while scrubbing in order to expose the entire swab to the evidence being collected.
3. If the pool of dried blood is thick, you may place a drop or two of sterile water on the dried blood to help reconstitute the blood.
4. The sample shall be placed back into the original swab sleeve.

G. OBTAINING A SAMPLE FROM HAIR

1. The hair sample MUST have roots attached to obtain nuclear DNA.
2. The sample MUST be placed into the envelope provided. Any other container could allow the sample to be damaged or lost altogether.

H. OBTAINING A REFERENCE DNA SAMPLE FROM A PERSON

1. A DNA sample can be collected from victims, witnesses, suspects or any other persons of interest (field investigations are included).
2. To take the sample, use a dry clean sterile cotton swab. Roll the swabs between the fingers of your gloved hand while scrubbing it back and forth on the inside of the person’s cheek, for 10 seconds. Place the swab back into the original swab sleeve, and seal in an evidence envelope. The subject’s name and date of birth will appear on the exterior of the evidence envelope. These samples MUST be voluntary. If the subject refuses, a warrant must be obtained.
3. Voluntary samples require the test subject’s signature on a DNA consent form (Attachment A).

I. OBTAINING AN EVIDENCE SAMPLE FROM TOUCH DNA

1. Touch DNA can be obtained when a person touches an inanimate object. Some examples of touch DNA include vehicle door handle, steering wheel, gearshift, handcuffs, home door knobs, windows and levers (contact areas where gripping or friction occurs).
2. **SAMPLING A VEHICLE, BUSINESS OR RESIDENCE**

   a. Place 3-5 drops of sterile water on a clean sterile cotton swab.

   b. Roll the swabs between the fingers of your gloved hand while scrubbing the area of interest in order to expose the entire swab to the evidence being collected.

   c. Recommended areas to be sampled in a vehicle include any known interior areas which a deputy reasonably believes a suspect had contact with. Search for straws, toothpicks and drink cups that the suspect may have put in their mouth.

   d. Recommended areas to be sampled in a business or residence are any known interior or exterior areas which a deputy reasonably believes a suspect had contact with.

   e. Common sense and analytical consideration should be used to determine the most probative items for collection.

   f. When an individual abandons material that a deputy can directly attribute to that particular person from first hand observation and the deputy collecting the DNA has reasonable suspicion that the person has committed a particular crime, samples may be collected.

   g. Collect suspected reference items ONLY from suspects of specific crimes (reasonable suspicion, arrested persons, persons for whom you have probable cause).

J. MISCELLANEOUS ITEMS FOR SAMPLING

1. **Cigarette butts** – Cigarette butts should be collected whole while wearing gloves. Care should be taken when picking up the cigarette butts. Place into a manila or paper envelope.

2. **Chewing gum** – The gum should be air dried and placed into a forensic paper fold and then placed into a manila envelope. Care should be taken when picking the gum up. Use gloved hands.

3. **Bite marks on the victim** – Bite marks can be sampled in the same manner as pooled wet blood.

4. **Glass or plastic drinking containers** – Take the entire object and place it into a paper bag. If you need to process for latent prints, DNA should be done first. When obtaining the standard, DO NOT swab the area where the latent prints may be located on the container, rather swab the area around the lid or mouthpiece of the container. Use only a moistened swab; DNA could be all the way around the container. Use one swab for the outside of the container and another swab for the inside of the container.

5. **Used tissues** – Tissues should be taken whole. Care should be taken when picking the tissue up with gloved hands. Place into paper envelope.

6. **Group of casings** – a group of casings in the same location should be scrubbed on 1 swab for 3-5 minutes.

7. **Firearms** – Swab firearms prior to packaging as evidence. Consider that grips or other high-friction areas are likely to contain DNA while smooth surfaces such as the magazines will often contain fingerprints.

K. DOCUMENTATION & REPORTING

1. Personnel tasked with the collection of any DNA evidence shall complete a report which shall include:

   a. The reason for collection (court order, reference sample, etc.).

   b. Location where evidence was collected from, including address; if not from a person, specify the article and type.

   c. Method of collection used.

   d. Procedures taken to safeguard the evidence.

2. Each item of DNA evidence must be individually listed on both the VSO property report and the laboratory case submission form. Item numbers must be the same on both forms.

L. TRANSMITTAL OF DNA EVIDENCE

1. DNA Labs International is accredited through the American National Standards Institute National Accreditation Board (ANAB).

2. If a laboratory analysis of DNA evidence is needed, the deputy collecting the DNA evidence shall complete a laboratory case submission form (Refer to *DNA Labs International Case Submission Form*). The deputy will not sign the laboratory case submission form.

3. The laboratory case submission form is placed in the designated district temporary evidence locker (a locker accessible only by the District Lieutenant or designee) with the DNA evidence and the transmittal copy of the VSO Evidence Report form.

4. **DISTRICT LIEUTENANT RESPONSIBILITIES**

   - Check the subject of a DNA Reference Sample against RMS subject records in order to identify if the subject's DNA is already available for comparison. If a received DNA Reference Sample subject is not in RMS, then enter a flag and remark into RMS. The remark shall be the case number relevant to the submission, the DNA flag code and whether the DNA Reference Sample was sent to the Evidence Unit for storage or for submission to the laboratory.

   - Authorized RMS flag codes are DNA (for DNA Reference Sample received and sent to the Evidence Unit for storage only) and DNS (for DNA Reference Sample sent to Evidence Unit for laboratory submission). Duplicate DNA Reference Samples may be submitted to the Evidence Unit for destruction.

   - Inspect the DNA submission and determine what samples are to be sent for laboratory analysis then sign the form as the approving authority. The District Lieutenant may only approve Nuclear DNA Analysis, which is the basic service. Only the Investigative Services Commander or designee may authorize advanced analysis such as Y-STR or Minifiler.

- The DNA evidence is then placed into a regular evidence locker for pickup by the Evidence Unit.

5. The Major Case Unit Detective Sergeant is authorized to act as the approving authority for DNA evidence collected by the Crime Scene Unit.
6. DNA evidence that is intended for FDLE analysis will require documentation and handling as used for any other evidence sent to FDLE for analysis (Refer to general order *GO-083-01 Collection of Evidence* and FDLE's *Crime Laboratory Evidence Submission Manual*, for specific guidance on DNA submissions to FDLE; located on the agency intranet under Manuals & Department References.)
7. The Evidence Section is responsible for shipping internal DNA evidence, including DNA Reference Samples, to FDLE or DNA Labs International and storing the evidence upon return. DNA Evidence that does not have an approved laboratory case submission form will not be shipped to DNA Labs International.
8. The Evidence Section is responsible for ensuring the computerized property and evidence inventory/tracking system accurately describes the status and location of DNA evidence and reference samples.
9. DNA Reference Samples that are not sent for laboratory analysis shall be maintained indefinitely. All other DNA evidence and samples returned from the lab may be disposed of in accordance with current evidence procedures and Florida Statutes.
10. **Outside Agencies** – Other law enforcement agencies in Volusia County may submit DNA evidence to the VSO for shipment to DNA Labs International. The requesting agency must complete the laboratory case submission form and deliver it with the DNA evidence to the Major Case Unit Detective Sergeant at the Operations Center. Returning evidence shall be shipped to the originating agency.

V. REFERENCES

- FDLE Crime Laboratory Evidence Submission Manual

VI. FORMS (Click here to access forms)

- DNA Investigative Collection Form, VSO Form # 011410.001
- DNA Labs International Case Submission Form

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-083-03**	**Distribution** All Personnel	**Reissue/Effective Date** 01/31/2023
		Original Issue Date 01/31/2023	**Previous Revision Date** None
Title **EXCULPATORY EVIDENCE [CALEA LE 42.1.6]**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this policy is to guide any Volusia Sheriff's Office (VSO) personnel that discover exculpatory evidence during a criminal investigation, after an arrest of a defendant, or post-conviction of a defendant.

II. DISCUSSION

All law enforcement agencies and prosecutor's offices are bound by Brady v. Maryland (Brady Rule) to disclose exculpatory evidence to the defense. By not producing known evidence to the defense, law enforcement agencies or prosecutors violate the *Fourteenth Amendment, section 1,* by denying due process and equal protection of the laws.

III. POLICY

VSO's policy is to investigate criminal offenses to the exhaustion of all plausible evidentiary circumstances that either confirm or refute guilt. If any agency personnel becomes aware of exculpatory evidence during a criminal investigation, after the arrest of a defendant, or post-conviction of a defendant, they will immediately notify their supervisor. VSO will notify the appropriate prosecuting authority of the exculpatory evidence. A supplemental report describing the finding will be completed.

IV. DEFINITIONS

Brady Rule – Named after Brady v. Maryland, 373 U.S. 83 (1963), requires prosecutors to disclose exculpatory evidence in the government's possession to the defense.

Exculpatory Evidence – Evidence that can either be a statement or other tangible evidence of a material nature that absolves the guilt of the defendant or could be used to impeach a witness. In other words, the evidence is favorable to the defendant.

V. PROCEDURE

A. REVIEW PROCESS

1. The supervisor will review the exculpatory evidence and notify the Investigative Services Section (ISS) Commander through the chain of command of the possible conflict. In every case the ISS Commander shall be notified without delay whether the exculpatory evidence is verified or not.
2. The ISS Commander will review the evidence along with the Major Crimes Lieutenant and Criminal Investigations Lieutenant and determine if further investigation needs to occur.
3. If it is determined further investigation is warranted, the ISS Commander or designee will assign a Detective that was not associated with the original criminal case to conduct a thorough case review.

4. The ISS Commander or designee will notify the affected prosecuting agency about the discovery of such evidence and provide them with the name and contact information of the Detective conducting the review.

B. INVESTIGATION

1. The Detective will thoroughly review the existing case file to include all physical evidence, statements, interviews, video recordings, court documents, or any other source of information used during the investigation.
2. The Detective will review the exculpatory evidence and document how the evidence was obtained in a supplementary report.
3. The Detective will re-interview witnesses, victims, and suspects to introduce the evidence and determine the relevance of the evidence to the case.
4. If necessary, the Detective will submit the evidence for testing to the appropriate laboratory.
5. Once the Detective has exhausted all possible leads, they will prepare a detailed report documenting actions, activities, and findings.
6. The Detective will file the appropriate charges if there is probable cause to arrest any other person.

C. POST INVESTIGATION FOLLOW-UP

1. The Detective will present the findings to the ISS Commander or designee.
2. Once the ISS Commander or designee is presented with the findings, they will consult with the affected prosecuting authority and decide the remedy for the case.
3. The ISS Commander will also determine the most appropriate status to close the investigation.
4. The ISS Commander will brief the Law Enforcement Operations Division Chief on the findings.

D. ADMINISTRATIVE REVIEW

1. An administrative review can be initiated at any time during this process if it is determined that the initial investigating Deputy knew the exculpatory evidence and failed to disclose it..

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-084-01**	**Distribution** All Personnel	**Reissue/Effective Date** 10/24/2025
		Original Issue Date 01/05/2021	**Previous Revision Date** 04/14/2021
Title **PROPERTY AND EVIDENCE MANAGEMENT**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines and responsibilities for the storage of evidence and property within the Volusia Sheriff's Office (VSO) Evidence Section.

II. POLICY

It shall be the policy of the VSO that all found, recovered/stolen, abandoned, safekeeping, or evidentiary physical property acquired by VSO in the performance of law enforcement duties, shall be turned over to the Evidence Section for accountability and storage. The Evidence Custodian shall be responsible for control of all property stored in VSO evidence facilities and compounds.

III. PROCEDURE

A. ADMINISTRATION

1. All found, recovered, safekeeping, or evidentiary physical property shall be stored at the VSO property and evidence storage facility, or in a secured compound, with access limited to authorized personnel.

B. STORAGE AREAS

1. VSO maintains its primary storage facility at 3887 Tiger Bay Rd., Daytona Beach, FL. The facility serves as:
   - The evidence storage facility; and
   - The main vehicle storage compound.
2. There may be items that require off-site storage due to their size, nature, number or volatility. Any off-site location(s) will be equipped with proper security, and structure to protect the items from theft, protect the chain of custody and prevent deleterious change.
3. Any item stored in accordance with this procedure must be recorded in the electronic record and auditable.

C. RETENTION OF PROPERTY AND EVIDENCE BY EMPLOYEE

1. All property and evidence coming into a VSO employee's custody shall be turned in, complete with all proper documentation, as soon as possible after being received by the employee. All property and evidence shall be turned in to a designated temporary evidence locker or the Evidence Section. VSO employees shall not retain evidence or property beyond their tour of duty each day. Exceptions must be approved by a supervisor and be secured in such a way that the chain of custody will not be compromised.

2. Property and evidence that is retained pursuant to supervisory approval must be documented in the evidence management system no later than seventy-two (72) hours after clearing the incident scene. If said documentation cannot be completed within the required timeframe due to processing requirements, the supervisor may give a secondary approval to extend the timeframe, however a notification shall be made to the Evidence Section via email, notifying them of the type and number of items being held under the given case number.

D. PROPERTY DESCRIPTION

1. All property and evidence shall be recorded as specified in general order *GO-083-01 Collection of Evidence*. This shall include a complete description of each item of property in eRMS and the evidence management system. Each report shall describe in detail how and why each piece of property or evidence came into the employee's possession.

E. EVIDENCE LOCKERS

1. Secure evidence lockers are located in each District, Courthouse, the Operations Center, Daytona Beach International Airport, and the Evidence Section for the purpose of temporary storage of property and evidence. Additional lockers may be installed for this purpose in other locations as directed by the Chief Deputy or designee. These lockers may be used at all times.
2. Evidence lockers are equipped so that items may be stored inside the locker and, once locked, cannot be reopened except by the Evidence Specialists who maintain the only keys. The evidence must be able to be submitted safely/adequately into the evidence locker without presenting the potential for retrieval via the open entry point to the locker.
3. Any printed paperwork associated with the property or evidence shall be placed inside of the locker with the corresponding property or evidence. (Refer to general order *GO-083-01 Collection of Evidence*)
4. Property or evidence placed inside evidence lockers shall be picked up on a regular schedule to ensure adequate lockers remain available. It may be necessary for the on-call Evidence Specialist to pick up property or evidence from lockers over long weekends or holidays to accomplish this mandate. Locations of low use (e.g., Courthouses, Special Operations, Daytona Beach International Airport, and Hospitals) will be picked up when the Evidence Section is notified by email that property or evidence has been placed in those lockers. It is the responsibility of the submitters to ensure that notification is made. Evidence Specialists must comply with all requirements in the *Evidence* SOP manual as it relates to lockers and transporting evidence.
5. In the event any lockers should become full or evidence needs to be picked up for any other reason, the on-call Evidence Section employee shall be called to pick up stored property or evidence.
    a. No property or evidence will be left unsecured and unattended in offices or facilities for later pickup.
    b. The primary evidence facility has bicycle racks with locks and chains to temporarily secure bicycles as needed.
6. Any locker location with large amounts of drugs or money for submission shall notify the Evidence Section of that fact. In such cases, it shall be the respective District Commander or designated Supervisor's responsibility to assign a sworn Deputy to either transport the drugs or money directly to the evidence facility, or to escort the civilian Evidence Specialist to the main evidence facility. A large amount of drugs would be any amount that meets Florida Statutory requirements for trafficking or an amount that cannot be secured safely/adequately within the available evidence lockers.
    a. Any drugs measuring a kilogram or more must be submitted directly to an Evidence Specialist to store in a heightened-security location at the Evidence Facility. Exception: In the case of small quantities of narcotics, pills, etc. that require little storage space, but due to their drug classification meet the requirements for trafficking (e.g., four (4) Oxycodone pills, heroin), the evidence may be submitted and temporarily stored at the District until the scheduled pickup established by Evidence personnel.
    b. A large amount of money would be any amount over two thousand dollars ($2,000), and any amount over twenty-five thousand dollars ($25,000) will require a count with an Evidence

Specialist utilizing the calibrated currency counters, and must be directly submitted to an Evidence Specialist.

F. SECURITY PROCEDURES

1. All buildings utilized for the storage of evidence shall be electronically alarmed both inside and outside; additional storage pods, trailers, or sheds shall remain within the secured fenced-in compound which shall also be electronically alarmed and fitted with surveillance cameras. Portable Storage units within the fenced-in compound will not be used to store high-liability items.
2. Areas utilized for the storage of vehicles shall be fenced with a barbed wire top. These areas shall be electronically alarmed, have sufficient camera coverage, and checked at the end of every workday.
3. Only those persons assigned directly to the Evidence Section shall have the authority to access evidence storage areas. Other employees and all visitors must be escorted at all times within evidence storage areas.
    a. Only the Evidence Director, Assistant Evidence Director, and Evidence Quality and Compliance Manager are granted permission to make any alterations in the key card access system.
    b. All activity by these employees within that system is logged and will be self-reported on a quarterly basis to Professional Compliance.
    c. Requests for access to user areas must be granted by one of these three employees.
    d. Any changes to a security profile within that system must be approved and set by one of these three employees.
    e. No other employee of the agency may grant, deny, or make changes to the access system for the Evidence Facility.
    f. Crime Scene Investigators (C.S.I.) and Supervision are granted access to the administrative hallways and control access to their NIBIN and Forensic Processing offices. They cannot access any evidence storage areas.
        (1) If Crime Scene Investigators are present at the time Evidence personnel are vacating the building, the C.S.I.(s) must accompany the Evidence personnel out of the building and allow the Evidence personnel to arm it.
        (2) The C.S.I.(s) may then disarm the hallway partition by entering their codes to access their areas. This action does not disarm the rest of the warehouse.
4. No employee will transport property or evidence in their privately owned vehicle.
5. No civilian employee will transport large amounts of drugs or money, as defined in the *EVIDENCE LOCKERS* section above, without an escort by a sworn Deputy.
6. Evidence Specialist Trainees will not perform evidence locker pickups, make lab runs, lock up at night, or be on call for alarm or other problem responses to the evidence facility, until they have been properly trained, demonstrated proficiency, and cleared to work independently on those tasks by Evidence Section Supervision.
7. A sign-in log is located in the front lobby and in the packaging room vestibule. All persons not permanently assigned to the Evidence Section entering the evidence storage areas must be documented on the log and physically escorted to any location where evidence is stored.
8. All doors leading from the lobby or release room to the interior of the facility must remain closed at all times to ensure security protocols are maintained.
9. Impound lot vehicle keys are located in their respective file folders. Access to these files shall be limited to Evidence Section personnel.
10. Any employee working late or on weekends will ensure all perimeter gates are secure, park in authorized areas, and will activate perimeter and applicable internal alarms when departing.
11. At the end of each workday, keys to the intake lockers shall be secured in the key lock box which will be located in a “Two Person Access Room.” A perimeter check will be made each day to ensure all locks, doors, and gates are secure; ensure video cameras are functional; and ensure

applicable perimeter and internal alarms are set. These items will be signed off on the daily “closing checklist.”

G. RECEIPT OF EVIDENCE AND PROPERTY INTO THE EVIDENCE SECTION

1. Evidence personnel shall inspect all items and verify the electronic record as soon as possible after receipt, to ensure all submission guidelines are being followed.
2. It shall be the responsibility of submitters bringing evidence into the facility to stay with the evidence until properly received or secured in appropriate lockers.
3. All evidence submissions consisting of large, bulky, or numerous items will enter the main evidence facility behind the secured entry gates. A workspace to include computers, a scanner/copier, scales, and packaging materials for submitters to complete their paperwork and package evidence is provided in the submission and locker area.
4. Evidence Specialists will verify all items have been entered into the evidence management system. The evidence management system generates a unique inventory control number for each entry.
5. The item shall then be electronically assigned to and placed into the applicable storage location.

H. VEHICLES

1. The receiving Evidence Specialist shall photograph vehicles upon arrival to the Evidence Facility. The digital photographs will be uploaded into the evidence management system’s file for that case. The photographs shall include:
    - Evidence seals on the vehicle whether intact or broken;
    - All four sides including the tag;
    - Any damage upon arrival;
    - Aftermarket and custom work on the vehicle;
    - The interior, to include any aftermarket electronics and items of obvious value, if visible without entering the vehicle.
2. Keys to vehicles shall be secured in the vehicle’s file folder.
3. Evidence vehicles will not be tampered with to ensure the integrity of any evidence within and chain of custody is maintained as we received it.

I. STORAGE OF EVIDENCE AND PROPERTY

1. Items requiring increased security shall be secured and locked inside dedicated areas within the evidence storage facility providing enhanced security. These areas will only provide access by requiring two authorized evidence personnel to scan their identification badges and provide their individual PIN numbers in succession within a specified timeframe. These areas will be under constant video surveillance. These areas also require two persons to remain together within the area, so that no one person can conduct business outside of the observance of the other (Note: General liability items may be stored in high liability areas, but high liability items may not be stored in general liability areas.) High liability items are:
    - Currency or negotiable instruments;
    - Precious metals;
    - Jewelry;
    - Gemstones;
    - Firearms;
    - Controlled substances;
    - Other items with a high monetary value, determined by supervision to require extra security.

J. REFRIGERATORS

1. **TEMPORARY REFRIGERATORS**

a. Temporary refrigerators should be located at all Districts. Temporary and alarmed refrigerated lockers are available in the Evidence Section submission/locker room at the evidence facility to submit items such as liquid blood or urine requiring refrigeration.

b. District refrigerators are designed to accommodate perishable evidence from two separate cases until picked up by an Evidence Specialist. Each refrigerator will contain a secure locking container. When securing the evidence in the District refrigerator, the locking container will be used first and subsequently secured. This will leave the refrigerator compartment available to secure perishable evidence from a second case, if needed, prior to pick up by the Evidence Specialist. When perishable evidence from a second case is stored, the refrigerator door shall then be locked rendering it unavailable for any further storage; Evidence will be notified if not already scheduled for a pick up.

c. Evidence personnel shall have the only keys to the interior lock boxes and the refrigerators.

2. **PERMANENT STORAGE**

a. For permanent storage, the Evidence Section utilizes industrial refrigerator and freezer units that are alarmed, and where data is electronically monitored and recorded for later retrieval as necessary.

K. TEMPORARY RELEASE OF EVIDENCE AND PROPERTY

1. Property shall be temporarily released by the Evidence Section for reasons including, but not limited to, the following:

- Investigation;
- Court purposes;
- Lab analysis.

2. The appropriate paperwork, or electronic equivalent will be signed when the property or evidence is released from and returned to the Evidence Section in order to maintain the item's chain of custody. When items are checked out to court, the Deputy transporting to court, is required to obtain a signature from the Clerk of Court when handing over the exhibit; and the Deputy must return the signed receipt/chain of custody form to the Evidence Section as soon as possible but no later than the beginning of the Deputy's next shift. This location will be audited at least weekly, for compliance, by Evidence Section personnel.

3. The Evidence Section personnel shall expeditiously update the electronic evidence record to correctly reflect the most current location status of the property.

L. DISPOSITION OF PROPERTY

1. Submitting Deputies shall attempt to locate and notify owners of safekeeping and found property in the custody of the agency. The identification of the owners and results of the attempt will be clearly delineated in an incident report. If the Deputy is unable to notify the owner, the Evidence Section shall then be responsible for notifying the owner once the property is received into the Evidence Section. If located, the owner shall be notified of the status of their property and the procedure for its return.

2. Final disposition of all property shall be accomplished as soon as practical after legal requirements have been met. This shall be accomplished through a comprehensive disposal review and approval process and may require the obtaining of court orders, depending on the type of evidence or property.

3. In compliance with provisions of Fla. Stat. Ch. § 499, the Evidence Section will not return prescription medications without a court order requiring the return or as directed pursuant to Evidence Section Supervision in consultation with the Sheriff's Office General Counsel.

4. The Evidence Section will secure firearms to be held for the minimum statutory requirement of six (6) months before seeking disposal, pursuant to the disposal review process.

5. The Evidence Section's comprehensive disposal review process will be accomplished in accordance with established written protocols that incorporate the documentation of necessary research and authorizations. These authorizations and findings may include but are not limited to:

a. State Attorney's Office case disposition form;

b. VSO property disposition form;

c. Expiration of statutory limitations as cited in Fla. Stat. § 775.15 for the prosecution of a specific offense, if a warrant is not on file or the case does not result in an arrest;

d. A Deputy's determination of ownership pursuant to an investigation;

e. Expiration of the statutory holding period and completion of proper procedures as outlined in Fla. Stat. Ch. § 705;

f. Firearms turned over to VSO for disposal will be held for the minimum statutory requirement of six (6) months before Evidence seeks disposal pursuant to the disposal review process;

g. Court orders;

h. Direction from VSO General Counsel's Office;

i. Direction from the Evidence Director in consultation with the Support Operations Division Chief, General Counsel's Office, or Professional Standards Section.

6. On those cases not filed with the State Attorney's Office, (unknown suspects) evidence will be held as follows:

   a. Capital or life felonies – indefinitely;

   b. Kidnapping (if unsolved) – indefinitely;

   c. Missing persons (if unsolved) indefinitely;

   d. All other felony and misdemeanor violations shall be held pursuant to current statute of limitations timelines unless approved by the prosecuting authority and VSO Case Agent;

   e. Pursuant to FSS 775.15 If profiled DNA evidence exists in CODIS and sufficient sample remains available for testing by the defense, in any of the following types of cases, evidence will be held indefinitely:

      (1) Aggravated battery or any felony battery offense under chapter 784;

      (2) Kidnapping under s. 787.01 or false imprisonment under s. 787.02;

      (3) An offense of sexual battery under chapter 794;

      (4) A lewd or lascivious offense under s. 800.04, s. 825.1025, or s. 847.0135(5);

      (5) A burglary offense under s. 810.02;

      (6) A robbery offense under s. 812.13, s. 812.131, or s. 812.135;

      (7) Carjacking under s. 812.133;

      (8) Aggravated child abuse under s. 827.03.

7. All cases which are subject to appeal must be reviewed on a case-by-case basis with the State Attorney's Office prior to disposal.

8. Evidence personnel shall check for multiple defendants in the case and shall not dispose of the evidence until all cases have met the requirements established under this section.

9. Written approval from the submitting Deputy or case agent, or in their absence the supervisor of the section that handled the case, may be obtained as authorization for disposal.

10. Evidence items that also meet the definition of a public record pursuant to Fla. Stat. Ch. § 119 will be retained according to the longest retention schedule or requirement.

M. DISPOSAL CLASSIFICATIONS AND METHODS

1. Methods of disposal of property in the custody of the VSO shall fall under one of the following categories:

   a. Return to Rightful Owner – This is done in compliance with VSO general orders, authorization from the State Attorney's Office, VSO General Counsel, court order, and Fla. Stat. § 90.91.

   b. Return to Finder – Returned in accordance with Fla. Stat. § 705.104.

c. Return via Court Order – Returned at the direction of the court following final disposition or resulting from a motion.

d. Return to a Third-Party – Done when the third-party now has a legal claim determination. Examples include the agent of an insurance company, an attorney, or other designated persons that have legal interest in the property. All paperwork must be carefully examined to verify that it is in order and will be scanned into the Evidence Section case record. The determination of whether an agent is authorized to take possession of the property will be made by the submitting or investigating Deputy or pursuant to a court order.

e. Forfeiture of Property – For property that has been awarded to the VSO by the court under a forfeiture action.

f. Public Auction – Where statutory authority exists, or is mandated, property may be auctioned off at a public auction. Firearms or contraband will not be auctioned under any circumstances.

g. Conversion to Agency use – Property may be converted legally to the use of the VSO or other agency in accordance with Fla. Stat. § 705.103.

h. Donation to a charitable organization.

i. Legal destruction – Contraband, damaged property, and property of little monetary value for which ownership cannot be established will be disposed of pursuant to the provisions of Florida Statutes by court order or VSO general orders as described in the destruction of evidence and property section, below.

j. Other disposal – Following expiration of the governing statutes, all unclaimed, lost or abandoned property will be disposed of pursuant to Fla. Stat. § 705.103-105. Generally, this will apply to abandoned prisoner property, unclaimed evidence, and no response to finder-wishes-to-claim letters.

2. Evidence personnel are responsible for ensuring all documentation in every evidence management system's case file is thorough and complete. All documents will be scanned into the computerized evidence management system's case record.

N. RETURN OF PHOTOGRAPHED PROPERTY

1. Whenever possible, property shall be photographed and returned to the victim/owner. Guidelines set forth in Fla. Stat. § 90.91 for crimes involving the wrongful taking of property are as follows:

   a. The photograph shall bear:
      - A written description of the property alleged to have been wrongfully taken;
      - Name of the owner of the property;
      - The location where the alleged wrongful taking occurred;
      - The name of the investigating law enforcement officer;
      - The date the photograph was taken;
      - The name of the photographer.

   b. The photograph shall be identified by the signature of the photographer.

   c. Such writing shall be under oath by the investigating law enforcement officer.

2. Evidence personnel are responsible for ensuring all documentation in every evidence management system's case file is thorough and complete. All documents will be scanned into the computerized evidence management system's case record.

O. DESTRUCTION OF EVIDENCE AND PROPERTY

1. The method of destruction for evidence and property is determined by the type of property being destroyed. Property is destroyed pursuant to court orders, the determination of a comprehensive disposal review, or when authorized by statute in limited circumstances. All destructions will be performed or witnessed by two Evidence Specialists, who will sign the destruction documentation. The destruction of all items, including but not limited to firearms, narcotics, dangerous drugs, and prescription medications, shall be witnessed by a member of the Professional Compliance Unit, who will sign the destruction documentation.

2. Pursuant to Fla. Stat. Ch. § 849, a court order must be obtained to destroy gambling equipment when there is a conviction. The order will state the time, place, and manner in which such property shall be destroyed; and it shall be destroyed in the presence of the Volusia County clerk of the circuit court. Additionally, although no court order is required, gambling equipment destruction must be in presence of the Clerk of the Circuit Court for any case where the prosecutor pursued criminal charges (where there is a Clerk's case number) even though there was no conviction.
3. Obscene material collected pursuant to a violation of Fla. Stat. § 847.011 (Prohibition of certain acts in connection with obscene, lewd, etc. materials), will be destroyed pursuant to the required court order in accordance with Fla. Stat. § 847.02. This destruction will be accomplished by incineration. A "return" certifying compliance of the statute will be provided to the court issuing the order.
4. Alcoholic beverages shall be destroyed by pouring them down the sink in the evidence facility.
5. Firearms that are illegal or are in very poor condition will be destroyed by incineration or other authorized vendor/contractor who will provide evidence of obliteration.
6. Narcotics and dangerous drugs, drug paraphernalia, and prescription medications shall be destroyed by incineration.
7. Biohazard waste will be destroyed by an authorized contractor.
8. Ammunition will be turned over to the range officer or authorized vendor for disposal, or as otherwise instructed by the Evidence Director.
9. Flammable or hazardous liquids or waste must be disposed of within guidelines established by the County of Volusia, the State of Florida, and the US Government. The type of material will dictate the method of disposal. Whenever any such material is to be disposed of the evidence custodian will first contact the Volusia County Environmental Control Office who will assist in the destruction.

P. RECORDS

1. The Evidence Section shall maintain a record of all property in their custody.
2. The records shall contain where applicable the following information:
    - Case number;
    - Unique inventory control number;
    - Date incident occurred;
    - Date items were collected;
    - Submitter's identification;
    - Full chain of custody from Deputy's submission to current location or disposition;
    - Detailed description of each item;
    - Serial numbers when available;
    - Item values;
    - Inventory audit history.

Q. INSPECTIONS/INVENTORY

1. It is the responsibility of the Evidence Director to conduct quarterly inspections of the evidence storage facility and the vehicle storage facilities. They shall submit the quarterly report to the Support Operations Division Chief with a copy to the Professional Compliance Unit. The report will indicate the following information:
    - The evidence storage and office areas are being kept in a clean and orderly fashion.
    - The provisions of this and any other general orders and policies concerning evidence management are being followed and routinely reviewed for needed changes.
    - Property is being protected from damage or deterioration.
    - Proper accountability procedures are being maintained.

- Property having no further evidentiary value is being disposed of routinely and as promptly as possible.
- Whether or not any repairs have been necessary to the evidence facility.
- Evidence lockers are secure and functioning.
- Evidence lockers at satellite locations are functional and secure.
- First aid kits are routinely inspected and current.
- Fire extinguishers are inspected and current.
- Doors are secure and operating correctly.
- High liability rooms are secured with two-person integrity (TPI) controls.
- Air circulation is adequate and air scrubbers are operating efficiently.
- Lighting is adequate in all work areas.
- Sufficient packaging supplies are on hand for Deputies.
- Refrigerators and freezers are operating correctly and monitoring systems are active and functioning properly.
- All heavy equipment tools have been inspected and serviced according to schedule and are operating correctly.
- All Evidence Specialists have been issued and are utilizing safety and personal protective equipment properly.
- All section vehicles are current on their maintenance schedule, are clean, and operating correctly.
- Evidence Specialists' certifications are current for CPR and the AED, and they have been trained in administering naloxone hydrochloride.
- The fume hood has been annually flow tested and certified and is routinely inspected to insure proper operation.
- Drugs set aside as training aids will be audited and the result documented.

2. The Professional Compliance Unit Commander or designee will conduct an annual audit of the Evidence Section to ensure the integrity of the system, in compliance with CALEA's Appendix K. Additional audits may be conducted throughout the year as determined by the Sheriff or designee. At a minimum, sufficient high liability items will be selected by the Professional Compliance Unit for audit year each year that meets current CALEA requirements. Additional items of in-line property will also be inventoried. A complete audit of the safe will be conducted annually by the Finance Section or the Professional Compliance Unit with the Evidence Section.
3. Professional Compliance Unit shall conduct an unannounced inspection of the property and evidence storage areas at least annually, to include random inspections of property records with physical property.
4. Whenever a new Evidence Director is assigned to or transferred from the position, an audit of property and evidence in compliance with CALEA's Appendix I shall be conducted by the newly designated Evidence Director. A member of the Professional Compliance Unit will oversee this audit to ensure that records are present and properly updated. The Professional Compliance Unit will direct the audit of drugs, firearms, jewelry, and money in compliance with CALEA or other requirements.

R. SECURITY OF HIGH LIABILITY PROPERTY FOR TRAINING OR INVESTIGATIVE PURPOSES

1. In certain circumstances, the use of seized or forfeited controlled substances, weapons, or items of value may be utilized for investigative or training purposes.
2. Requests to sign high risk items out for training/investigative purposes require prior approval of the requestor's Section Commander through the Chain of Command and the Evidence Director or designee.

3. Upon receiving an approved request, an Evidence Specialist will search the inventory of available property to fill the request in accordance with established Evidence Section Standard Operating Procedures.
4. Should appropriate items be identified to fulfill the purpose of the request, an Evidence Specialist shall contact the requestor and make an appointment to sign out the items.
5. Documentation of the written request and approval will be scanned and made part of the evidence record.
6. At the time the requestor signs out the approved training/investigative aid, the requestor shall:
    a. Sign the chain of custody for the respective item(s) at the evidence facility.
    b. In conjunction with the Evidence Specialist, all controlled substances shall be weighed including the packaging; the Evidence Specialist shall verify the weight(s) and the verification will be documented in the supplemental report.
    c. Upon return of the training aid, all controlled substances shall be weighed utilizing the same scale, if at all possible. If a different scale is required, indicate the scale utilized.
    d. Any changes to the property including damages or amount(s) used in training (controlled substances) shall be documented. If the property was completely exhausted in training, this will be stated in the supplement; all packaging will be turned in for destruction. Any discrepancies noted will be immediately reported to the Evidence Section Director or Supervisor and the Supervisor of the submitter.
7. Any property or evidence required for extended periods of time shall require a notification, in writing, to the Evidence Section every ten (10) calendar days. The written notification will be documented in the evidence management system's case master file. Property or evidence required for investigative purposes beyond thirty (30) calendar days must be approved in writing by the Investigative Services Section Commander or the Special Investigations Section Commander. All items checked out for investigative purposes will be physically inventoried by the Evidence Section every ninety (90) days.

IV. REFERENCES

- FDLE Crime Laboratory Evidence Submission Manual
- VSO Property & Evidence Submission & Packaging Manual

	VOLUSIA SHERIFF'S OFFICE **GENERAL ORDER** **GO-084-02**	**Distribution** All Personnel	**Reissue/Effective Date** 12/05/2023
		Original Issue Date 01-05-2021	**Previous Revision Date** 06/30/2021
Title **DIGITAL EVIDENCE MANAGEMENT SYSTEM (DEMS)**			
Section		**AUTHORITY OF** MICHAEL J. CHITWOOD, SHERIFF	

To protect and serve with courage, honor, and integrity by fighting crime, maintaining trust, and building community partnerships.

I. PURPOSE

The purpose of this general order is to establish guidelines for all digital evidence stored within the digital evidence management system (DEMS) to include body worn camera footage, digital photographs, interview room footage, and other digital media.

II. DISCUSSION

Digital evidence is vital to the successful development and prosecution of a case. It is therefore essential that digital evidence be stored and managed in a manner that ensures its security and integrity. Volusia Sheriff's Office (VSO) utilizes Agency approved digital evidence management systems for the secure storage and management of digital evidence.

III. POLICY

VSO recognizes that digital evidence consists of various digital media intended for use in court presentations or other legitimate law enforcement purposes.

As with physical evidence, it shall be the policy of the VSO to ensure that digital evidence remain protected and secure while in custody of the VSO, and the security, integrity, and chain of the evidence is upheld, documented, and maintained.

Furthermore, it is the policy of the VSO that all media associated with digital evidence, including but not limited to, audio, images, and video, are the express property of the VSO and will not be copied, released, or disseminated in **ANY** form or manner outside the parameters of this policy without the express written consent of the Sheriff or designee.

IV. DEFINITIONS

Authorized User – Agency designated personnel with a direct job-related function or responsibility regarding digital evidence to include Detectives; Command Staff; Internal Affairs Unit; Office of Public Affairs and Media Relations; Training Academy Commander; Information Technology Section (IT) personnel; or personnel specifically designated by the Sheriff or Chief Deputy in furtherance of legitimate law enforcement purposes.

Body Worn Camera (BWC) – A camera worn on an individual Deputy's person that records and stores audio and video.

Digital Evidence – Evidence that is captured digitally on a device such as a Digital Camera, Body Worn Camera, or Interview Room Camera and typically stored on a server. Digital evidence may include photographs, audio recordings, and video footage with evidentiary value that is captured and stored in digital format. [CALEA LE 83.2.2]

Digital Evidence Management System (DEMS) – A VSO approved computerized system consisting of hardware and software to collect, store, secure, and disseminate digital evidence while preserving chain of custody. VSO utilizes Axon Evidence as a digital evidence management system.

Digital Video Recording – The electronic recording of visual images with or without audio recordings.

Information Technology Section (IT) – A section within the Administrative Services Division that maintains the integrity and accessibility of the digital evidence through disposals, audits, expungements, and redactions.

Interview Room Recording System – VSO utilizes the Milestone system for interview room recording.

Long-Term Storage – Axon Evidence is used to provide access and storage for digital evidence in audio, picture and video formats.

Short-Term Storage – The temporary storage location for digital media, such as a camera memory card or the Milestone system.

V. PROCEDURE

A. GENERAL DIRECTION

1. VSO personnel shall not take photographs or video of any evidence, document, victim, witness, suspect, or other person or thing actually or potentially relating to a crime, agency investigation, or other official law enforcement scenario using personally owned cell phones or personally owned camera or audio recording devices.
2. Under no circumstances will any employee of the VSO make a personal or secondary copy of digital evidence other than what is required in the conduct of their official duties during the investigation and prosecution of a case.
3. Personally owned computer equipment and software programs shall not be utilized to make copies of digital evidence.
4. Accessing, copying, forwarding, or releasing any digital evidence other than for official law enforcement use or contrary to this procedure is strictly prohibited. With exception of the agency Public Information Officer (PIO), posting of digital media to **ANY** social media site, without prior written approval from the Sheriff, Chief Deputy, or designee is prohibited.
5. No digital evidence as described above shall be emailed, faxed, uploaded to websites, or shared in any way without proper authority or court subpoena.
6. VSO employees are prohibited from altering, reusing, modifying, or tampering with digital evidence. Only members of IT, Records, Evidence and their supervisors are authorized to delete digital evidence in accordance with this policy.
7. The VSO retains ownership of all images, video, and all other forms of digital evidence obtained in any manner by an employee in the course of an investigation, at a crime scene, or while conducting any other legitimate law enforcement business.
8. Digital content that relates to victims, suspects or perpetrators, crime scenes, various instruments of a crime, or any item of value for prosecution of a crime shall be, as with any evidence, properly protected, documented, and submitted as digital evidence.

B. ACCESSING AND UPLOADING TO DEMS

1. VSO authorized DEMS shall be used to provide long- term storage of digital evidence.
2. **USER GROUPS**
   a. All individual user activity within the secure DEMS is automatically tracked and logged by the system.
   b. Only authorized users may access secure DEMS using their unique username and password. Each user's level of access is controlled via the "User Group" (e.g., Major Case) assigned to their account.
   c. Each user group is configured to have access to specific crime types (See the *Axon Evidence* user guide posted on the VSO SharePoint site). The user group assigned to an authorized user is based on their area of assignment.

d. Any request for additional access levels or assignment to an additional user group(s) must be documented and approved by the District or Section Commander or designee. The approved request will be forwarded to IT for subsequent assignment to the authorized level of access.

e. In accordance with general order *GO-082-06 Computer Security and Utilization*, the District or Section Commander will immediately notify IT of any transfers or terminations affecting personnel who have access to DEMS.

3. **DIGITAL PHOTOS/VIDEOS** [CALEA LE 83.2.2 (a)]

a. Digital photographs and videos shall be uploaded to the secure DEMS before the end of the Deputy's shift.

b. Images and videos shall not be cleared from the device until an electronic confirmation is obtained from the DEMS that the images were successfully uploaded so as not to lose digital evidence.

c. Digital photographs and videos shall be uploaded to the DEMS in accordance with procedures established in the DEMS's user guide. A copy of the guide may be found on the VSO SharePoint site's *VSO Training & Documentation* webpage.

d. Deputies shall upload images and/or videos using either the Axon Capture app on the smartphone/tablet or Evidence.com using a web browser. The Axon Capture app shall be used if the images and or videos were taken within the Capture app on a smartphone or tablet. Evidence.com shall be used if uploading from an MDC, desktop, or laptop.

e. If an image and/or video is larger than 4GB, contact IT for further assistance.

f. All images and/or videos uploaded to the DEMS shall be marked with the appropriate Category as per the user guide found on the VSO Training and Documentation SharePoint page.

(1) Those images and videos requiring additional security shall be marked with the appropriate Evidence Group in addition to Category as per the user guide.

g. Deputies shall be diligent in selecting the correct Category type upon image or video upload. Descriptions, if needed, will be kept professionally short and to the point in order to assist Detectives or to prepare for court.

h. Image and video descriptions shall become part of the permanent record.

i. The Detective or Deputy shall document on a property report the submission of digital photographs or videos using the property involvement code of "Digital Evidence" and will include the total number of photographs or videos submitted. This will electronically establish the chain-of-custody and transfer custody from the Deputy to the long-term storage system.

j. Once photographs or videos are uploaded to the DEMS, they become permanent. If photographs or videos are inadvertently submitted under the wrong case number, the submitting Deputy will contact IT and explain the error to them. IT will correct the data entry error. The submitting Deputy will verify the correction was completed, then complete a supplementary report to the case describing the error, the correction made, and by whom and when the correction was completed.

4. **INTERVIEW ROOM RECORDINGS**[CALEA LE 83.2.2 (b, c)]

a. The management of captured interview room video is outlined in general order *GO-042-17 Interview Rooms* and shall be handled by the Detective in accordance with this general order.

b. A document outlining the proper use of the interview room recording system is available on the VSO intranet's *VSO Training & Documentation* webpage .

c. IT shall manage the interview room video once they receive notice of either a property report or charging affidavit documenting the existence of a digital video recording as defined in general order *GO-042-17 Interview Rooms*.

d. During normal business hours IT will review the property reports and charging affidavits that have been received and will export the video in both supported formats (MKV and the native format).

e. IT shall transfer the exported video into long-term storage under the case number and case type designated in the short-term storage system and shall verify that the transfer was successful.

f. Once IT verifies the video files were successfully transferred into long-term storage they will ensure the short-term storage files are deleted.

g. As outlined in general order *GO-042-17 Interview Rooms*, digital video recordings not marked by the Detective as evidentiary will not be processed by IT and will be automatically deleted by the system after ten (10) calendar days.

h. Digital video recordings transferred to the DEMS will be managed by IT in accordance with this general order.

5. **BWC VIDEO** [CALEA LE 41.3.8 (d)]

a. Complete policies governing BWC video are defined in general order *GO-041-20 Body Worn Cameras*.

b. As outlined in this general order, IT will be responsible for managing BWC video stored in the DEMS.

6. **OTHER DIGITAL EVIDENCE MEDIA FORMATS**

a. Digital evidence other than what is covered in the above sections (digital photos/videos, interview room video, and body worn camera video) may also be uploaded to the DEMS l as long as it is in a format accepted by the system.

b. Deputies shall upload the digital evidence files to the DEMS in accordance with section 3 above (Digital Photos/Videos).

c. If you have digital evidence in formats not accepted by the DEMS or require assistance, you should contact IT.

d. Digital evidence not able to be uploaded into the DEMS shall be submitted to the Evidence Section in accordance with general order *GO-083-01 Collection of Evidence*.

C. RETENTION OF DIGITAL RECORDS [CALEA LE 41.3.8 (d)]

1. Retention of digital records is controlled by federal and state laws and the Florida GS2 records schedule.

2. IT shall perform routine audits of the long-term storage and facilitate the timely disposal of digital records contained in the long-term storage that have surpassed the record retention period and have no further evidentiary or administrative value.

3. If a complaint is associated with a recorded event or a Deputy believes an incident may generate a complaint, the supervisor will submit a written request to the respective Division Chief or designee through chain of command for IT to retain the video until the complaint investigation is complete and any retention requirements of the Florida GS2 records schedule are met.

D. RELEASE OF DIGITAL EVIDENCE

a. The Records Unit fulfills all public records requests for digital evidence. The Records Unit shall be responsible for coordinating all public record requests for digital evidence or digital records to include verifying the case status and disposition meet the requirements as defined in Florida Public Records Statutes, Fla. Stat. Ch. § 119.

b. Upon verification that a digital evidence/records public record request is not exempt based upon the case status or disposition, the Records Unit shall process the request.

c. The Records Unit shall make a copy of the requested digital evidence or digital records, and if necessary, redact any exempt video or audio footage in accordance with Florida Public Records Statutes.

d. The Records Unit shall provide the requestor with the digital evidence or digital records associated with the public record request.

2. All digital evidence or digital records are subject to verification prior to being released to the public or members outside of the VSO.

E. REDACTING DIGITAL EVIDENCE

1. Only IT personnel, Records Unit personnel, and the Office of Public Affairs and Media Relations personnel are authorized to make a redacted copy of digital evidence. Audio and video will be redacted from digital evidence using authorized software as required in accordance with Fla. Stat. Ch. § 119 Public Records.
2. Digital audio or video will only be redacted for release to the public by way of public records request or as authorized by the Sheriff, Chief Deputy, Public Information Officer, or their designee.
3. Redacted audio and video will be named accordingly at the time of creation and shall not be considered original audio or video.

F. DISPOSAL OF DIGITAL EVIDENCE [CALEA LE 41.3.8 (d), 84.1.1]

1. IT shall determine final disposition of all cases involving digital evidence stored in DEMS unless the case also includes physical evidence. For cases that include both physical and digital evidence, final disposition shall be determined by the Evidence Section.
2. After a State Attorney or VSO disposition form is received by IT, research will be conducted by IT to verify the case has digital evidence and is eligible for disposal.
    a. The Clerk of the Court case management system (i.e. clerk.org) will be used to determine if the case has additional activity since the final disposition was issued. If the case remains open, research will cease and the appropriate section or unit will be notified, if applicable.
    b. The Records Unit will be contacted to verify that no public records requests have been received. Digital evidence in a case that has a public records request must be kept a minimum of thirty (30) days after the date the request was received, which may be beyond the retention guidelines.
3. For cases not filed with the State Attorney's Office, or cases that have unknown suspects, digital evidence will be held as follows:
    a. Capital or life felonies – indefinitely.
    b. Kidnapping (if unsolved) – indefinitely.
    c. Missing persons (if unsolved) – indefinitely.
    d. Other felonies – five (5) years (unless released by a Deputy/Detective).
    e. Misdemeanors – three (3) years (unless released by a Deputy/Detective).
4. For all felony cases in which a guilty verdict was returned, the defendant was sentenced to state prison and the case is subject to appeal, the digital evidence shall not be disposed. These cases will be reviewed on a case by case basis with the State Attorney's Office.
5. All digital evidence related to any pending litigation or a personnel complaint shall be preserved until the matter is resolved and/or in accordance with the law.
6. Any other law enforcement agencies involved with the VSO in a joint operation or investigation shall be contacted prior to destruction of the digital evidence to ensure the digital evidence is not needed by the other agency.
7. IT personnel shall check for multiple defendants in the case and shall not dispose of the digital evidence until all cases have met the requirements established under this general order.
8. Expungement orders and seal requests for cases with digital evidence will be processed by the Records Unit.
    a. Expungements: Digital evidence will be disposed of regardless of retention guidelines.
    b. Seal requests: Digital evidence will be placed on a CD/DVD and placed in the sealed file.
9. The destruction of digital evidence may only be performed by Records Unit personnel, IT personnel, and their supervisors; all individual user activity within the secure DEMS database is tracked by the system.
10. Digital evidence is destroyed when it is determined to have no legal purpose, is older than its required retention period, and meets the disposition criteria above or if all accompanying physical evidence has already been destroyed.

11. IT and Records Unit personnel shall sign into DEMS using their credentials when destroying any digital evidence.
12. The destruction of digital evidence stored in the DEMS shall be documented by the automated logging and reporting features provided by the system.

G. AUDITING

1. IT performs routine audits of the DEMS.
2. Audits of the DEMS are performed for the following purposes:
    a. Verify digital evidence contained in DEMS are being retained for the minimum retention periods as defined in general orders *GO-041-20 Body Worn Cameras* and *GO-042-17 Interview Rooms*.
    b. Verify that the BWC system is properly transferring data from the devices to the DEMS including the correct metadata.
    c. Verify digital evidence that is being uploaded from the BWC is properly tagged with the case number.
    d. Verify and update the retention period of items being requested for public records in accordance with Fl. Stat. Ch. § 119.
    e. Proactive discovery of digital evidence that has been properly researched and approved for disposal.
    f. Verify the correct tagging and categorization of digital evidence being entered into the system.
    g. Verify the accuracy of the metadata such as date/time stamps, Deputy DID, etc.

H. DATA AND WORKSTATION SECURITY

1. Authorized User passwords are required on all workstations in order to gain entry or access to DEMS, as determined by the respective assigned work group.
2. All digital evidence and data added to the DEMS will be stored on AXON's secure cloud storage. Backups of digital evidence and data stored in short-term storage will be performed by IT in accordance with general order *GO-082-06 Computer Security and Utilization*.

VI. REFERENCES (VSO Training & Documentation SharePoint Page)

- Axon Evidence Guide
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