

## Community Relations

### 343.1 PURPOSE AND SCOPE

The purpose of this policy is to establish responsibilities and objectives of the community relations function.

Additional guidance on community relations and outreach is provided in other policies, including the:

- Hate Crimes and Incidents Policy.
- Limited English Proficiency Services Policy.
- Communications with Persons with Disabilities Policy.
- Chaplains Policy.
- Patrol Policy.
- Intelligence Gathering and Reporting Policy.

### 343.2 POLICY

It is the policy of the Department to foster and preserve open avenues of communication between the Department and the diverse communities which it serves in an ongoing effort to identify, understand and solve the contemporary problems facing those communities.

### 343.3 MEMBER RESPONSIBILITIES

Achieving the Department's community relations objectives and crime prevention functions are a responsibility shared by all members. Officers should, as time and circumstances reasonably permit:

- (a) Make casual and consensual contacts with community members to promote positive community relationships. See the Contacts and Temporary Detentions Policy.
- (b) Become reasonably familiar with the schools, businesses and community groups in their assigned jurisdictional areas.
- (c) Work with community members and the Community Relations Bureau to identify issues and solve problems related to community relations and public safety.
- (d) Conduct periodic foot patrols in appropriate areas of their sectors. Officers should notify an appropriate supervisor and the Communications Section of their status and location upon start and completion of a foot patrol. Officers should also periodically inform the Communications Section of their location and status during the foot patrol.

### 343.4 COMMUNITY RELATIONS BUREAU

The Community Relations Bureau (CRB) shall be the lead command responsible for coordinating all Department-wide community relations initiatives as described in this policy. Additionally, the

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Commanding Officer of the CRB shall be designated as the Language Access Coordinator for the Department. The goals and objectives of the CRB are to:

- (a) Strengthen relationships and build opportunities for open communication between the Department and Suffolk County's geographic and demographic communities.
- (b) Increase participation of individuals from minority communities working in partnership with the Department on public safety issues.
- (c) Respond to community concerns in an honest, timely, equitable and respectful fashion.
- (d) Obtain Department-approved training related to its responsibilities.
- (e) Respond to requests from Department members and the community for assistance in identifying issues and solving problems related to community relations and public safety.
- (f) Organize surveys to measure the condition of the Department's relationship with the community.
- (g) Work with Department members, community groups and other community resources to:
  - 1. Identify and solve public safety problems within the community.
  - 2. Organize programs and activities that help build positive relationships between Department members and the community
  - 3. Provide community members with an improved understanding of Department operations.
- (h) Coordinate the activities of designated Community Liaison Officers (CLOs) and Community Oriented Police Enforcement (COPE) officers with patrol division command staff to foster community engagement and problem-solving activities.
- (i) Recognize Department and community members for exceptional work or performance in community relations efforts.
- (j) Attend community meetings to obtain information on community relations needs.
- (k) Assist with the Department's response to events that may affect community relations, such as an incident where the conduct of a Department member is called into public question.
- (l) Inform the Police Commissioner and others of developments and needs related to the furtherance of the Department's community relations goals, as appropriate.

### **343.5 SURVEYS**

The Commanding Officer of CRB shall conduct a satisfaction survey on a quarterly basis of community and political leaders within the Latino community regarding the success of the Department's LEP (Limited English Proficiency) efforts and all programs and efforts of the CRB designed to engage the Latino community. Information obtained through direct solicitation shall be recorded with sufficient specificity to allow accurate identification, tracking, analysis and

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reporting. The Commanding Officer of the CRB will develop a written survey instrument. The written community survey shall solicit assessments of:

- (a) The CRB's success in engaging the community.
- (b) Overall perceptions of the Department's performance.
- (c) Success of the Department's LEP efforts.
- (d) CRB community engagement programs and efforts.

The Commanding Officer of the CRB shall make the written community survey available in all non-English languages identified as relevant in Limited English Proficiency Services Policy. The Commanding Officer of the CRB shall distribute the written community survey as broadly as possible throughout the Police District, and shall ensure that it is available in print in Department buildings with public access, on the Department's website, and in any other location in the County where individuals go to seek police assistance. Completed community surveys shall be returned to the CRB for analysis. The CRB will forward completed surveys to the Research and Development Section, which will provide the CRB with an analysis of the data retrieved from completed community surveys for review and action.

### **343.6 COMMUNITY AND YOUTH ACTIVITIES AND PROGRAMS**

The CRB should organize or assist with programs and activities that create opportunities for Department members and community members, especially youth, to interact in a positive setting. Examples of such programs and events include:

- (a) Department-sponsored athletic programs (e.g., baseball, basketball, soccer, bowling).
- (b) Police-community engagement activities (e.g., cookouts, meals, charity events).
- (c) Youth leadership and life skills mentoring.
- (d) School resource officer program.
- (e) Neighborhood Watch and crime prevention programs.
- (f) Police Athletic League.
- (g) Car Seat Inspections.
- (h) I-Dent-A-Kit Program.
- (i) National Night Out.
- (j) Recruitment Program.
- (k) Crime Prevention through Environmental Design assessments.

### **343.7 INFORMATION SHARING**

The CRB should work with the Crime Stoppers Section and Public Information Bureau to develop methods and procedures for the convenient sharing of information between the Department and community members on matters such as major incident notifications, significant changes in

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Department operations, commentary, feedback or positive events. Information should be regularly refreshed to inform and engage community members continuously.

Examples of information-sharing methods include:

- (a) Community meetings.
- (b) Social media. See the Department Use of Social Media Policy.
- (c) Department website postings.

### **343.8 LAW ENFORCEMENT OPERATIONS EDUCATION**

The CRB should develop methods to educate community members on general law enforcement operations so they may understand the work that officers do to keep the community safe.

Examples of educational methods include:

- (a) Development and distribution of informational cards/flyers.
- (b) Department website postings.
- (c) Presentations to driver education classes.
- (d) Instruction in schools.
- (e) Department ride-alongs. See the Ride-Alongs Policy.
- (f) Scenario/simulation exercises with community member participation.
- (g) Youth internships at the Department.
- (h) Citizen academies.
- (i) Police Explorer program.

Instructional information should include direction on how community members should interact with the police during enforcement or investigative contacts and how community members can make a complaint to the Department regarding alleged misconduct or inappropriate job performance by Department members.

### **343.9 SAFETY AND OTHER CONSIDERATIONS**

Department members responsible for community relations activities should consider the safety of the community participants and, as much as reasonably practicable, should not allow them to be present in any location or situation that would jeopardize their safety.

Department members in charge of community relations events should ensure that participating community members have completed waiver forms before participation, if appropriate. A parent or guardian must complete the waiver form if the participating community member has not reached 18 years of age.

Community members may be subject to a criminal history check before approval for participation in certain activities such as citizen academies.

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### **343.10 COMMUNITY ENGAGEMENT PROGRAMS**

Community Liaison Officers (CLOs), COPE Officers, School Resource Officers (SROs), and officers assigned to the recruitment function perform duties in furtherance of the Department's community relations functions.

See procedure for further guidance: [SELECTION PROCESS FOR, AND RESPONSIBILITIES OF COMMUNITY LIAISON OFFICERS, COPE OFFICERS, SCHOOL RESOURCE OFFICERS, AND OFFICERS ASSIGNED TO THE RECRUITMENT FUNCTION](#)

### **343.11 TRANSPARENCY**

The Department should periodically publish statistical data and analysis regarding the Department's operations. The reports should not contain the names of officers, suspects or case numbers. The CRB should work with the community to identify information that may increase transparency regarding Department operations.

The CRB shall maintain a database for the storage of information as required by this policy. The Commanding Officer of CRB, or designee, shall enter into the database information contained on the following Department forms:

- (a) [Language Assistance Tracking \(PDCS-7042c\)](#)
- (b) Community Survey
- (c) [Community Meeting Presentation Report \(PDCS-1310a\)](#)
- (d) Activity reports:
  - 1. COPE monthly activity reports
  - 2. COPE and CLO tour reports

The Commanding Officer of CRB shall utilize the database to conduct quarterly analysis of CRB programs, Department Limited English Proficiency Services efforts and Language Access Plan updates.

Precinct Commanders, CLOs and COPE officers shall utilize information in the database to coordinate community relations activities within their respective precincts.

### **343.12 MEMORANDUM BOOK ENTRIES**

- a. Consistent with the Patrol Policy and Procedure, Patrol Division personnel shall record their participation in all community activities, formal or informal, in their memorandum book.
- b. The Police Technologies Bureau shall ensure that electronic memorandum book entries for community activities appear on Patrol Division members' monthly productivity statistics.
- c. The Commanding Officer of CRB shall include an accounting of Patrol Division members' participation in community activities in the annual Community Relations Report.

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### **343.13 TRAINING**

Subject to available resources, members should receive training related to this policy, including training on topics such as:

- (a) Effective social interaction and communication skills.
- (b) Cultural, racial and ethnic diversity and relations.
- (c) Building community partnerships.
- (d) Community policing and problem-solving principles.
- (e) Enforcement actions and their effects on community relations.

Where practicable and appropriate, community members, especially those with relevant expertise, should be involved in the training to provide input from a community perspective.

## Attachments

## **Language Assistance Tracking (PDCS-7042c).pdf**





**CC #** (If one was drawn - a CC# is not mandatory)

<input type="checkbox"/> Dept. Authorized Interpreter (DAI)	<input type="checkbox"/> Temporary Interpreter - SCPD	<input type="checkbox"/> Language Line Services : LL Interpreter ID# _____
<input type="checkbox"/> Certified Bilingual Member	<input type="checkbox"/> Temporary Interpreter - non-SCPD	

<b>Date of Assistance:</b>		<b>Assistance Start Time:</b>		<b>Assistance End Time:</b>	
<b>Assisted with which Language:</b>		<b>Location of Assistance:</b>			
<b>Name of Individual Requiring Assistance:</b>		<b>Name of Victim (if applicable)</b>		<b>Name of Witness (if applicable)</b>	
<b>Member Providing Assistance</b> (Name - Last, First, MI):			<b>Rank/Title</b>	<b>Shield</b>	<b>Command</b>
<b>Non-Member Assistance Contact Info</b> (Name - Last, First, MI):		<b>Address:</b>			<b>Telephone:</b>
<b>Relationship of Assistant (if any) to LEP individual:</b>			<b>E-Mail:</b>		

<b>How many interpreters assisted?</b> _____	<b>Complete if more than 1 interpreter assisted (use back of form to enter additional interpreters)</b>				
<input type="checkbox"/> Dept. Authorized Interpreter (DAI)	<input type="checkbox"/> Temporary Interpreter - SCPD				
<input type="checkbox"/> Certified Bilingual Member	<input type="checkbox"/> Temporary Interpreter - non-SCPD				
<input type="checkbox"/> Language Line Services : LL Interpreter ID# _____					
<b>Member Providing Assistance</b> (Name - Last, First, MI):			<b>Rank/Title</b>	<b>Shield</b>	<b>Command</b>
<b>Non-Member Assistance Contact Info</b> (Name - Last, First, MI):		<b>Address:</b>			<b>Telephone:</b>
<b>Relationship of Assistant (if any) to LEP individual:</b>			<b>E-Mail:</b>		

<b>Member Requesting Assistance:</b>	<b>Rank/Title</b>	<b>Shield</b>	<b>Command</b>
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**Summary of Action Taken:**     Criminal     Arrest     No Arrest     Non-Criminal

**No Language Assistance Required**

The 911 caller was not involved in the incident;     The 911 caller is gone on arrival of police;     Aided Case – Not a victim of violence

The 911 caller wishes to remain anonymous;     The victim/complainant spoke sufficient English to effectively communicate;

Other (provide clear explanation as to why no language assistance was required if none of the above are applicable):

<b>Supervisor:</b>	<b>Rank/Title</b>	<b>Shield</b>	<b>Command</b>
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<b>Entered into Database by:</b>	<b>Command:</b>	<b>Date Entered:</b>
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<input type="checkbox"/> Dept. Authorized Interpreter (DAI) <input type="checkbox"/> Temporary Interpreter - SCPD <input type="checkbox"/> Certified Bilingual Member <input type="checkbox"/> Temporary Interpreter - non-SCPD <input type="checkbox"/> Language Line Services : LL Interpreter ID# _____				
<b>Member Providing Assistance</b> (Name - Last, First, MI):		<b>Rank/Title</b>	<b>Shield</b>	<b>Command</b>
<b>Non-Member Assistance Contact Info</b> (Name - Last, First, MI):		<b>Address:</b>		<b>Telephone:</b>
<b>Relationship of Assistant</b> (if any) to LEP individual:			<b>E-Mail:</b>	

<input type="checkbox"/> Dept. Authorized Interpreter (DAI) <input type="checkbox"/> Temporary Interpreter - SCPD <input type="checkbox"/> Certified Bilingual Member <input type="checkbox"/> Temporary Interpreter - non-SCPD <input type="checkbox"/> Language Line Services : LL Interpreter ID# _____				
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<b>Non-Member Assistance Contact Info</b> (Name - Last, First, MI):		<b>Address:</b>		<b>Telephone:</b>
<b>Relationship of Assistant</b> (if any) to LEP individual:			<b>E-Mail:</b>	

## **Community Meeting Presentation Report (PDCS-1310).pdf**



**Upon Completion:** **Precinct Commands:** All reports will be submitted to your Precinct Community Liaison Officer (CLO)  
**Non-Precinct Commands:** will FAX to Community Response Bureau: **852-6112**

Organization Name		Telephone #	
Organization Street Address		Town	Zip Code
Organization Contact Person/Leader - Name		Telephone #	
Organization Contact Person/Leader - Address		Town	Zip Code
Organization E-mail Address	Contact Person E-Mail Address		
Location of Meeting		Date of Meeting	Time of Meeting

Department and Community Members Present - Names	Rank/Title	Shield #	Command #

<b>Total # Attendees</b>	<b># Caucasian</b>	<b># African Americans</b>	<b># Hispanic/Latino</b>	<b># Others</b>
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**Purpose of Meeting - Presentation**

**Summary of Issues Discussed**

<b>Proposed Solutions</b>	<b>Referral/Follow Up</b>