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# Holding Facility Employee Performance Standards

## 914.1 PURPOSE AND SCOPE

The Irvine Police Department maintains the right and responsibility to establish performance standards that govern how employees will perform their duties and treat the people whom they come in contact with. The standards are intended to:

- (a) Provide custody officers and Department employees with guidelines of acceptable performance and behavior;
- (b) Ensure a safe work environment;
- (c) Promote internal discipline within the facility and the Department;
- (d) Safeguard employee rights.

## 914.2 TREATMENT OF PRISONERS

Standards of conduct and performance of Department personnel and custody staff shall at all times be consistent with the provisions of the Department Policy Manual. All persons brought into the custody facility will be treated as human beings. They are not to be abused either physically or verbally. One of the custody officer's primary responsibilities is to ensure the safety and protect the civil rights of those in custody.

- (a) Discipline, either physical or emotional, shall not be administered in the custody facility by members of this agency or agency contract employees. Any physical or verbal abuse of prisoners/detainees by Department personnel or contract staff will not be tolerated. Violations of this order will be reported to the Business Services Administrator or watch commander as soon as possible.
- (b) Custody officers and Department personnel shall immediately contact the watch commander in the event a prisoner:
  - 1. Is injured, regardless of whether the injury was sustained during the arrest process or while inside the custody facility;
  - 2. Desires to file a complaint against Department employees or custody personnel;
  - 3. Experiences a medical emergency;
  - 4. Dies while in custody.
- (c) Custody officers are not expected to be subject to physical abuse by any prisoner. Custody officers are to obtain the assistance of a police officer or the watch commander before dealing with obviously hostile or combative prisoners.
- (d) Custody officers are accountable for the provisions of the Use of Force policy, and may use only that force necessary and reasonable to overcome the resistance of a prisoner.

# Irvine Police Department

## Policies

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- (e) Custody officers and Department personnel are expressly prohibited from conducting business transactions of any nature with a person held in custody by this Department.

#### **914.3 TREATMENT OF DEPARTMENT PERSONNEL AND THE PUBLIC**

Custody officers will treat other members of this Department and the general public with courtesy and respect. In return, custody officers will be treated with courtesy and respect, and will not be verbally abused by any member of this Department. Actions contrary to this policy are to be reported to the Business Services Administrator or watch commander.

#### **914.4 PERFORMANCE EXPECTATIONS**

Custody officers are contract employees who shall, through their employer, maintain sufficient competency so as to properly perform their duties and assume the responsibilities of their position. Custody officers shall perform their duties in a manner that will maintain the highest standards of efficiency in carrying out the functions of their job assignment and the objectives of the Department.

Unsatisfactory performance may be demonstrated by a lack of knowledge or the improper application of regulations; unwillingness or inability to perform assigned tasks; the failure to conform to work standards established for the position; the failure to take appropriate action on a condition deserving attention; or absence without leave.