

Santa Clara Police Department

SCPD Policy Manual

UNIFIED EXPECTATIONS

The Santa Clara Police Department's vision, simply stated is, 100% contact – 100% of the time. We recognize that, when called to service, our primary mission is to provide quality, professional police service and to do so with the utmost integrity. To that end, we feel it is necessary to provide guidelines on how we can best achieve that service. Those guidelines are found in our Mission Statement, our Values Statement and our declared expectations of each and every employee.

For the Santa Clara Police Department to be consistent and predictable in how we guide and direct our employees, it is very important that our expectations be unified. Unified Expectations provide an objective means by which our employees know what is fundamentally expected of them in the workplace regardless of assignment.

What follows are the Santa Clara Police Department's Unified Expectations. As a basis for the expectations, we have used the "Core Categories" listed in the standardized guidelines of our police employee performance appraisal process.

These Unified Expectations are the basis by which we, as an organization - serving the Santa Clara community and each other – can succeed in providing 100% contact - 100% of the time. However, they are by no means all-encompassing. Although deletions are prohibited, additions may be made based on divisional needs.

Policies, Procedures, and Laws

- You are expected to learn and maintain a current, thorough working knowledge of City, Departmental, Unit-specific policies and procedures, and the laws that affect your position, and apply them fairly and uniformly.
- You are expected to completely understand the responsibilities of your assignment and how your assignment relates to the overall operation of the police department.

Work Habits

- You are expected to be at work and on time. Being on time includes being fully prepared and equipped to start your shift and being productive until your scheduled OD time.
- You are expected to accomplish your assignments, tasks, and duties efficiently, within any given time constraints, and without constant supervision.
- You are expected to be able to work independently. Your work is expected to be thorough, complete, and accurate.
- Budget your time accordingly. Overtime is to be avoided for routine assignments. Obtain authorization in advance for activities that will result in overtime.
- Occasional illnesses are anticipated. Sick time is to be used only for legitimate illnesses. Periodic redemption of CTO and scheduled vacations is encouraged in order to promote a healthy and balanced lifestyle.