

# WINTER HAVEN POLICE DEPARTMENT

## GENERAL ORDER 45.2

### COMMUNITY RELATIONS

**ACCREDITATION STANDARDS: CALEA – 45.2.1, 45.2.2, 45.2.3, 45.2.4, 45.2.5**

**EFFECTIVE DATE: March 25, 1996**

**RESCINDS: G.O. 45.2, February 1, 2008 and all applicable Amended/Temporary Orders prior to May 23, 2013**

**LAST REVISED DATE: May 23, 2013**

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#### **CONTENTS**

This General Order contains the following numbered sections:

- I. Community Relations
  - II. Quarterly Citizen Contact Report
  - III. Triennial Citizen Survey
  - IV. Citizen/Business Contact Procedures
  - V. Definitions
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#### **POLICY**

It shall be the policy of the Winter Haven Police Department to be committed to community relations by keeping close ties with and responding to the needs of the citizens of Winter Haven. The Department is also committed to correcting actions, practices, and attitudes that may contribute to community tensions and grievances.

#### **PURPOSE**

The purpose of this General Order is to establish guidelines and policies concerning Community Relations.

#### **SCOPE**

This General Order shall apply to all Department members.

#### **DISCUSSION**

All members must realize that good relations with the citizens of Winter Haven and other law enforcement agencies are an important function of this Department. Therefore a unified and coordinated effort will require the participation, enthusiasm and skills of all members.

## **PROCEDURE**

### **I. Community Relations**

- A.** The Community Relations function shall be under the control of the Support Services Bureau Commander. The Support Services Bureau Commander shall be responsible for coordinating efforts of other bureau commanders and the Crime Prevention Specialist. They shall be responsible for administering the following elements of the Department's plan for fostering good community relations. (CALEA 45.2.1)
1. Establishing liaison with existing community organizations or established community groups where they are needed; (CALEA 45.2.1a)
  2. Assisting in the development of community involvement policies for the Department; (CALEA 45.2.1b)
  3. Publicizing Department objectives, community problems, and successes; (CALEA 45.2.1c)
  4. Conveying information transmitted from citizen's organizations to the Department; (CALEA 45.2.1d)
  5. Improving Department practices based on police community interaction; and (CALEA 45.2.1e)
  6. Developing problem oriented or community policing strategies, if any. (CALEA 45.2.1f)

### **II. Quarterly Citizen Contact Report**

- A.** The Uniform Services Bureau Commander shall prepare and submit at least quarterly to the Chief of Police a report that includes, at a minimum, the following elements: (CALEA 45.2.2)
1. A description of current concerns voiced by the community; (CALEA 45.2.2a)
  2. A description of potential problems that have a bearing on law enforcement activities within the community; (CALEA 45.2.2b)
  3. A statement of recommended actions that addressed previously identified concerns and problems; and (CALEA 45.2.2c)
  4. A statement of progress made towards addressing previously identified concerns or problems. (CALEA 45.2.2d)
- B.** Department members who are contacted by a citizen, regarding a community concern, shall submit that concern in writing to the Uniform Services Bureau Commander. (CALEA 45.2.3)
- C.** The Uniform Services Bureau Commander shall use any submitted citizen concerns and Citizen Contact Reports to complete their quarterly Citizen Contact Report. (CALEA 45.2.3)

### **III. Triennial Citizen Survey**

- A.** The Uniform Services Bureau Commander shall ensure that a survey of citizen attitudes and opinions shall be conducted at a minimum once every three years. The following areas shall be addressed in this survey: (CALEA 45.2.4)
  - 1. Overall Department performance; (CALEA 45.2.4a)
  - 2. Overall competence of Department members; (CALEA 45.2.4b)
  - 3. Citizen's perception of member's attitudes and behavior; (CALEA 45.2.4c)
  - 4. Community concern over safety and security within the Department's service area; and (CALEA 45.2.4d)
  - 5. Citizen's recommendations and suggestions for improvements. (CALEA 45.2.4e)
- B.** The Uniform Services Bureau Commander shall have the results of the citizen survey compiled and a written summary provided to the Chief of Police. (CALEA 45.2.5)

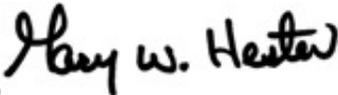
### **IV. Citizen/Business Contact Procedures**

- A.** Citizen/Business contacts shall be used as a tool to provide Community Policing and Problem Solving Policing concepts to address the concerns and complaints of citizens in the City of Winter Haven. Citizen/Business contact shall provide members the opportunity to know the citizens of the communities and businesses that the member serves. Citizen/Business contacts shall facilitate a more positive working relationship with members and encourage community involvement in problem solving.
- B.** Citizen/Business Contact Procedures
  - 1. Each member assigned to the Patrol Division, while on day shift, shall make one Citizen/Business contact daily.
  - 2. Members are encouraged to make as many contacts as possible in neighborhoods, businesses, or at individual residences.
  - 3. Contact hours for residences shall be between 0700 hours and 1800 hours.
  - 4. During Citizen/Business contacts, members shall introduce themselves, ask about any problems or concerns the citizen may have, and take appropriate action or offer the citizen the appropriate information. Members shall attempt to address or follow up on any citizen concerns.
  - 5. Citizen/Business contacts may be submitted if the citizen does not wish to give their name, full name, or address.
  - 6. Although night shift members are not required to make Citizen/Business contacts, it is highly encouraged to make contacts. Members of all shifts need to stay informed of community concerns or problems.

7. Although patrol lieutenants and sergeants are not required to make Citizen/Business contacts, it is highly encouraged to make contacts. Not only can supervisors remain informed of citizen concerns, it can be used as a tool to assist in evaluating the performance of members.
8. Each Citizen/Business contact shall be recorded on a Winter Haven Police Department Citizen/Business Contact Form (whpd-032) and turned into the patrol supervisor.
9. Patrol Supervisors are responsible for ensuring that patrol officers assigned to their shift turn in Citizen/Business contacts each work day. Patrol supervisors shall review the form to ensure it is correctly completed, note any information for daily briefings, place their initials in the upper right hand corner, and forward the forms to the Uniform Services Bureau Commander or their designee.
10. The Uniform Services Bureau Commander or their designee shall review the Citizen/Business contact forms and forward any relevant information to patrol shifts, other bureaus, and units within the Department.
11. There are times, when due to workload or other conditions, some members may be unable to complete daily Citizen/Business contacts. However, a pattern of repeated failure to make Citizen/Business contacts is unacceptable and subject to disciplinary action, in accordance with General Order 26.1.

**V. Definitions – None**

APPROVED



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**Gary W Hester  
CHIEF OF POLICE**