

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TABLE OF CONTENTS**

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**A -- INTRODUCTION**

A-100	Mission Statement
A-200	Manual Revisions
A-300	General Regulations
A-310	CSU Regulations – Liability Coverage
A-400	Organizational Structure

**B-- CSU SELECTION PROCESS (MEMBERSHIP)**

B-100	Selection of Members
B-200	Appointment of Group Officers

**C-- CSU RANK STRUCTURE**

C-100	Rank Structure and Responsibilities
C-200	Rank Insignia

**D-- CSU TRAINING**

D-100	Volunteer Services Training
D-110	Field Training Requirements
D-200	In-Service Training

**E – RESPONSIBILITIES OF PERSONNEL**

E-100	Duties of CSU Coordinator
E-200	Duties of CSU Group Coordinator
E-300	Duties of all CSU Members
E-310	CSU Court Witness
E-400	Required Hours/Meeting Attendance

**F -- CSU MEETINGS**

F-100	Meetings
F-200	Captains' and Coordinators' Meetings

## **TABLE OF CONTENTS**

---

### **G -- ADMINISTRATIVE POLICIES**

G-100	Uniform Appearance, Regulations and Specifications
G-110	Issuance of Uniform Patches
G-200	Donations
G-300	Discipline
G-400	Transfers
G-500	Media Relations
G-600	Transportation of Evidence & Property
G-610	Transportation of Juveniles
G-620	Transportation of Marked Patrol Vehicles
G-700	Identification Numbers
G-800	CSU Vehicle Specifications
G-810	Use of CSU Vehicles
G-820	Specialized Vehicles
G-830	Use of Amber Lights on CSU Vehicles
G-900	Leave of Absence
G-1000	Participation in Departmental Ride-Along Program

### **H -- PROGRAMS**

H-100	“Are You Okay” Program
H-100A	“Are You Okay” Program Application
H-100B	“Are You Okay” Program Release of Liability Form
H-200	“90-15” Program Procedures
H-300	CSU DART (Domestic Abuse Response Team) Program Procedures

### **I -- SPECIALIZED GROUPS**

I-100	Specialized CSU Groups
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KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** MISSION STATEMENT

**NO.** A-100

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**EFFECTIVE DATE:** February 1, 1994

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

The mission of the Citizen Service Unit is to assist the Kern County Sheriff's Office in fulfilling its mission to protect and serve the citizens of the County. The CSU was established for the purpose of supplementing the Sheriff's Office workforce to better carry out its mission. CSU's purpose is to augment, complement, and support Kern County's sworn, full-time law enforcement personnel. To this end, CSU members will carry out all functions as directed to assist Sheriff's personnel in the performance of their duties.

Furthermore, CSU will serve to encourage professional and personal relationships in the spirit of mutual cooperation between the community and members of the Sheriff's Office; and serve as a law enforcement-oriented community service organization for the benefit of all elements of the community regardless of race, sex, age, or religious preference.

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**DIRECTIVE A:**

This manual represents guidelines, and the policies and procedures contained herein are designed to define and promote the CSU function. All CSU members shall function to effectively aid the Sheriff in the performance of his mandated duties. In all matters not specifically covered, members must follow the law, the Kern County Sheriff's Office policies and procedures, the philosophy and mission of the Sheriff's Office, and their own best judgment.

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**DIRECTIVE B:**

It is the responsibility of the CSU Coordinator, Group Coordinators, Chief, and Group Captains to ensure that all members read, understand, and adhere to the applicable sections of this manual.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

---

TITLE: MANUAL REVISIONS

NO. A-200

**EFFECTIVE DATE:** February 1, 1994

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

The CSU Coordinator is charged with revising, updating and maintaining this manual. It is the coordinator's responsibility to provide revisions and updates, carrying the date approved and by whom, to all manual holders in a timely manner, which is defined as within three (3) months of the date approved. The master manual will be kept by the CSU Coordinator.

The Volunteer Services Section Lieutenant/Commander has final authority in approving any changes to the manual. Any member of the Sheriff's Office or CSU may request a modification of this manual by following the procedure listed below.

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**PROCEDURE**

Any member seeing the need for modification will:

- \* Make recommendations for changes or additions in memo form, to include the reason for the change or additions; citing specific circumstances, laws, or other pertinent information, and providing the language to be added or changed;
- \* Forward the memo through the chain of command to the CSU Coordinator.

Members of the chain of command who receive requests will:

- \* Make any comments, suggestions, or recommendations on a separate memo and attach it to the original request;
- \* Forward the request to the next level in the chain of command.

The CSU Coordinator will:

- \* Review the request and all comments attached;
- \* If necessary interact with the originator for clarification or additional justification;
- \* Submit the request to the Volunteer Services Section Lieutenant/Commander for approval with a recommendation; and advise the requesting CSU member, in writing, of the date that the request was submitted to the Lieutenant/Commander.
- \* If disapproved, send a memo notifying the originator of the request that it has been disapproved, with the original request and all comments;
- \* If approved, make the change or addition to the appropriate section, noting the date of the revision;
- \* Keep a copy of the section that was changed in its original form for a period of five (5) years;
- \* Distribute the new/revised section to all manual holders and to CSU members via the Group Captains.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** GENERAL REGULATIONS

**NO.** A-300

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**EFFECTIVE DATE:** February 1, 1994

**REVISED:** September 1, 2020

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

The CSU has been established to utilize alternative ways of providing some of the services that have traditionally been provided by Kern County Sheriff's Office employees. CSU members are non-sworn citizens who volunteer their time to assist the Sheriff's Office with such functions.

CSU members are not authorized to carry weapons of any kind; they are not permitted to take enforcement action; they will not perform any function that by law is restricted to peace officers; nor will they engage or participate in any activity (other than the obvious and unavoidable association with the Sheriff's Office created by the mere wearing of the uniform and driving a marked vehicle) that puts them in jeopardy above and beyond that of a normal citizen conducting day-to-day business.

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**GENERAL REGULATIONS:**

- \* No CSU member will go on patrol without a sworn deputy on duty in the area.

As used here, area refers to the same substation boundaries in which the CSU member is patrolling (i.e. Rosamond, Lamont, Kern Valley, Metro, etc.).

- \* CSU members may only operate Sheriff's Office marked vehicles while engaging in official Sheriff's Office business.
- \* Sheriff's Office personnel shall give the utmost consideration to a CSU member's safety when giving them an assignment.
- \* CSU members will generally not provide rides to the general public during the performance of their duties. With the approval of the Patrol Sergeant or Senior Deputy, they may transport individuals after a deputy searches the person and their property in accordance with officer safety concerns.
- \* While working patrol assignments CSU members will work in pairs. When working special assignments, not consisting of patrol duties, it will be the discretion of the station sergeant, on-duty sergeant, or Group Coordinator whether CSU shall work in pairs or may work as a one-person unit.

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KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** CSU REGULATIONS - LIABILITY COVERAGE

**NO.** A310

**EFFECTIVE DATE:** February 27, 1996

**REVISED:** September 1, 2020

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

The Kern County Sheriff's Office has authorized the CSU to participate in non-hazardous, non-law enforcement functions. The Sheriff's Office realizes there is a certain amount of risk, however slight, involved in this function. As with any activity, no matter how slight the risk, injury or even death could occur.

To provide the fullest amount of liability protection to CSU members and their families, certain criteria must be met while utilizing any CSU member:

- \* Whenever conducting departmental business, all CSU members are to be in proper CSU uniform unless otherwise approved by their Substation Sergeant; the CSU Coordinator; or by the Volunteer Services Section Lieutenant/Commander.
- \* CSU members are to be adequately trained in all activities they are asked to carry out by the CSU Group Coordinators;
- \* All CSU member and Group activities must be authorized by their Group Coordinator, the CSU Coordinator, or the Volunteer Services Section Lieutenant/Commander.

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**DIRECTIVE A: UNIFORMS**

Uniforms are generally mandatory for any member conducting Sheriff's Office business. (Exceptions: see items immediately below and Section E-310, Court Witness)

- \* Members who are attending their group general meeting will not be required to wear their uniform unless traveling in a marked CSU or Sheriff's Office vehicle. They will, however, be required to dress in appropriate, presentable attire, and have visible on their person their Kern County Sheriff's Office identification card. **CSU uniform is required for all other activities, unless prior approval is granted as specified above.** Appropriate street clothes will be allowed only in rare - circumstances, and only with the **PRIOR** approval of the CSU Coordinator or the Lieutenant/Commander.

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## **DIRECTIVE B: TRAINING**

If a CSU Group Coordinator wants to have their CSU members engage in any on-going activity that has not been covered in the CSU Academy, they must first submit the request in writing through their chain of command to the CSU Coordinator, who will review the request and forward it through the chain of command to the Volunteer Services Section Lieutenant/Commander. The request must include a description of the activity, the plan for providing the necessary training to the members, and a statement of how the training will be properly documented. Documentation must include the provider's name and qualifications, date of instruction, length of course, name of course, course lesson plan, and an attendance roster. Once the instruction has been completed, all of the pertinent information must be sent to the CSU Coordinator for inclusion into the training file as a permanent record.

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## **DIRECTIVE C: AUTHORIZATION**

All functions which CSU members perform must be approved in advance by their Group Coordinator. Whenever a CSU member engages in an official activity, they must have been directed to do so by a sworn officer. Our CSU members **may not be covered for liability** if they engage in a self-initiated activity without proper authority and direction.

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KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** ORGANIZATIONAL STRUCTURE

**NO.** A-400

**EFFECTIVE DATE:** February 1, 1994

**REVISED:** September 1, 2020

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

The Citizen Service Unit is led by the CSU Coordinator, who is responsible for all CSU groups. The CSU Coordinator functions as a liaison between the CSU and the Sheriff's Office. The Coordinator receives direction from and reports directly to the Volunteer Services Section Lieutenant/Commander. In the absence of the CSU Coordinator the Volunteer Services Lieutenant/Commander may delegate another staff member from the division to serve as the CSU Coordinator.

**ORGANIZATIONAL STRUCTURE**

**Chain of Command: Department**

Sheriff

Undersheriff

Chief Deputy, Law Enforcement Bureau

Volunteer Services Lieutenant/Commander

Volunteer Services Sergeant/Citizen Service Unit Coordinator

**Chain of Command: CSU**

Chief

Assistant Chief

Group Captain

Group Operations Lieutenant

Group Administrative Lieutenant

Group Staff Officers

Group Members

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**DIRECTIVE A:**

The organizational structure and chain of command for the CSU is based on the overall management and control of the CSU. However, it must be kept in mind that day-to-day operations will take place at the unit level. For purposes of conducting unit business the unit-level chain of command must be considered.

Therefore, for the smooth operation and management of unit business, the CSU group Coordinators will adhere to their unit chain of command, up to and including, the area Commander's operational orders regarding the function and role CSU will play in their respective divisions. This does not include matters involving CSU policy decisions, the overall administrative or management function

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of the CSU, or approval for deviation from approved CSU practices. Any matters of this nature will be cleared through the Volunteer Services Section Lieutenant/Commander.

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KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** SELECTION OF CSU MEMBERS

**NO.** B-100

**EFFECTIVE DATE:** February 1, 1994

**REVISED:** September 1, 2020

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

The Kern County Sheriff's Office understands that CSU members are citizen volunteers and therefore need not meet all the requirements for a full-time paid position. Yet, there is a need for a structured selection process to ensure that certain requirements are met. To this end the Sheriff's Office will select, train, and appoint qualified people in accordance with the County's affirmative action policy who will represent the Sheriff's Office in a professional and positive manner.

The Volunteer Services Section Lieutenant/Commander is the appointing authority for CSU members; with final authority in all matters pertaining to membership resting with the Sheriff of Kern County. Since the CSU is a community-oriented program, strong consideration for participation in any group will be placed upon geographical location of an applicant's residence.

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**DIRECTIVE A:**

The process to become a CSU member contains four phases: application, background investigation, the training academy, and field training. Candidates must successfully complete all four phases to become a full CSU member.

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**DIRECTIVE B:**

Membership into the CSU shall be available to any person who meets the following requirements:

- \* Be a citizen of the United States or a permanent resident alien who is eligible for and has applied for citizenship. Inability or failure to obtain citizenship may result in dismissal.
- \* Is at least 19 years of age.
- \* Has no recent serious convictions
- \* Has had no misdemeanor convictions for two (2) years prior to application and is relatively free of misdemeanor convictions overall.
- \* Has been favorably considered by the Group Coordinator of the group to which the individual has applied.

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- \* Successfully completes a Sheriff's Office background investigation.
  - \* Successfully completes the Volunteer Services Division training academy.
  - \* Successfully completes the CSU field training program.
- 

**PROCEDURE:**

Persons interested in becoming CSU members will:

- \* Complete the CSU application and return it to the appropriate substation Group Coordinator.
- \* Complete an oral interview.
- \* Upon successful completion of the oral interview, the CSU Coordinator will authorize the Sheriff's Office Human Resources Unit to release a background package to the applicant via email or to pick-up in person at Kern County Sheriff's Office.\* Complete the background package and return it to the Kern County Sheriff's Office Human Resources Unit for processing.
- \* Upon successful completion of the background check process, attend the next available CSU training academy.
- \* Upon successful completion of the academy, be sworn in and receive their official identification cards.
- \* Successfully complete one (1) ride-a-long with a regular deputy, consisting of at least eight (8) hours.
- \* Complete an evaluated Field Training Program with a designated CSU Field Training Officer.
  - o These last two requirements may be waived by the CSU Coordinator Sergeant or the Volunteer Services Lieutenant/Commander.

The Group Coordinator will:

- \* Ensure that scheduling and conducting applicant interviews is done in a reasonable amount of time.
- \* Ensure that successfully interviewed applicants are provided instructions on the background check process and provide instructions for its completion and submission to the Human Resources Unit.
- \* Track the applicants' progress throughout the process.

The CSU Coordinator will:

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- \* After the background investigation has been completed, send written notice to each applicant of their status, successful or otherwise, and advise the applicant of the next step in the process.
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### **DIRECTIVE C:**

If a past CSU member requests to be reinstated, the following procedure will be used:

- \* The request to be reinstated must be made within six (6) months of the CSU member leaving the unit.
- \* The past CSU member must have left in good standing.
- \* The past CSU member must submit in writing a request to the CSU Coordinator asking for reinstatement.
- \* Final approval for reinstatement will be made by the Volunteer Services Lieutenant/Commander.

If there are no outstanding reasons why the past CSU member cannot be reinstated, they will be reinstated under the following guidelines:

- \* The CSU member will be reissued a Sheriff's Office ID card, and will be readministered the Oath of Affirmation and Oath of Office.
- \* The CSU member must attend any mandatory training sessions that were given during the time the CSU member was not a part of the CSU.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

---

**TITLE:** APPOINTMENT OF GROUP OFFICERS

**NO.** B-200

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**EFFECTIVE DATE:** February 1, 1994

**REVISED:** September 1, 2020

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

The Kern County Sheriff's Office Citizen Service Unit has a rank structure designed to facilitate more effective communication and information flow throughout the organization. The structure is for administrative purposes only and is intended to allow for flexibility among the various groups to better meet each group's individual needs. The classification and number of ranking positions will be reviewed periodically by the Group Coordinators and the CSU Coordinator to ensure that there is an effective number of ranking officers to coordinate the activities of group members. Such positions may be added or deleted by the Group Coordinator to fulfill the needs of each group. Each appointed position will be reviewed no less than annually to determine whether the currently appointed officers are continuing to meet the needs of the group and operating in the group's best interest.

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**PROCEDURE**

The Group Officers will be selected as follows:

- \* **GROUP CAPTAIN:** The Group Captain will be appointed by the Volunteer Services Sergeant/CSU Coordinator upon recommendation by the Group Coordinator.
  
- \* **OPERATIONS LIEUTENANT:** The Operations Lieutenant will be appointed by the Group Coordinator with final approval of the Volunteer Services Sergeant/CSU Coordinator.
  
- \* **ADMINISTRATIVE LIEUTENANT:** The Administrative Lieutenant will be appointed by the Group Coordinator with final approval of the Volunteer Services Sergeant/CSU Coordinator.
  
- \* **STAFF OFFICERS:** The staff officers will be appointed by the Group Coordinator upon recommendation by the Group Captain.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** RANK STRUCTURE - RESPONSIBILITIES

**NO.** C-100

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**EFFECTIVE DATE:** February 1, 1994

**REVISED:** September 1, 2020

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:** KCSO Policy & Procedure Manual, Section B-100

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**POLICY**

The Kern County Sheriff's Office CSU is spread throughout Kern County and is comprised of several groups. To facilitate more effective communications and consistency in application of policies and procedures, a group structure has been established which is intended to be for administrative purposes only. All CSU members are required to use this administrative chain of command to ensure information is effectively communicated and to promote harmony within the Unit.

The CSU Coordinator is full time Sheriff's employee assigned to Volunteer Services Section. This person is the Sheriff's Office liaison for all CSU members. As such, he is available to all CSU members at all times, regardless of their rank in the organization.

CSU members who hold various positions are expected to follow the duties and responsibilities commensurate with their position. Each position is identified below with a brief description of the position's responsibilities.

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**DIRECTIVE A:**

**CHIEF:** A CSU group member, appointed by the Volunteer Services Lieutenant/Commander, to lead CSU. The Chief acts as liaison between all CSU groups and the Sheriff's Office, and assists the CSU Coordinator in the overall operation of the CSU, including organization of major events, seeking information requested by the CSU Coordinator, and other assignments as directed. This position will require at least a two-year commitment. Applications will be accepted and considered every two (2) years. Selection for this position will be through application. The application to be used for this position is title C-100 Attachment A and is located in this section.

Additional duties of the Chief are as follows:

- Attend all Captains' meetings and be responsible for the minutes of the meeting;
- Attend as many group meetings as possible;
- Maintain hourly stats for all groups and forward monthly reports and year-end totals to the CSU Coordinator;
- Maintain a list of members, their addresses and other contact information; and their years of service.
- Serves as the System Coordinator for VIMS, as used by the Sheriff's Office.
- Other duties as assigned by the CSU Coordinator and/or the Volunteer Services Lieutenant/Commander.

**ASSISTANT CHIEF:** One or more CSU member(s), appointed by the CSU Coordinator, to assist the CSU Chief in the performance of the duties of the Chief; and to fulfill those duties in the absence of the Chief. Selection for this position will be through application. The application to be used for this position is the same as for the position of CSU Chief. This position is considered to be leading to the position of Chief, but is not a requirement for selection as Chief, nor an assurance of promotion to Chief. Assignment of specific duties is at the discretion of the CSU Chief.

**CAPTAIN:** A CSU group member, recommended by the Group Coordinator and appointed by the CSU Coordinator to lead an individual group. The Group Captain will be responsible for the day-to-day operations of his group and each of its members, and reports directly to the Group Coordinator. The Captain presides over all group meetings, and attends the Captains' meetings.

The Group Captain has overall financial responsibility for the group's finances and ensures that a system is in place within that group whereby members vote on all expenditures. The Group Captain shall keep the Group Coordinator apprised of day-to-day operations, any unusual circumstances, and of all expenditures voted on by the group.

**OPERATIONS LIEUTENANT:** The Operations Lieutenant is a CSU member appointed by the CSU Coordinator upon recommendation by the Group Coordinator. The Operations Lieutenant is responsible for the scheduling of CSU patrol units in the area. The Operations Lieutenant oversees all special events, vehicle maintenance and reporting, and all work assignments within the Group's area, except those assigned to the Administrative Lieutenant.

The Operations Lieutenant is second in command of the group. In the absence of the Captain, assumes responsibility for the group, presides over meetings, and attends Captains' meetings.

**ADMINISTRATIVE LIEUTENANT:** The Administrative Lieutenant will be a CSU member appointed by the CSU Coordinator upon recommendation by the Group Coordinator and is responsible for the secretary/treasurer duties, applications of new members, and any group files, such as training files.

The Administrative Lieutenant is third in command of the group. In the absence of the Captain and Operations Lieutenant, assumes responsibility for the group, presides over meetings, and attends the Captains' meetings.

**STAFF OFFICERS:** Staff officers are appointed by the Group Coordinator upon recommendation by the Group Captain. The staff officers are responsible for the specific tasks, listed below. The Group Coordinator may appoint additional staff officers at his discretion.

**Secretary/Treasurer:** Keeps minutes of each meeting, keeps records of members' hours, keeps accurate and thorough financial records, and performs other duties as assigned by the Administrative Lieutenant or Group Coordinator.

**Scheduling:** Schedules patrol units for the group's area.

Special Events: Will be responsible for coordinating all special events; including the utilization and deployment of personnel and equipment.

Squad Leaders: Are responsible for maintaining communication with, and leadership of, members assigned to their squad. Their main responsibility is to disseminate information in a timely manner to members in their squad.

Vehicle Maintenance: Is responsible for ensuring the group's vehicles are properly maintained and thorough maintenance records are kept for each vehicle. All vehicle maintenance will be coordinated through the Sheriff's Office Fleet Management section.

**C-100 ATTACHMENT A**

**Application for:**

- **CSU Chief**
- **CSU Assistant Chief**

Name \_\_\_\_\_ Group \_\_\_\_\_

Years in CSU: \_\_\_\_\_ Positions held: \_\_\_\_\_

Reason for interest \_\_\_\_\_

\_\_\_\_\_

Availability: Do you work fulltime? \_\_\_\_\_ If yes, can you be contacted at work? \_\_\_\_\_

Home phone: (     ) \_\_\_\_\_ Work phone: (     ) \_\_\_\_\_

Cell phone: (     ) \_\_\_\_\_ Pager: (     ) \_\_\_\_\_

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

---

TITLE: RANK INSIGNIA

NO. C-200

**EFFECTIVE DATE:** February 1, 1994

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

All Kern County Sheriff's CSU members shall maintain an approved uniform in compliance with the regulations and specifications listed in Section G-100 of this manual. In addition, those CSU members appointed as ranking officers are authorized to wear collar insignias denoting their rank in accordance with the following guidelines.

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**RANK INSIGNIA:**

Rank insignia are worn on the uniform shirt and uniform jacket in compliance with the specifications listed below.

- \* Chief
  - o The insignia for Chief is a single silver colored metal star. It is worn on each side of the collar.
  
- \* Assistant Chief
  - o The insignia for Assistant Chief is a single silver colored metal eagle with wings outspread. It is worn in a horizontal position on each side of the collar with the head up, beak to the front, positioned at the tip of the collar, wingtips  $\frac{1}{4}$  inch from the seam along the collar edges.
  
- \* Captain
  - o The insignia for Captain is double silver colored metal bars. One is worn parallel to the seam along the bottom edge of the collar on each side. The Captain insignia will not exceed  $\frac{3}{4}$  inch by  $\frac{3}{4}$  inch.
  
- \* Group Lieutenants
  - o The insignia for Lieutenant is a single silver colored metal bar. One is worn parallel to the seam along the bottom edge of the collar on each side. The Lieutenant insignia will not exceed  $\frac{3}{4}$  inch by  $\frac{3}{4}$  inch.
  
- \* Staff Officers

- The insignia for staff officers is a single silver colored metal stripe. One is worn with the bottom tips of the stripe touching the seam along the bottom edge of the collar on each side.
- 

**DIRECTIVE A:**

CSU rank represents internal organization only, and in no way suggests or bestows any superior/subordinate relationship to commissioned peace officers of the Kern County Sheriff's Office or allied law enforcement agencies. In matters involving CSU members, all commissioned peace officers shall be deemed of superior rank.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

---

**TITLE:** VOLUNTEER SERVICES TRAINING

**NO.** D-100

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**EFFECTIVE DATE:** February 1, 1994

**REVISED:** September 1, 2020

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

Training is a necessary component of any program in which maximum efficiency and effectiveness are desired. It is the policy of the Kern County Sheriff's Office that all prospective CSU members complete the Volunteer Services Training prior to taking their oath. The training is taught by approved Sheriff's Office instructors and covers subject matter deemed pertinent to the CSU function by the Volunteer Services Section Lieutenant/Commander in conjunction with the Training Division. The Volunteer Services Section Lieutenant/Commander may waive this requirement upon good cause.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

---

**TITLE:** FIELD TRAINING REQUIREMENTS

**NO. D-110**

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**EFFECTIVE DATE:** June 1, 2005

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

---

**POLICY:**

A field training program is necessary to ensure the maximum efficiency and effectiveness of all new members. It is the policy of the Kern County Sheriff's Office that all CSU members who have completed the Volunteer Services academy will be enrolled in a field training program with a field training officer and successfully complete the program prior to participating in any approved CSU assignments or functions unless doing so under the direct supervision of a designated CSU Field Training Officer. Furthermore, field training will be completed within three (3) months of a member's commission date. The first FTO ride-along will be completed within two (2) weeks of a member's commission date.

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**PROCEDURE:**

The CSU Coordinator will:

- Train and prepare CSU members to be field training officers within the CSU program.
- Maintain a list of current field training officers within each group.
- Ensure all field training paperwork is filed in each new members personnel file upon completion of the program.

The Group Coordinator will:

- Ensure the Captain of the unit assigns a field training officer to each new CSU member.
- Ensure that the field training program is started and completed within the limits of this policy.
- Facilitate any needs during the training process for the training officer and trainee, as necessary, to ensure a smooth program.
- Ensure the appropriate field training paperwork is forwarded to the CSU Coordinator.

The Group Captain will:

- Assign an FTO to all new members and facilitate the exchange of information to ensure smooth and open communications.
- Ensure, once the training process has started, that it continues to progress in accordance with the time limits set forth in this policy.
- Keep the Group Coordinator informed as to the trainee's progress.
- Forward all final paperwork to the Group Coordinator at the conclusion of the field training program.

Deviations from this policy can be authorized ONLY at the direction of the CSU Coordinator or Volunteer Services Section Lieutenant/Commander.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

---

**TITLE:** IN-SERVICE TRAINING

**NO.** D-200

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**EFFECTIVE DATE:** February 1, 1994

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

At times, additional training needs for CSU members may be identified, either to expand the scope of their duties, to update them on prior training material, or to keep them current on policies, procedures, regulations, or laws. The Sheriff's Office meets these needs through structured in-service training classes.

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**PROCEDURE**

CSU members requesting additional training will:

- \* Submit a written recommendation to the CSU Coordinator, through their Group Coordinator, who:
  - o Identifies the subject matter of the training being requested.
  - o Justifies the need for the additional training.
  - o Describes how the additional training would benefit the Sheriff's Office.

The CSU Coordinator:

- \* Reviews the request for additional training giving special attention to whether the training is needed for all CSU Groups or would be unique to a specific group.
- \* Makes a recommendation to the Volunteer Services Section Lieutenant/Commander regarding the request.

The Volunteer Services Section Lieutenant/Commander:

- \* Reviews the written request and the CSU Coordinator's recommendation and either approves or denies the request.
- \* If the training request is approved, directs the CSU Coordinator to coordinate the training through the Training Division.
- \* If the training request is denied, provides a written response to the requestor explaining the reasons for denial.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** DUTIES OF CSU COORDINATOR

**NO.** E-100

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**EFFECTIVE DATE:** February 1, 1994

**REVISED:** September 1, 2020

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY:**

The CSU Coordinator is a Sheriff's Sergeant assigned to Volunteer Services Section. This person coordinates, controls, directs, and supervises the activities of the Citizen Service Unit and is responsible for the overall management of the Unit and its members. In the absence of the CSU Coordinator, the Volunteer Services Lieutenant/Commander may delegate another staff member from the Section to act as the CSU Coordinator.

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**GENERAL DUTIES**

The CSU Coordinator will:

- \* Assist the Department in the CSU selection process.
- \* Coordinate and provide training opportunities for CSU members.
- \* Attend CSU meetings countywide, often enough to promote good working relationships.
- \* Be responsible for conducting captains' meetings as often as necessary to provide direction and control, disseminate information, and maintain consistency in compliance with policies and procedures.
- \* Be available to the Kern County Sheriff's Office CSU members.
- \* Coordinate activities and service requests.
- \* In accordance with Kern County Sheriff's Office guidelines, insure that disciplinary action is taken when necessary.
- \* Update the CSU Policy and Procedures Manual as needed.
- \* Maintain a current roster of all active CSU members, including addresses and phone numbers and other means of contact, such as personal email addresses.
- \* Keep the Volunteer Services Section Lieutenant/Commander apprised of general unit status, and any unusual circumstances.

- \* Promote a positive image of citizen volunteerism to the public.
- \* Maintain records on a county-wide basis of the CSU activities, equipment, and vehicles.
- \* Perform other duties as assigned by the Lieutenant/Commander.
- \* When appropriate, these duties may be delegated to the CSU Chief or Assistant Chief.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** DUTIES OF CSU GROUP COORDINATORS

**NO.** E-200

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**EFFECTIVE DATE:** February 1, 1994

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY:**

The CSU Group Coordinator is a full-time Sheriff's employee, generally assigned to a sub-station area, who is responsible for the CSU members assigned to the same sub-station area. Citizen Service Unit activities are spread throughout Kern County. These activities involve all aspects of volunteerism including administration, training, special events, public relations, public awareness, and assisting Sheriff's Office personnel in the performance of their duties. To promote more effective communication, direction, and control, the organizational structure of the CSU includes Group Coordinators. The Group Coordinators are the first line contact of the CSU members to the Sheriff's Office. The Group Coordinator shall assist the CSU Coordinator in the administration of the CSU and be the first-line supervisor of the CSU members in his group.

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**DIRECTIVE A:**

The CSU Group Coordinator is responsible for the following duties:

- \* Act as liaison to the CSU Coordinator.
- \* Assist in the selection process of group members. This includes reviewing applications, and ensuring interviews are conducted in a timely manner.
- \* Provide first-line supervision to the CSU members in their group and coordinate their daily activities.
- \* Make recommendations to the CSU Coordinator for policy changes or additions as needed.
- \* Identify training needs and report them to the CSU Coordinator.
- \* Attend meetings of the CSU group to promote good working relationships, disseminate information, and be available to the CSU members.
- \* Ensure CSU group members follow the policies and procedures set forth by the Kern County Sheriff's Office and the Volunteer Services Section.
- \* Make recommendations on disciplinary action as needed.

- \* Maintain accurate records of donations, review and be familiar with daily work activities, vehicle maintenance and mileage, and submit monthly reports to the CSU Coordinator as requested.

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**KERN COUNTY SHERIFF'S DEPARTMENT  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES**

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**TITLE:** DUTIES OF ALL CSU MEMBERS

**NO.** E-300

**EFFECTIVE DATE:** February 1, 1994

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

The Kern County Sheriff's Office recognizes that there is a difference between full-time paid employees and volunteers. Both are vital to the accomplishment of the law enforcement mission. All members of the Sheriff's Office will view themselves with the highest esteem and conduct themselves accordingly. All members can expect to receive the fullest support of the Sheriff's Office in the proper discharge of their duties.

All members of the CSU are accountable for the duties listed in Section B-100 of the Sheriff's Office Policies and Procedures Manual. Those duties which apply to CSU members are restated here for easy reference.

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**DIRECTIVE A:**

**GENERAL DUTIES OF ALL CSU MEMBERS:**

All Kern County Sheriff's Office CSU members will:

- \* Uphold the provisions of the Constitution of the United States; the Constitution of the State of California; and ordinances of the County of Kern;
- \* Obey and carry out all lawful policies, procedures and orders issued by the Sheriff, ranking officers, and supervisors whether written or oral;
  - o If given conflicting orders, advise the person giving the last order of the conflict then follow the last order given;
  - o If a lawful order is viewed to be in conflict with a policy, the order should be followed and grieved later.
- \* Testify when and where legally required;
  - o Testify in civil cases arising out of official duties only when legally summoned.
- \* Report any unlawful activity;
- \* Advise their immediate supervisor of any significant or unusual conditions existing

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in the County of Kern or the Sheriff's Office;

- \* Foster good public relations by treating the public with courtesy, keeping in mind the necessity of maintaining public respect for the Sheriff's Office;
- \* Be quiet, civil, orderly, and patient in their demeanor;
- \* Refrain from using coarse, violent, profane or insolent language;
- \* Be civil and respectful to each other and all members of the Kern County Sheriff's Office;
- \* Treat supervisors and commanding officers with respect;
- \* Furnish information or direction to the public as appropriate;
- \* Provide assistance to the citizens of Kern County and the State of California in a professional manner;
- \* Seek information about their duties from their supervising and commanding officers, not from any source outside the Sheriff's Office, unless directed to do so;
- \* Inform their supervisor of any change in marital status, birth of a child, death of a member of immediate family, or any factor of personal life that may affect job performance as soon as possible;
- \* Not sleep, idle or loaf while on duty;
- \* Not use the Sheriff's Office address as a mailing address for private purposes, including vehicle registration and drivers license;
- \* Have in their possession a valid driver's license at all times they are operating a motor vehicle;
- \* Be punctual in reporting for duty when they have agreed to work a specific assignment;
- \* Notify the CSU Coordinator via the chain of command of any change in mailing address, phone number, or actual place of residence;
- \* Upon leaving the CSU return to the CSU Coordinator or his designee your identification card and any Department property issued to you;
- \* Complete the required monthly hours and attend the required meetings per Section E-400.

**DIRECTIVE B:**

**SPECIFIC DUTIES OF ALL CSU MEMBERS:**

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All members of the CSU are also accountable for specific duties they are approved to carry out. It is the responsibility of each member to ensure they only participate in the approved listed duties.

Those approved duties are listed below:

- \* Patrol in two (2) person CSU vehicles in assigned areas;
- \* Perform vacation house checks and assigned patrol checks from their CSU vehicle;
- \* Perform foot patrols at special events upon request;
- \* Assist with traffic control under the supervision of sworn officer, limited to placement of flares and visible direction of traffic;
- \* Assist sworn officers in searching for lost children or adults in urban areas;
- \* Assist in Search & Rescue missions as requested within the limits of individual training and ability.
- \* Stand by for tow trucks on impounded vehicles;
- \* Identify abandoned vehicles for future enforcement by sworn officers;
- \* Assist the Detective Section with follow-up phone contacts on reported missing persons;
- \* Assist the Detective Section with follow-up contacts and assist victims of domestic violence;
- \* Transport:
  - o non-hazardous property and evidence to the Property room,
  - o evidence to the Crime Lab,
  - o paperwork to appropriate facilities,
  - o vehicles for repair and car wash,
  - o persons- Prior to transporting any person, the CSU member must receive direct approval from the Sergeant, or his designee, in the substation areas or the Patrol Sergeant in the Metro area, or any higher-ranking officer.
- \* Assist the Communications Center with updating emergency information for businesses; answering phones; making calls; and other duties as directed;
- \* Administer bicycle registration programs;
- \* Assist the Crime Prevention Unit with administering crime prevention programs;
  - o CSU members must receive proper training from the Sheriff's Office Crime Prevention Unit to present the programs;
- \* Assist Court Bailiffs with paperwork, securing signatures, and other related duties

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under the direct supervision of the Court Bailiff; including subpoena service;

- \* Administer the “Are You Okay” program as outlined under Section H-100 of this manual;
- \* Administer the Child Identification Program;
- \* Administer the “Combat Auto Theft” program upon proper training by the Crime Prevention Unit;
- \* Conduct facility tours;
- \* Perform surveillance under the direction of a sworn officer;
  - Surveillance will be performed by CSU members only in an outdoor setting, stationary, well away from any possible hazards. There will always be two CSU members together during a surveillance operation.
- \* Assist at both the Kern County Fair and the Ridgecrest Fairs.
- \* Observe the collection of urine samples under the direction of a sworn officer (female CSU members for female subjects);
  - The CSU member will observe the process only and will not handle the sample or take any other action.
- \* Perform a cursory pat-down search on restrained prisoners under the direction of a sworn officer (female CSU members for female in-custodies);
- \* Assist at natural cause death scenes by awaiting arrival of the Coroner and assisting with family members;
- \* Perform any other duty approved by the CSU Unit or Group Coordinator, Volunteer Services Section Lieutenant, Area Commander, Lieutenant, Substation or Patrol Sergeant.

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**DIRECTIVE C:**

**CSU MEMBERS WILL NOT:**

- \* Perform any duty which is normally limited to being performed by a sworn Peace Officer, unless under the direct instruction of a sworn officer, including:
  - \* Directly contacting citizens to inquire about their actions or involvement in suspicious or possible criminal activity;
  - \* Attempting to ascertain the status of someone’s driver’s license;
  - \* Attempting to ascertain warrant status of an individual;

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- \* Contacting citizens to warn them of their violations of any Code of this State;
  - \* Physically checking the security of any building, vehicle, window, door, or gate;
  - \* Will not be in possession of a firearm while acting as a CSU member. This includes removing firearms from any vehicle, building, person or property room unless the firearm has been safety-checked immediately prior to the CSU member having possession of it by a sworn Peace Officer;
  - \* Performing any CSU patrol function including vehicle patrol, stationary visible deterrence patrol, surveillance, traffic direction, foot patrol, or locating abandoned or illegally parked vehicles unless accompanied by at least one other CSU member.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** CSU COURT WITNESS

**NO.** E-310

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**EFFECTIVE DATE:** February 27, 1996

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

CSU members are occasionally subpoenaed to court as a result of the performance of their duties.

Appearance is important. The Sheriff's Office requires all members to dress appropriately for court. The following directives will pertain to CSU members who may testify in court on an official CSU related matter and their transportation to and from the court.

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**DIRECTIVE A: DRESS**

CSU members may appear in their CSU uniform if they are on duty at the time they are called to testify. This will require the members to ensure the uniform is not soiled from their present assignment and the uniform is suitable for court.

If members are not on duty as a CSU member when they are called to testify, they shall adhere to the dress code in the Sheriff's Office Policy Procedure Manual, K-800 pertaining to court appearances. CSU members will wear their ID card visible on the outside of their clothing or uniform when attending court.

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**DIRECTIVE B: TRANSPORTATION**

Any CSU member may use a CSU vehicle to drive to the court whether or not in uniform for the purpose of testifying on a matter involving a CSU Activity. The CSU member is not considered on duty for the purpose of handling patrol requests.

- \* When using a CSU vehicle, the member will log on and advise Dispatch as follows:
  - 10-6 en route to Court
  - 10-6 at Court
  - 10-19 from CourtUtilize Admin channel or telephone to log off (10-7) as per normal procedure.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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TITLE: REQUIRED HOURS/MEETING ATTENDANCE

NO. E-400

**EFFECTIVE DATE:** February 1, 1994

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

Active participation by CSU members is necessary for the program to be effective and to fulfill its mission. Equally important is that all CSU members keep up-to-date on current policies, procedures, and information pertinent to CSU operations. To ensure members remain active and make a positive contribution to the program, the following guidelines regarding participation have been established.

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**DIRECTIVE A: REQUIRED HOURS**

CSU members are required to complete eight (8) hours of service each month to the Sheriff's Office. Service time may consist of any duties listed in Section E-300, Directive B of the CSU PPM. Additionally, anytime a CSU member donates any amount of time to the Department and the member is engaged in any event that benefits the CSU or the Sheriff's Office, the time donated will count toward their required monthly time.

- Any member failing to complete the eight (8) hour monthly requirement three (3) times in a calendar year, or failing to complete the requirement for two (2) consecutive months, without specific prior approval of the Group Captain, is subject to dismissal from CSU at the discretion of the CSU Coordinator, with the approval of the Volunteer Services Section Lieutenant/Commander.
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**DIRECTIVE B: REQUIRED MEETING ATTENDANCE**

CSU members are encouraged to attend all regular monthly meetings of the general membership. However, since situations arise which present a conflict that makes absence from a meeting unavoidable, the attendance requirements have been established to allow some leeway, yet are designed to mandate a certain level of participation for the overall good of the program.

- For groups having monthly meetings: Any member missing three (3) consecutive meetings OR misses a total of five (5) meeting in a calendar year, is subject to dismissal from CSU at the discretion of the CSU Coordinator.
- For groups having bi-monthly meetings: Any member missing two (2) consecutive meetings OR misses a total of three (3) meetings in a calendar year, is subject to dismissal from CSU at the discretion of the CSU Coordinator.

\*\* *Any member with good cause who cannot meet the above guidelines for a temporary period of time should request a leave of absence. (Refer to CSU PPM section G-900).*

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** MEETINGS

**NO.** F-100

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**EFFECTIVE DATE:** February 1, 1994

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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## **POLICY**

Effective communications and interaction between CSU members and Sheriff's Office personnel are imperative to the smooth operation of the CSU. General group meetings provide a good forum for the exchange of information and serve as a means for the timely dissemination of important information. The Group Coordinators and the CSU Coordinator will play an active role in the meetings discussed in this section.

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### **Officers' Meetings**

The Group Coordinator will hold an officers' meeting for all appointed officers of the CSU Group bi-monthly, or more often if needed. The Group Coordinator will use these meetings to disseminate information to the officers and openly discuss matters of mutual concern to the Sheriff's Office and the CSU Group.

### **General Membership Meetings**

All CSU Groups will hold regular meetings of the general membership. These meetings may be either monthly or bi-monthly. The Group Coordinator should make every effort to attend and actively participate in as many of these meetings as possible to promote positive working relationships between the CSU and the Sheriff's Office and to afford an avenue for open communications between the two.

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## **DIRECTIVE A**

The CSU Coordinator will periodically attend the Group Officer's meetings to the extent necessary to maintain open communications and promote good working relationships between all the CSU Groups and the Sheriff's Office. The CSU Coordinator may attend any CSU meeting he feels will further this objective.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** CAPTAINS MEETINGS/COORDINATORS MEETINGS

**NO.** F-200

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**EFFECTIVE DATE:** May 1, 1994

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

The timely dissemination of information and a system for open communications among all the CSU groups county-wide is imperative for consistency in operations. It is also important for the various groups to be able to share ideas to enhance the overall program. Regular meetings of the leaders of each CSU group and Sheriff's Office personnel provide a good forum for this kind of exchange of information.

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**DIRECTIVE A**

Volunteer Services Section Lieutenant/Commander, CSU Coordinator, and Group Coordinators will meet at least once every quarter to discuss business pertinent to the operations of the CSU. The CSU Coordinator is responsible for making an agenda and conducting these meetings. The meeting will normally be held at Sheriff's Headquarters. At the end of each meeting, the CSU Coordinator will ensure the next meeting time and location is scheduled.

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**DIRECTIVE B**

Each Group Captain is required to attend all scheduled Captains' meetings. He may bring his Lieutenants with him to attend the meetings. Any other members desiring to attend should gain prior approval of the CSU Coordinator or CSU Chief. If the CSU Group Captain misses 2 consecutive meetings or 3 meetings in 12 months, his status as Captain will be reviewed by the Volunteer Services Section Lieutenant/Commander.

Any Group Coordinator or Sheriff's Office personnel are encouraged to attend the monthly Captains' meeting in addition to the quarterly Group Coordinators' meeting.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** UNIFORM: APPEARANCE, REGULATIONS  
AND SPECIFICATIONS

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**NO.** G-100

**EFFECTIVE DATE:** March 1, 2003

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:** Kern County Sheriff's Office Policies and Procedures Manual (K-300 & K-420)

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**POLICY**

All uniforms shall meet the requirements set forth in this section. Nothing is to be added, deleted, or altered on the uniform or in the uniform specifications except by approval of the Volunteer Services Section Lieutenant/Commander or his designee.

It is the intent of this section to ensure that all members of the CSU possess uniforms, and dress in accordance with the rules and regulations specified herein, so as to present a professional image.

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**DIRECTIVE A:**

The uniform shall be worn only during on-duty hours and during travel incidental to duty unless otherwise authorized by the Volunteer Services Section Lieutenant/Commander.

It is understood that CSU members are volunteers and do not receive uniform allowance; however, the Kern County Sheriff's Office may make changes to the uniform from time to time and members are required to update their uniform to current standard within a reasonable amount of time, not to exceed 6 months from the date of the published change.

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**DIRECTIVE B:**

There are three uniform classes. Class A uniform is appropriate for any activity and is the only approved uniform class for specified formal events (e.g.: ceremonies). The Group Captain or Lieutenants, the CSU Assistant Chief or Chief, the Group Coordinators, the CSU Coordinator, and the Volunteer Services Section Lieutenant/Commander may specify a particular uniform for any other activity or event at their discretion. In the absence of a specified uniform directive for an activity or event, the Class A or Class B uniform may be worn at the members' own discretion.

CSU members are not required to wear their uniform to their Group's monthly meeting; or when specific prior approval has been received from the CSU Coordinator or Volunteer Services Section Lieutenant/Commander. The CSU member is required to wear a uniform at all other times when on duty or participating in an official activity, unless the nature of that duty requires other attire.

All CSU members traveling in an official CSU or other marked Sheriff's Office vehicle shall be in uniform. This will include use of a CSU vehicle to travel to a regular monthly meeting. All members attending such a meeting in civilian clothing will have their KCSO identification card visible on their person. Their clothing shall be appropriate and presentable, since official guests may

be present at any meeting.

Members shall maintain their uniform in a clean, serviceable condition, so that it can be worn with dignity and pride and its appearance will produce a favorable impression. Uniforms shall be replaced when they are so worn or damaged that they present an unacceptable appearance.

Certain items of clothing have been designated for "severe weather." These items will be worn in the field only. They will not be worn while attending formal meetings or departmental functions.

## **CLASS "A" UNIFORM - SPECIFICATIONS**

### **Trousers**

- Trousers shall be black in color, straight leg with no outside cuffs, single crease front and back, belt loops. No pleats. Denim material or patch pockets are not acceptable.

### **Shirt**

- Shirt shall be white in color, permanent press, short or long sleeved, with military creases, hidden zipper is optional. (The Sheriff's Communication Division shirt is recommended. See section K-300 of the Sheriff's Office Policies and Procedure Manual).

### **Footwear**

- Black shoes or boots with plain rounded toes. No sharp toes or squared heels. No buckles or straps.
- If skirt is worn, the shoe shall be black, low heeled, plain, rounded, closed toe shoes.
- Socks, if visible, shall be solid black in color without design.

### **Belt**

- Black belt with conservative buckle. Basket weave uniform belt is recommended.

### **Name Plate**

- Metal construction, plain without design, of polished gold finish with royal blue lettering, rectangular in shape. The name plate will be worn 1/4" above right shirt pocket. (Refer to K-300 of the Sheriff's Office Policies and Procedure manual).

### **Patches**

- C.S.U. badge on left chest of shirt, jacket (except rain jacket) and coveralls.
- KCSO patch on both shoulders of shirt, jacket (except rain jacket) and coveralls. The

bear on the KCSO patch is to face forward on each shoulder. Directly below the patch shall be a “Citizen Volunteer” rocker.

## **OPTIONAL ITEMS**

### **Gloves**

- Leather, black finished and of solid color with no design. May be lined or unlined.

### **Hat**

- Black baseball style hat, adjustable, “SHERIFF” embroidered in gold 2 5/8-inch block lettering on the front, centered. “KERN COUNTY” embroidered in gold 3/8-inch block lettering, centered, following the rear contour of the hat. The hat may be worn between sunrise and sunset.
- For additional protection from the elements, a Campaign style 3 inch brim hat, constructed of hemp braid, or lightweight straw, navy blue in color may be worn. The hat is to be worn outdoors only.

### **Jacket**

- Windbreaker Jacket, royal blue in color, mid-thigh length, with collar, button up front, with or without pile lining, elastic around the wrists, draw string bottom, hand warmer pockets. “SHERIFF VOLUNTEER” screened or embroidered in white block lettering on the back of the jacket. KCSO patch on each shoulder and the CSU badge on left chest. The bear on the KCSO shoulder patches is to face forward on each shoulder. A Citizen Volunteer rocker shall be placed below the patch.
- Severe Weather Jacket, Navy Blue ATC Hooded Security Parka, Style 921G, with KCSO patches and Citizen Volunteer rocker on both shoulders and CSU badge on the left chest. (No screen printing required on back.)

### **Rain Gear**

- Jacket and pants, yellow in color, made of waterproof material. Jacket may be full length or hip length. “SHERIFF VOLUNTEER” may be screened or embroidered in black block lettering on back of jacket. No other CSU insignias to be placed on jacket. To be worn over the CSU uniform.

### **Years of Service Attachment**

- CSU members may wear the approved years of service attachment while in CSU uniform. The attachment is to be worn attached to the nameplate. When worn properly, the bottom of the years of service attachment will rest at the top edge of the right chest pocket. In essence, the nameplate will be in the normal location (centered,

¼” above the right chest pocket) and the years of service attachment will fit between the nameplate and pocket.

- The years of service attachment will measure no longer than two (2) inches in overall length and no more than ¾” in overall height. The visible portion of the years of service attachment will measure 1-7/8<sup>th</sup> inches in length and ¼ inches in height. The years of service attachment will be made of metal construction, polished gold finish and royal blue lettering.
- CSU members may wear service stripes on the front sleeves of a long-sleeved shirt, just above the cuff, gold in color, each stripe to represent 5 years completed service. Stripe may be sewn-on patch or embroidered.

### **U.S. Flag Pin**

- CSU members may wear a U.S. Flag pin on their uniform or non-uniform clothing. The U.S. Flag pin may be worn in addition to one other authorized pin. The U.S. Flag pin is to be metal or hard plastic and no larger than 1” x 1”.

### **Skirt**

- Black A-line belt less skirt, no pleats. Side or back zipper. Knee to mid calf length. If skirt is worn, hose shall be worn. To be worn during non-patrol activities only.

### **Tie**

- Style: “Four-in-hand” type, breakaway style, approximately 2 ½ inches wide at its widest point. Material: Dacron or wool fabric, black in color. The tie is to be worn only with a long sleeve uniform shirt.

### **Tie Clasp**

- Tie Clasp to be gold colored metal, plain without design, having clamp type back. To be 6/15th inch wide and 2 inches long without appendages.

### **Undershirt, Turtleneck Shirt**

- Black in color, to be worn under the CSU uniform shirt. Sleeves of turtleneck not to protrude below the CSU uniform shirt sleeve.

## **CLASS “B” UNIFORM - SPECIFICATIONS**

The Class “B” uniform may be worn by a CSU member for any duty or assignment in which a specific requirement for the Class “A” uniform has not been previously communicated.

### **Trousers**

- Trousers may be a six-pocket BDU military-style pant with double seat and knee, black in color. The pants shall be worn with the legs hanging freely with no tie straps

showing, and will not be bloused.

- Trousers may be black in color, straight leg with no outside cuffs, single crease front and back, belt loops. No pleats. Denim material or patch pockets are not acceptable.

### **Shirt**

- Shirt shall be white in color, permanent press, short or long sleeved with military creases, hidden zipper is optional. (The Sheriff's Communication Division shirt is recommended. See section K-300 of the Sheriff's Office Policies and Procedure Manual).

### **Footwear, Belt, Gloves, Windbreaker Jacket, Severe Weather Jacket, Rain Gear and Cap/Hat**

- To remain the same as for the Class "A" uniform. The campaign style hat may be worn with the Class "B" uniform.

### **Badge, Nameplate, Patches**

- CSU badge and member's name shall be embroidered in gold color, patches and other accessories to remain the same as for the Class "A" uniform.

## **CLASS "C" UNIFORM – SPECIFICATIONS**

The Class "C" uniform shall only be worn at an activity or event where the work might cause excessive soiling or damage to the regular uniform, and only with the permission of the Group Captain or higher-ranking CSU officer, Group Coordinator, or CSU Unit Coordinator.

### **Pants**

- The pants shall be a six-pocket BDU military style pant with a double seat and knee for extra durability, black in color. The pants shall be worn with the legs hanging freely with no tie straps showing and will not be bloused.

### **Shirt**

- The shirt shall be a two button Polo style, Heather Gray in color, and of a cotton/polyester material. The shirt will be embroidered or screen printed in black with a 2 ½ inch by 3 ½ inch Citizen Service Unit Badge on the left front of the chest area.

The words "KERN COUNTY SHERIFF'S OFFICE" will be embroidered or screen printed in ¼ inch black block letters arched around the top half of the CSU badge.

The words "CITIZEN SERVICE UNIT" will be embroidered or screen printed in ¼ inch black block letters arched under the bottom half of the CSU badge.

The words "SHERIFF" over "VOLUNTEER" will be embroidered or screen

printed in 3 inch black block letters and may be surrounded by a black square border on the back of the shirt.

The shirt may have the first initial and last name of the CSU member embroidered in 3/8 inch black block letters on the right front chest area, as an optional item.

**No rank insignia, service pins, or any other type of pin shall be worn on the shirt.**

### **Footwear, Belt, Windbreaker Jacket, Severe Weather Jacket, Rain Gear and Cap**

- To remain the same as the Class “A” CSU uniform.  
Exceptions:
  1. The Campaign style hat will not be worn with the Class “C” uniform.

### **Coveralls**

- May be worn over any approved CSU uniform to avoid soiling the uniform.
- Navy blue in color, CSU Badge on the left chest and KCSO patches on each shoulder, bear facing forward; Citizen Volunteer rocker beneath the patch.
- **Shall not be worn in any circumstance in which the professionalism of the appearance of the CSU member would be reduced, including any formal or departmental function.**

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** ISSUANCE OF UNIFORM PATCHES

**NO.** G-110

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**EFFECTIVE DATE:** September 11, 1996

**REVISED:** September 1, 2020

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

It is recognized that CSU members must buy their own uniforms in order to participate in the program. Patches are part of the mandatory uniform. While funding exists, the Kern County Sheriff's Office will issue patches to its members as prescribed below in an attempt to lessen the monetary costs to members.

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**DIRECTIVE A:**

- \* Upon completion of the CSU selection process, each new member will receive two (2) sets of uniform patches.
  
  - \* All existing members may obtain one (1) set of patches per fiscal year.
    - If damage to existing patches occurs, the member may request additional patches through their Group Coordinator with approval from the CSU Coordinator.
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KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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TITLE: DONATIONS

NO. G-200

**EFFECTIVE DATE:** April 19, 1993

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

The Kern County CSU, although part of the Kern County Sheriff's Office, is not entirely funded through the County budget. Partial funding comes from community donations and fund-raising activities. When CSU members engage in any activity whereby donations are being solicited, they will do so in a professional and courteous manner bearing in mind that they represent the Sheriff.

**DIRECTIVE A:**

No donations will be accepted which are contingent on promises or guarantees for preferential, specialized, or additional service from the Sheriff's CSU. CSU members accepting donations shall ensure the donor understands this policy and is not expecting anything specific in exchange for such donation. ***\*\* Any donation valued at \$500.00 or more shall require prior approval of the Volunteer Services Section Lieutenant/Commander before acceptance.***

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**DIRECTIVE B:**

No CSU member shall knowingly accept any donation from any individual who is under investigation by this department or any other agency, nor will they accept any donation for their individual use.

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**DIRECTIVE C:**

The CSU members shall be coordinated in their efforts to seek donations to avoid excessive contacts with the same citizens or businesses.

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**PROCEDURE**

When seeking donations for the CSU, members of a Group will:

- \* Properly identify themselves to the potential donor and clearly state the intended purpose of the donation.
- \* Explain to the donor that the donation is being made to the Kern County Sheriff's Office on behalf of the CSU (the specific unit identity: Metro, Lamont, etc. should be named); and that the donation must be accepted by the Group Treasurer who will issue a receipt to the donor for tax purposes.

- \* Report the offer of a donation to the treasurer so the treasurer can make arrangements to accept delivery of the donation.

Upon acceptance of a donation, the CSU Group Treasurer will:

- \* Ensure that a written receipt is prepared and issued to the donor.
  - o The receipt shall be in triplicate and sequentially numbered. The preparer of the receipt shall give the first copy to the donor, submit the second copy to the CSU Coordinator, and maintain the third copy for the group's records. All receipts shall be accounted for and even if a receipt is voided the Department copy of the voided receipt shall be provided to the CSU Coordinator for the Sheriff's Office records. The receipt shall include:
    1. Donor's name.
    2. Donor's address.
    3. Date of donation.
    4. Item or amount donated (if money, indicate whether it is cash, check, or money order. If a check or money order, the check number).
    5. Identification number of item if not money (i.e. serial number, model number, license number, etc.).
    6. Signature of the treasurer.
- \* Properly record the donation for the Group's records. The treasurer will ensure accurate records are kept of all donations to the group.
- \* Ensure the Sheriff's Office copy of the receipt, along with the donation (if money), is submitted to the CSU Coordinator within three working days of the date the donation was received. (This shall be done via the Group Coordinator if his availability permits this time frame to be met).
  - o Whenever possible, donations and receipts shall be hand delivered to the CSU Coordinator to ensure they do not get lost or unduly delayed in the mail.

The CSU Group Coordinator will:

- \* Ensure all donations and receipts are submitted to the CSU Coordinator in the Volunteer Services Section within three days of the date the donation was received. (Hand delivery is preferential to avoid loss or delay).
- \* Conduct quarterly audits of the Group's books to ensure proper entry is being made of financial records.

The CSU Coordinator will:

- \* Ensure all donors are sent an appropriate letter of thanks from the Sheriff's Office, in a timely manner.

- \* Keep an accurate and thorough accounting of all donations received and ensure all receipts are properly logged and filed.
- \* Deliver the donated amount to Financial Services for deposit in the CSU Trust account, obtain a receipt from Financial Services for the amount of donation, and properly record and file the receipt.
- \* Prepare a monthly report to the Volunteer Services Section Lieutenant/Commander.
- \* Conduct a semi-annual audit of every Group's books to ensure proper financial records are being kept and maintain a record of those audits.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** DISCIPLINE

**NO.** G-300

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**EFFECTIVE DATE:** February 1, 1994

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

CSU members are reminded that while they are involved in Sheriff's Office activities they are representatives of the Sheriff, and their actions directly reflect upon the Sheriff's Office. It is the policy of the Kern County Sheriff's Office that all CSU members perform their duties and fulfill their responsibilities in a competent, efficient, and professional manner in conformity with the policies, rules, regulations, and orders of the Kern County Sheriff's Office and the County of Kern.

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**DIRECTIVE A:**

Discipline constituting dismissal from the CSU shall be imposed only at the direction of the Volunteer Services Section Lieutenant/Commander. Other, less severe forms of discipline may be taken by, or at the direction of, the Group or Unit Coordinator. If a determination is made that a written reprimand should be given to a CSU member, it shall be referred to the Group Coordinator or the CSU Coordinator for completion. Delegated levels of disciplinary authority are as follows:

Volunteer Services Section Lieutenant/Commander: Any discipline up to and including termination.  
CSU Coordinator: Suspension, Written, Oral disciplinary actions.  
Group Coordinator: Suspension, Written, Oral disciplinary actions for assigned Group.  
CSU Chief: Suspension (limited to the time required for review and approval by the CSU Coordinator), Oral disciplinary actions for any CSU member  
Group Captains: Oral disciplinary actions for members of their assigned Group.

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**DIRECTIVE B:**

Any paid full time deputy sheriff of the Kern County Sheriff's Office, regardless of rank or assignment, may relieve a CSU member from duty should the circumstances warrant. The deputy sheriff taking such action must provide written documentation to his immediate supervisor within 24 hours of the action. The supervisor will immediately notify the Volunteer Services Section Lieutenant/Commander via the CSU Coordinator.

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**PROCEDURE**

When a CSU member's actions warrant immediate suspension, the Group Coordinator or CSU Chief will:

- \* Immediately notify the CSU Coordinator of the action taken.

The CSU Coordinator will:

- \* Obtain all the necessary information from the Group Coordinator or CSU Chief, including any written documentation that is needed;
- \* Notify the Volunteer Services Section Lieutenant/Commander and submit all written documentation;
- \* Make recommendation for further discipline.

The Volunteer Services Section Lieutenant/Commander will:

- \* Review all documentation and discuss the case with the CSU Coordinator;
- \* Decide if discipline is warranted;
- \* If suspension from duty or dismissal is warranted, prepare a letter to the affected member indicating the action being taken and the effective date.
- \* Ensure all necessary documentation is placed in the personnel file.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** TRANSFERS

**NO.** G-400

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**EFFECTIVE DATE:** February 1, 1994

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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The CSU is a community-oriented program; therefore, members of a specific group generally will be residents of the community which they serve. Should a CSU member in good standing relocate their residence to another community in which there is an established CSU group, that member may request to transfer to that group.

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**PROCEDURE**

When a CSU member desires to transfer from one CSU group to another they will:

- \* Submit a request in writing to the CSU Coordinator via the Group Coordinator fully explaining the reason for the request.

The CSU Coordinator will:

- \* Contact the member's current Group Coordinator to ensure the member is in good standing.
- \* Contact the new Group Coordinator and inform him of the request.
- \* Consider all the facts and approve or deny the request.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** MEDIA RELATIONS

**NO.** G-500

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**EFFECTIVE DATE:** February 1, 1994

**REVISED:** September 1, 2020

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:** Kern County Sheriff's Office DPPM Sections I-100 & I-200

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**POLICY**

CSU members may find themselves present at situations that attract media attention. In such instances, CSU members will refrain from giving out information regarding the Sheriff's Office or related business. However, bearing in mind that Sheriff's Office Policy (KCSO PPM I-100) encourages full cooperation with the media, they will always treat the media courteously and refer them to the highest-ranking officer at the scene for information. If no deputy is available, CSU members will contact the on-duty supervisor first, or if one is not available, an on-duty deputy, and request they respond for the media.

A CSU member may talk with the news media if specifically directed to do so by a sworn officer. In such event, the CSU member will follow the policies and procedures set forth in the Sheriff's Office Policies and Procedures Manual.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** TRANSPORTATION OF EVIDENCE/PROPERTY

**NO.** G-600

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**EFFECTIVE DATE:** February 1, 1994

**REVISED:** September 1, 2020

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:** Kern County Sheriff's Office DPPM J-1800

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**POLICY**

CSU members are authorized to transport evidence and property to the property room commensurate with the Sheriff's Office philosophy of finding alternative ways of providing some services that have traditionally been provided by deputies. The safety of CSU members will always be considered first and foremost and any evidence that poses or could pose a threat to their safety will not be transported by CSU.

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**DIRECTIVE A:**

Prior to having CSU members transport any evidence, the seizing deputy shall enter all items into the "Evidence on Q" property management system, and properly package, label, and seal all evidence in accordance with KCSO DPPM J-1800.

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**PROCEDURE**

Whenever a CSU member transports evidence to the property room for booking the following procedure will be followed:

- \* All property will be entered into the "Evidence on Q" property management system by the seizing deputy prior to transportation of evidence or property.
- \* All evidence and property will be properly packaged and sealed within Sheriff's Office guidelines by the deputy prior to being transported.
- \* Drugs, narcotics, paraphernalia, or other property not able to be properly sealed or secured, will not be transported by CSU members.
- \* CSU members will hand-deliver all evidence to an on-duty property-room clerk and assist with placing it in storage as requested.
- \* CSU members may not transport any firearm unless it has been safety-checked and properly secured.
- \* CSU members will cooperate with property room staff in maintaining documentation appropriate to ensuring an unbroken chain of evidence.

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KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** TRANSPORTATION OF JUVENILES

**NO.** G-610

**EFFECTIVE DATE:** February 1, 1994

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:** Welfare & Institutions Code; California Vehicle Code

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**POLICY**

The Kern County Sheriff's Office recognizes the need for finding alternative ways of providing some services that have traditionally been provided by deputies. The Sheriff's Office supports the progressive concept of utilizing volunteers to perform those services which will be of assistance to the deputies but will not put the citizen volunteers' safety in jeopardy. Commensurate with this philosophy, individual CSU groups, with the approval of the Division Lieutenant/Commander, may enact a program in which CSU members may be utilized for transporting non-violent, protective custody juveniles to Jamison Center.

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**DIRECTIVE A:**

CSU members shall only be allowed to transport juveniles for protective custody who fall under Welfare and Institutions Code, Section 300 and are not in need of medical attention. (If there is any uncertainty about whether a juvenile needs medical attention or not, CSU shall not transport).

CSU shall not transport juveniles who fall under W&I 601 or W&I 602, or any juvenile with prior felony or misdemeanor arrests or convictions.

In the event a juvenile being transported by CSU becomes ill or unruly, CSU will contact the dispatcher to have the juvenile transferred to the custody of a deputy.

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**DIRECTIVE B:**

The Group Coordinator shall ensure that accurate data is kept on the transportation of juveniles by CSU members. Such data should include, but not be limited to: The total number of assignments for CSU, the time involved by CSU members in transportation, and the time of day. This information will be necessary for future use in assessing the value of various programs.

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**PROCEDURE**

When utilizing CSU members to transport juveniles, the following guidelines shall be followed:

- \* Whenever juveniles are being transported by CSU, there shall be two CSU members transporting. Exceptions, though rare, must be authorized by a Patrol Sergeant or higher-ranking officer.

- 
- \* Any transportation of juveniles by CSU members shall have prior approval of a Patrol Sergeant or higher-ranking officer.
  - \* The use of a car seat for infants and toddlers is mandatory as prescribed in the California Vehicle Code; and, the vehicle being used for transportation must have the back doors secured so they may not be opened from the inside. CSU trucks will not be utilized to transport juveniles.
  - \* All paperwork including the transfer of custody will be completed by the deputy prior to the CSU members leaving the deputy's location.
  - \* A deputy shall ensure the juvenile(s) are properly secured in the transportation vehicle.
  - \* At all times when CSU members transport juveniles, male or female, they shall give mileage at the start and finish of the assignment.
  - \* CSU members shall refrain from conducting any interviews with juveniles or discussing anything about the circumstances of the case with or in front of the juvenile. Good judgment should always be exercised in deciding what to discuss with or in front of juveniles being transported.
  - \* Any questions the juvenile has about the case shall be referred to the investigating deputy.
  - \* Once the transportation and transfer has been completed, the CSU members will return to their assigned area and turn over all paperwork to the investigating deputy.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** TRANSPORTING MARKED PATROL VEHICLES

**NO.** G-620

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**EFFECTIVE DATE:** January 1, 1996

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

CSU members may be requested to transport marked patrol vehicles from one location to another for various reasons.

In an attempt to keep CSU members safe and not subject them to being confused with deputies while moving marked vehicles, the following directives have been established.

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**DIRECTIVE A:**

- \* Anytime a CSU member moves or transports a marked Sheriff's vehicle an "OUT OF SERVICE" sign will be placed on each rear side window of the vehicle. When this is not practical the sign will be placed in an obvious and safe location. When transporting a pick-up, the sign will be placed on the passenger side, lower right of the rear window. This requirement does not apply if the vehicle is being moved from one location at a Sheriff's Facility to another location at the same facility.
- 

**PROCEDURE:**

- \* If a CSU member is summoned by a citizen while operating the marked vehicle, the member, will not stop, but will utilize the radio and notify the Communications Center who will determine whether or not to send a deputy.
- \* In a clear emergency situation (e.g., traffic accident involving possible injuries), the CSU member will follow the instructions provided by the Communications Center, and/or by a sworn first-responder on the scene.
- \* CSU may provide first aid within the limits of their training and certification, until a more qualified person relieves them.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** IDENTIFICATION NUMBERS

**NO.** G-700

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**EFFECTIVE DATE:** January 1, 1996

**REVISED:** September 1, 2020

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

As with any organized group, identification of CSU members is important. Not only for the identification purpose itself, but to track and document each member. Within this department, it is also important to have each member identified not only by name but by an identification number. The Kern County Sheriff's Office will assign each CSU member a personal identification number upon being sworn in.

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**DIRECTIVE A**

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Each CSU member will be issued a personal identification number (referred to as a Henry number) upon being sworn in. The identification number will consist of the areas designation name and their "Henry" number. For example, Frazier Park would be "Frank-Henry10". Henry numbers are issued by the Group Captain and will be forwarded to the Communication Center, the CSU Coordinator, and the Volunteer Services Section SST to be stored.

Additionally, each new member will receive a six-digit identification number (referred to as a CAD I.D.) from the Communication Center. This number will start with '450' and can be used to identify each member in the Communication Center's computer network. The member will use their six-digit CAD I.D. number and their assigned Henry number to log on with dispatch for the first time only. From that point forward, the member will only need to use their Henry number when logging on with dispatch.

**PROCEDURE**

- \* Once the member has been sworn in, the CSU Coordinator will ensure they are assigned a six-digit CAD I.D. number.
- \* The Group CSU Captain, to which the new member belongs to, will assign the member a Henry number.
- \* The identification number, home and work phone number, email address, and name of each CSU member will be recorded and forwarded to the CSU Coordinator and Volunteer Services Section SST (Sheriff's Support Technician).
- \* Group Captains will ensure that all information is kept current and advise the CSU Coordinator of any changes monthly.

- \* Any change in identification numbers will be forwarded to the CSU Coordinator.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** CSU VEHICLE SPECIFICATIONS

**NO.** G-800

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**EFFECTIVE DATE:** March 20, 1993

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

Vehicles for the CSU are generally acquired by donation. Acceptance of any vehicle is subject to approval by the Sheriff's Office Fleet Manager. Once approved by the Fleet Manager, a board letter will be prepared requesting the Board of Supervisors approve the acceptance of the vehicle into the Sheriff's Office fleet. If approved by the Board of Supervisors, the vehicle may be accepted as a CSU patrol vehicle.

The CSU patrol vehicle shall bear the markings of the Kern County Sheriff's Office so as to make it recognizable as a Sheriff's Office vehicle, but shall be clearly distinguishable as a Citizen Patrol vehicle so as not to be confused with a regular Sheriff's patrol vehicle.

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**DIRECTIVE A: VEHICLE SPECIFICATIONS - SEDANS -**

- \* The CSU vehicle will be a four-door sedan.
  - o A two-door vehicle may be utilized with the approval of the Volunteer Services Section Lieutenant/Commander.
- \* The vehicle will be painted white.
- \* The vehicle will have the Sheriff's star decal on both front doors.
- \* The "Sheriff" decal will be on the fender above each front tire.
- \* The "Citizen Volunteer" decal will be centered on each rear door or centered below rear side window.
- \* The "Citizen's Volunteer" decal will be placed on the rear trunk area of the vehicle, centered whenever possible.
  - o Its placement may vary depending upon the model of the vehicle, but it shall be readable from the rear of the vehicle.
- \* A "9-1-1" decal will be placed on the rear quarter panels as far back to the rear of the car as possible. It shall be in line with the "Citizen's Service Unit" decal, if possible.
- \* A spotlight may be installed on the passenger's side of the vehicle.

- No spotlight shall be installed on the driver's side of the vehicle.
  - \* An amber light will be installed on the driver's side rear deck, and front dash area.
- 

**DIRECTIVE B: VEHICLE SPECIFICATIONS - TRUCKS, 4 W.D., UTILITY -**

- \* The CSU will be allowed to use trucks or 4 WD utility vehicles for specific purposes with the approval of the Volunteer Services Section Lieutenant/Commander and the Fleet Manager.
- \* All decal requirements will be adhered to except the following:
  - The "Citizen Volunteer" will be placed towards the rear of the cab or the front of the rear quarter panel as deemed appropriate by the CSU Coordinator.
  - A "Citizen Volunteer" decal will be placed on the tailgate as deemed appropriate by the CSU Coordinator.
  - Amber lights will be installed as deemed appropriate by the CSU Coordinator.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** USE OF CSU VEHICLES

**NO.** G-810

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**EFFECTIVE DATE:** February 1, 1994

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

CSU patrol cars generally are vehicles donated to the Sheriff's Office on behalf of the CSU. They are intended to be utilized by citizens on patrol for the purpose of providing more law enforcement "eyes and ears" to the community. They are marked with Sheriff's Office markings so as to be recognizable as Sheriff's vehicles, but bear distinctly different markings from regular patrol cars so as to provide a measure of protection to the CSU members. Even so, it is easy for citizens to mistake a CSU vehicle for that of a regular patrol vehicle, and in turn mistake a citizen volunteer for that of a deputy, particularly in a crisis situation. Therefore, to help alleviate confusion on the part of citizens, CSU vehicles will generally not be driven by deputies in an effort to prevent the community from associating the two.

Other Volunteer Services Section personnel, such as Chaplains and Explorers, may be authorized to use CSU vehicles. Prior to such use, authorization will come from the CSU Coordinator, or Volunteer Services Section Lieutenant/Commander. Appropriate log entries or vehicle reservations will be recorded for each instance of use of a CSU vehicle by all personnel.

To facilitate efficient operations in the substation areas, the substation sergeants will have discretion in the utilization of CSU vehicles but should, whenever possible, follow these guidelines.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** USE OF SPECIALIZED VEHICLES

**NO.** G-820

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**EFFECTIVE DATE:** January 1, 1996

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

Because the CSU program spans the entire county, each group will encounter a variety of different weather and road conditions. Four-wheel drive vehicles and trucks have been approved for those groups having a specific need for such specialized equipment.

Also, certain vehicles have been equipped with emergency equipment to be utilized by sworn deputies in emergency situations.

With these conditions in mind and to protect the CSU volunteers, all members of this department will adhere to the following directives.

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**DIRECTIVE A: USE OF 4-WHEEL DRIVE OFF ROAD**

No CSU member will go off established roads and utilize 4-Wheel Drive unless properly trained to department standards and approved by the CSU Coordinator.

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**DIRECTIVE B: USE OF EMERGENCY RED LIGHTS AND SIREN**

No CSU member will utilize red lights or siren on any CSU vehicle.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** USE OF AMBER LIGHTS ON CSU VEHICLES

**NO.** G-830

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**EFFECTIVE DATE:** January 1, 1996

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:** California Vehicle Code (CVC), Division 11, Rules of the Road

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**POLICY**

CSU vehicles may have amber lights installed inside the rear window and inside the front windshield. Amber lights installed in the front windshield will be mounted appropriately as to not interfere with the driver's view. These lights are for warning purposes only. These lights do not allow the driver to violate the rules of the road as stated in the California Vehicle Code.

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**DIRECTIVE A: Use of Amber light**

- \* The amber light will be used only while the vehicle is stationary. The light will not be activated while responding to calls.
- \* While at the scene of an incident the vehicle will be parked in a safe manner out of the way of moving traffic, unless instructed to do otherwise by a sworn law enforcement officer.
  - o If a sworn officer directs a CSU member to place their vehicle in a position that will expose it to traffic or other hazards, the officer will exercise due caution and fully consider the safety of the CSU members, citizens, and equipment. In this situation, the amber lights may be turned on and used as a warning to other motorists.

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**KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES**

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**TITLE:** LEAVE OF ABSENCE

**NO. G-900**

**EFFECTIVE DATE:** February 1, 1994

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

The Kern County Sheriff's Office recognizes that there are situations which arise that render it very difficult or impossible for a CSU member to fulfill their duties. In such instances, usually created by family or work needs, medical problems, or personal needs, a leave of absence (LOA) may be granted to the affected member.

Members on leave of absence will remain members in good standing, but will be excused from participation in CSU meetings and fulfilling their required hours. They are to surrender their ID card to their Group Coordinator immediately upon approval of the LOA.

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**DIRECTIVE:**

A leave of absence will not exceed a period of six (6) months, unless special circumstances warrant it and only with the approval of the Volunteer Services Section Lieutenant/Commander.

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**PROCEDURE**

Any CSU member who is unable to temporarily fulfill their duties for good cause may request a leave of absence from the CSU Coordinator. Any member requesting a leave of absence will:

- \* Submit to the CSU Coordinator, via the Group Captain a written request for a LOA. The request should include:
  - o The reason for the request.
  - o The requested length of leave.
  - o The intended date of return to full duty status.
  
- \* Complete all documentation as required by the CSU Coordinator.
  
- \* Notify his Group Coordinator of the request for a LOA.

Upon receiving a request for a LOA, the CSU Coordinator will:

- \* Obtain input and a recommendation from the Group Captain regarding the request for a LOA.

- 
- \* Grant or deny the leave request and notify the requestor and the Group Coordinator in writing of the decision.

Upon reinstatement after a leave of absence, the CSU member will:

- \* Notify the CSU Coordinator of his desire to be reinstated.
- \* Complete all required documentation.
- \* Notify the Group Coordinator of their pending return.

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KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** PARTICIPATION IN DEPARTMENTAL  
RIDE-ALONG PROGRAM

**NO.** G-1000

**EFFECTIVE DATE:** February 10, 1997

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

Members of the Kern County Sheriff's Office CSU, who are in good standing, may participate in the department ride-along program. This program is designed to let participants see first hand what front line law enforcement is about. Even though CSU members are part of the Kern County Sheriff's Office, they must remember that while they are participating in the ride-along program, they are strictly observers. The Ride-along Program is a privilege for CSU members and may be terminated because of inappropriate behavior, or for operational requirements of the department.

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**DIRECTIVE A**

The Group Coordinators will be responsible to ensure that their respective areas are not overburdened by ride-along requests by CSU members. The ride-along program for CSU members is a privilege and not part of the overall mission of CSU members. Each CSU member will be limited in their participation in the ride-along program to twice during a calendar month, unless special permission from the CSU Coordinator is received in advance. Members will be required to meet their minimum monthly hours commitment prior to any ride-along participation.

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**PROCEDURE**

CSU members will:

- \* Submit a written request to their Group Coordinator including:
  - " The date they are requesting to participate.
  - " The shift they are requesting to participate.
  - " The location they wish to participate (Air Support, Metro, Rosamond, etc.)
  
- \* Submit the specific Air Support request form if the request is for the Air Support Unit.

If the ride-along request is approved, CSU members will:

- 
- \* At all times abide by Kern County Sheriff's Office Policies and Procedures, Section J-1200
  - \* At all times abide by the guidelines set forth in the Citizen Service Unit Orientation Manual.

Upon receiving a request for a ride-along from a CSU member, the Group Coordinator will:

- \* Either approve or deny the request.
  - " If denied, notify the member of the denial.
  - " If approved, forward the request to the approving authority of where the CSU member requests to ride.
- \* Notify the CSU member upon final approval of the request.

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KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** "ARE YOU OKAY" PROGRAM

**NO.** H-100

**EFFECTIVE DATE:** April 15, 1996

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

CSU activities span the entire county and involve all aspects of volunteerism. Included in these activities are administration, training, special events, public relations, public awareness, citizen patrol, and assisting Sheriff's Office personnel in the performance of their duties.

The "Are You Okay" program is a computerized system which will allow the Sheriff's Office to further assist the community they serve. The "Are You Okay" program is specifically designed to check on the welfare of disabled, handicapped, elderly, or medically ill individuals. The program is not designed to act as an emergency (9-1-1) call for assistance.

The "Are You Okay" program has been adopted by the Kern County Sheriff's Office for its CSU to administer in the communities they serve. Any CSU group that wishes to adopt the program as part of their service to the community may do so with the approval of the Volunteer Services Section Lieutenant/Commander.

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**PROCEDURE**

**PROGRAM ADMITTANCE:**

The "Are You Okay" program is a computerized calling system which will be utilized to check the welfare of specified individuals, including but not limited to disabled, handicapped, elderly, or medically ill. To enter the program:

- \* Each applicant must complete a program application/referral and sign a waiver form (see attached copy of each).
  - o Referrals for individuals to be entered into the "Are You Okay" program will be accepted from Health Care Providers and community civic groups, or by request of the individual.
- \* The CSU Group Coordinator will review the applications/referrals and make a recommendation to their supervisor whether to accept or reject the request for admittance to the program.
- \* The Group Coordinator's supervisor will have final authority for determining who is admitted/rejected to the program.
- \* The supervisor shall be responsible for ensuring that accurate records of all program

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activities are maintained. This will include, but not be limited to, data on the numbers of alert messages, deputy responses, outcome of the responses (case numbers should be included), and all correspondence to and from subscribers, applicants, or third parties.

**PROGRAM OPERATION:**

- \* The “Are You Okay” program will be operational seven days per week during the hours of 0800 and 1700.
  - \* The “Are You Okay” computer will call subscribers at specific prearranged times during the hours of operation to check on their welfare.
    - o If a subscriber fails to answer the “Are You Okay” program’s telephone call, an alert message will be printed.
  - \* CSU volunteers will screen the “Are You Okay” program messages printed by the computer on a daily basis and provide a printout of the alert messages to designated substation staff for assignment to commissioned personnel.
  - \* When an alert message is printed, a commissioned officer will be assigned to check on the welfare of the individual at the first available opportunity.
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**DIRECTIVE A:**

The “Are You Okay” program shall be supervised by the Group Coordinator of the CSU group utilizing the program. The group coordinator shall report through the appropriate chain of command to the Volunteer Services Section Lieutenant/Commander.

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**DIRECTIVE B:**

Should any subscriber to the “Are You Okay” program abuse or misuse the program (i.e. repeatedly not answering the program’s phone call, or failing to advise the Sheriff’s Office that they will be away from their residence at the designated time of the program call), the Sheriff’s Office may remove the subscriber from the “Are You Okay” program, after having issued a written warning that termination from the program could result if the subscriber fails to comply with the program guidelines.

**KERN COUNTY SHERIFF'S OFFICE  
KRV CITIZEN SERVICE GROUP  
"ARE YOU OKAY" PROGRAM  
APPLICATION/REFERRAL FORM**

( ) -  
Phone no. of referring party

/ /  
Date

am pm  
Time to call

M T W Th F Sa Su  
Days to call  
(Please circle)

( ) -  
Phone no. of subscriber

Subscriber Name & Address

\_\_\_\_\_  
Last Name                      First                      M.I.

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City                                      State                                      Zip

Doctor & Clergy

\_\_\_\_\_  
Doctor's Name

\_\_\_\_\_  
Clergy's Name

In case of emergency, notify:

\_\_\_\_\_  
Last Name                      First                      M.I.

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City                                      State                                      Zip

\_( ) -  
Phone No.

Alternate emergency contact:

\_\_\_\_\_  
Last Name                      First                      M.I.

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City                                      State                                      Zip

\_( ) -  
Phone No.

Nearest Relative:

\_\_\_\_\_  
Last Name                      First                      M.I.

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City                                      State                                      Zip

\_( ) -  
Phone No.

Other Contact:

\_\_\_\_\_  
Last Name                      First                      M.I.

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City                                      State                                      Zip

\_( ) -  
Phone No.

Key on premises? Yes No      Location:

Live alone? Yes No      Co-Residents:

List physical impairments:

Reason for Referral:

**KERN COUNTY SHERIFF'S OFFICE  
KERN RIVER VALLEY  
CITIZEN SERVICE GROUP  
"ARE YOU OKAY" PROGRAM**

**RELEASE OF LIABILITY FORM**

This is a waiver of claims, release and agreement to hold harmless the County of Kern, its officers, agents and employees, including specifically the Kern County Sheriff's Office and the Kern County Sheriff's Citizen Service Group of the Kern River Valley, all of which are hereafter called "The Parties", from and against any claims that may be accrued in your favor against the parties or any of them in any way related to any act or omission occurring in connection with the "Are You Okay" program.

I \_\_\_\_\_ (name) acknowledge that the parties named above are providing the "Are You Okay" program as a public service and for no compensation. I understand that the program may be cancelled at any time without notice to me. I also understand that there may be a failure of the service provided under the program for many reasons. I also understand this agreement shall be binding on my heirs, executors and assigns for all purposes.

I hereby waive, release and hold harmless the above named parties from and against all claims, causes of action or liabilities of any type whatsoever arising from or in any way related to any act or omission of the parties or any of them which arise out of or is in any way related to the "Are You Okay" program.

Date \_\_\_\_\_ Subscriber's Signature \_\_\_\_\_

Date \_\_\_\_\_ Subscriber's Signature \_\_\_\_\_

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KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** "90-15" PROGRAM PROCEDURES

**NO.** H-200

**EFFECTIVE DATE:** August 1, 2001

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

The "90-15" Program was developed for use by the Sheriff's Citizen Service Unit as a crime prevention tool. It provides valuable information to Sheriff's Deputies and allows the Sheriff's Office to inform homeowners and/or commercial business owners that a CSU Patrol has detected a potential problem that could lead to criminal activity.

The purpose of the "90-15" Program is to assist homeowners and commercial business owners in reducing or stopping potential problems and stopping criminal activity against them or their property.

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**PROCEDURE A:**

**Directive A-1:**

The CSU Group Coordinator of the CSU Group utilizing the program shall supervise the "90-15" Program. The Group Coordinator shall report through the appropriate chain of command to the Volunteer Services Section Lieutenant/Commander.

When a CSU patrol unit has a noticed potential problem at a residence or commercial business:

- Notify Sheriff's Dispatch
- Request a Deputy if the situation warrants it (i.e. door kicked in, broken window, fresh tracks seen, etc.)
- Stand by at a safe location and observe until the Deputy arrives. After the situation is checked and secured a 90-15 form will be completed.
- List any additional information in the comment section.
- Write in both names of the CSU Officers on patrol.
- Write in the date of the incident.
- Write in the time of the incident.
- Turn in the completed "90-15" forms to the Group Coordinator.

The CSU Group Coordinator will:

- Distribute copies to patrol Deputies.
- Send a copy to the homeowner or commercial business owner.
- Enter the completed "90-15" forms on your CSU activity log.

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- Maintain the “90-15” form on file for one year before being destroyed.

**Directive A-2:**

CSU members **will** report any unlawful or suspicious activity in the area of patrol per CSU policy E-300, Directive A. CSU members **will** perform vacation house checks and patrol checks from their CSU vehicles, per CSU policy E-300, Directive B.

CSU members **will not** approach homes or commercial buildings to post a “90-15” form or to physically check the security of any building, vehicle, window, door, or gate per CSU policy E-300, Directive C.

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KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** CSU DART PROGRAM PROCEDURES

**NO.** H-300

**EFFECTIVE DATE:** February 20, 2012

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

The CSU DART (Domestic Abuse Response Team) Program was developed for use by the Sheriff's Citizen Service Unit as a means to assist the Sheriff's Office address the needs of domestic abuse victims. It was also developed to attempt to impact the high rate of repeat offenses and recantation experienced due to the victim's lack of knowledge of the cycle of violence and available services. The CSU volunteers will at no time function as a replacement of sworn law enforcement personnel and will operate at all times under the direct supervision or instruction of a sworn deputy sheriff. The safety of the CSU volunteer will be considered as a primary concern of the supervising deputy.

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**DIRECTIVE A: CSU Domestic Abuse Response Team (CSU-DART)**

Trained CSU volunteers may be used to assist in a supportive role; to assist victims who desire to provide materials requested by the investigating deputy for inclusion in the report or case file. The CSU volunteer will serve in a capacity similar to a victim advocate and provide victims with assistance in identifying resources and services, as well as educational materials. The CSU volunteer may assist victims with transportation of their materials or their person in accordance with established protocol, under the direction of the investigating deputy sheriff.

**PROCEDURE A: TRAINING**

CSU DART volunteers must complete a formal training program consisting of both classroom instruction and field training. A copy of this training program shall be kept on file and reviewed periodically as needed by the CSU Coordinator, in cooperation with the Deputy Sheriff assigned to Domestic Violence investigations.

- Classroom Training: volunteers will be trained to meet the directives set forth in EC 1037.1.
- Field Training: volunteers will observe an experienced CSU DART field training officer or deputy sheriff at a domestic violence-related visit or follow-up; assist in completing such visit or follow-up; and be observed by the CSU DART field training officer or deputy sheriff while completing such a visit or follow-up activity.
- Release: volunteers will be released by their CSU DART Field Training Officer for duty when that FTO has certified the volunteer as competent to perform the function of a victim support advocate and the volunteer possesses a clear understanding of their limitations, responsibilities, and role in supporting both the victim and the investigating deputy.

**PROCEDURE B: AUTHORIZED ACTIVITIES**

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CSU volunteers may assist the investigating deputy sheriff with follow-up activity to facilitate communication between the investigating deputy and the victim. These services may include the following:

- Maintain contact with the victim by phone or personal visit (the suspect must be confirmed to be in custody at the time of a visit).
- Transport the victim for additional follow-up investigation as well as to counseling services.
- Provide the victim with information on the process: Court dates and requirements; educational materials regarding the Cycle of Violence and impacts on batterer, victim, and surrounding persons; identify and facilitate access to available services.
- Take, or facilitate the taking of, follow-up photographs; and document any victim statements regarding contact by the offender for forwarding to the investigating deputy for follow-up.
- Office support such as follow-up phone calls, assistance with DA requests for follow-up reports, or other paperwork as the investigating deputy sheriff deems necessary.

## **DIRECTIVE B: CSU DART General Regulations**

CSU DART-trained members will observe and adhere to the following procedures for the safety of the victims and the volunteers, the integrity of the investigative process, the support of successful prosecutions, and the compliance with applicable Code requirements.

- Office activities may be conducted without a partner.
- Field follow-up activities shall be conducted with a partner, unless specific prior authorization is received to work alone from the investigating deputy sheriff.
  - CSU DART members may respond to requests to pick up and transport documents without a partner.
- A CSU DART member may partner with a deputy sheriff, and the hours will be counted as a patrol shift, rather than as a ride-along shift.
- CSU DART members shall be in uniform unless specifically instructed to wear civilian clothing.
- A CSU DART member shall advise the dispatcher at time of log-on if any CSU DART activity is anticipated while on duty. The call sign shall be: DART Henry.
- CSU DART members shall not make any initial follow-up visits unless accompanied by another CSU member (does not have to be a DART-Trained member) or a deputy sheriff.
- CSU DART members shall not transport persons unless accompanied by a CSU partner. (exception: the supervising deputy may waive this requirement on a case-by-case basis, with due consideration given to the safety and protection of the CSU DART member, and with the consent of the CSU DART member.)
- CSU DART members taking follow-up photographs of injuries sustained by the victim shall do so only with the consent of the victim and at the direction of the investigating deputy sheriff. The member shall notify the investigating deputy if the victim requests a technical investigator to take the photograph and request further instruction.
- A DART Henry patrol unit may be dispatched for victim assistance at the request of the deputy handling the domestic violence-related call. The DART Henry unit shall stage until advised it is safe to enter by the handling deputy.
  - suspect must be in custody or no longer present
- A DART Henry 1-person unit (performing administrative duties) shall not be dispatched to a domestic violence-related call unless a deputy sheriff is present at all times. Dispatch or the responding deputy shall obtain the Patrol Sergeant's direct authorization prior to requesting a

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1-person CSU DART respond to a call. It is understood that these requests shall be rare.

KERN COUNTY SHERIFF'S OFFICE  
CITIZEN SERVICE UNIT  
POLICIES AND PROCEDURES

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**TITLE:** SPECIALIZED GROUPS

**NO.** I-100

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**EFFECTIVE DATE:** April 3, 1996

**REVISED:** August 30, 2013

**APPROVED BY:** Erik Levig, Commander

**REVIEWED:** September 1, 2020

**REFERENCE:**

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**POLICY**

As the CSU expands throughout the Sheriff's Office, certain divisions and units recognize the need for the use of CSU members. Generally, the requests by most divisions or units can be fulfilled by existing CSU groups.

However, when a request is made that requires specialized skills or training, and the need is long term, a new group may be established to fulfill the need.

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**PROCEDURE:**

Any division, unit or other sheriff's personnel having a need for a specialized CSU group shall:

- \* Request a specialized group in writing to the CSU Coordinator, fully explaining the need for the special group.

The CSU Coordinator will:

- \* Make an evaluation and forward the request with comments to the Volunteer Services Section Lieutenant/Commander for review.
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**DIRECTIVE A:**

- \* If needed, the CSU Coordinator will assist in recruitment for the new group.