

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICIES AND PROCEDURES**

**TITLE: RECORDS SECTION MINIMUM STANDARDS**

**NO. A-100**

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**EFFECTIVE DATE : 11-04-97**

**REVISED : 09-16-19**

**APPROVED BY : NATALIE MCGILL, RECORDS ADMINISTRATOR**

**REFERENCE :**

**REVIEWED : 09-16-19**

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**POLICY** : Staff in the Records Section are non-sworn members of the department. The role of non-sworn personnel is just as important as that of sworn. Our goals are the same. Therefore, staff in Records should view themselves with the highest esteem and conduct themselves accordingly. Below are the *minimum* standards expected of staff in the Records Section. By meeting these established standards, employees can expect a *standard* evaluation. *Above Standards* will be given when an employee goes above and beyond, *exceeding* established standards.

**PROCEDURE** :

**I. ACCEPTANCE OF RESPONSIBILITIES: (Minimum Standard)** Records Staff personnel are expected to undertake all tasks assigned to them, completing them in a timely manner, accepting responsibility for all assignments they fail to complete. Be willing to cross train in all units, learn all data bases including problem resolution thereof, accepting responsibility for referring to and learning section and departmental written policy and procedure (Compliance with Rules & Regulations, Acceptance of New Ideas and Procedures, Accuracy of Work, Performance with Minimum Supervision, Promptness in Completing work, Performance in New Work Situations, Equipment Operation).

A. Examples of unacceptable conduct: (not limited to)

1. Making excuses or shifting the blame to others rather than accepting responsibility for your own actions.
2. Failure to follow procedure.
3. Failure to consult written procedure, Supervisor and/or Records Administrator for further direction or clarification when unsure what is expected.

**II. WORK HABITS: (Minimum Standard)** Be present for duty, ensuring you are at

your workstation by the designated start time. All desks shall be kept clean and organized at all times. Be productively engaged in Department business at all times while on duty. Work with honesty and integrity. Submit time off requests through the proper chain within 48 hours minimum of projected time off. Emergencies will be accepted; however, emergency status will be determined by the supervisor. Advise your supervisor in writing of any changes in phone number, address, or marital status immediately. Advise supervisor of any problems or situations outside of the office that may affect your job (Attendance, Punctuality, and Physical Fitness).

Adhere to all established priorities for workflow unless otherwise directed by a Supervisor or the Records Administrator. Coordinate work with co-workers, ensuring work is distributed evenly, (everyone takes their fair share); ensuring priorities are handled in a timely manner. Always demonstrate a cooperative and willing attitude. You will be expected to work as a team to accomplish the goals of the unit. Answer phones by the second ring; acknowledge law enforcement at the counter immediately. Ensure processed work and/or documents released to authorized individuals are meticulous in appearance, legible and free from whiteout (Compliance with Rules and Regulations, Cooperation, Application of Effort, Interest in Job, Accuracy of Work, Neatness of Work, and Volume of Work Produced).

Be a problem solver, if you see something that needs to be fixed or can be done more efficiently, speak up and have a plan on how to fix the problem. Pursue opportunities to learn and develop; welcome ideas from others, be willing to learn from failures, and seek better ways to achieve goals. Build trust by respecting the contributions of others; encourage new ideas; contribute to larger goals and positive engagement; and share information. Take pride in your work and make sure it is completed on time if it has a deadline. If you are unable to meet a deadline, reach out to a supervisor to discuss how to meet those deadlines. If you find that you are overloaded with assignments, reach out to a supervisor so they can help you to catch up.

- A. Examples of unacceptable conduct: (not limited to)
1. Habitual tardiness.
  2. Loitering in break room at your designated start time rather than being at your workstation to be briefed by previous shift, requiring them to stay over.
  3. Excessive and/or loud personal conversations, which restrict the ability of others to carry out departmental duties, including the ability to concentrate on the matter at hand.

4. Allowing priorities to back log, instead choosing to work on non-priority duties without permission from Supervisor or Records Administrator.
5. Releasing documents which are illegible (too dark, too light, out of focus), or contain white out.
6. Avoiding law enforcement or public at the counter because you are not directly assigned to those areas.
7. Failure to immediately notify supervisor in writing of address and/or phone number change.
8. Failure to report any unusual circumstances during your shift to supervisor or Records Administrator (i.e., employee disputes, equipment failure, complaints, etc.).
9. Sleeping on the job.

**III. INTERPERSONAL RELATIONS: (Minimum Standard)** Staff shall treat co-workers and superiors with respect. Promote a positive line of communication by avoiding negative comments, racial, sexual, and/or religious slurs. Avoid and deter others from engaging in office/departmental gossip (*Cooperation, Public Relations, Written Expression, Oral Expression, Performance Under Pressure, and Quality of Judgment*).

A. Examples of unacceptable conduct: (not limited to)

1. Initiating or participating in office/departmental gossip, differentiation between shifts, negative comments regarding departmental policy and procedure.
2. Use of coarse or profane language.
3. Use of racial, religious, or sexual slurs. Open conversations with sexual overtones.
4. Distribution of jokes or literature, which may be offensive to others.
5. Undermining the attempts of others to complete their duties, coercing others into taking sides in disputes or making false statements regarding such, falsifying/altering documents completed by another.
6. Negative or derogatory comments about co-workers or their performance.

**IV. PUBLIC RELATIONS: (Minimum Standard)** Foster good public relations by treating the public with courtesy and patience. Acknowledge their presence immediately, listen to their questions or concerns completely prior to directing them to another division or department, never quoting policy & procedure of other departments, and never give out legal advice (*Oral Expression, Performance Under Pressure, Quality of Judgment, Cooperation*). Use sound judgement, tact, and diplomacy when responding to inquiries, correspondence, or email communications that may be sensitive in nature. Take the time to listen to what others are saying, develop good listening skills to understand another person's situation. Behave in a manner that inspires trust and respect confidentiality where appropriate.

A. Examples of unacceptable conduct: (not limited to)

1. Using coarse or profane language with individuals at the public counter.
2. Knowingly routing individuals to another department or division prior to determining or understanding their request.
3. Refusal to assist/direct the public based on the individuals, attitude, appearance, or race.
4. Giving out of legal advice, or recommendation of a specific Bond Company or private attorney.
5. Making negative or non-supportive statements regarding other department employees, divisions, or departments.
6. Avoiding individuals at the public counter because you are not directly assigned to that area.

**V. PERSONAL APPEARANCE - (Minimum Standard)** Staff in Records shall meet or exceed the dress code as outlined in the Kern County Sheriffs Office Policy and Procedure. Hair shall be clean and neatly combed, personal hygiene shall be at a level that is non-offensive to others. (*Personal Neatness, Physical Fitness*)

A. Examples of inappropriate dress or grooming: (not limited to)

1. Clothes not pressed, worn or frayed, dirty or stained.
2. Sweatshirts or t-shirts with commercial logos, offensive language or cartoons.
3. Dresses or skirts that are extremely short or contain high slits or vents.

4. Hosiery that is not professional in appearance or not appropriate with the rest of the ensemble.
5. Sheer clothing, low neckline.
6. Casual sandals or thong type sandals.
7. Un-kept, unclean hair.
8. Failure to bathe.

**VI. OFFICE SECURITY: (Minimum Standard)** Staff are required to guard the confidentiality of local criminal history and criminal history information available on local, state, and federal information systems. Access to Records Section shall only be granted to those deemed *authorized personnel* by first establishing an individual's identity, and a right and need to know, prior **to granting access or releasing any confidential information**. Only Sgts. or above may enter beyond the law enforcement counter without permission from the shift supervisor or Record Administrator. Staff shall report **any** security violations, or suspicions thereof, to the shift supervisor (or Records Administrator) **immediately**. (*Compliance with Rules & Regulations, Safety Practices, Quality of Judgment, and Performance with Minimum Supervision*).

A. Examples of security violations - (not limited to)

1. Allowing someone to enter the Records Section prior to establishing his or her identity or right and need to be there.
2. Releasing information without first obtaining picture I.D. or their right and need to know.
3. Releasing information over the phone without first knowing the caller or confirming their I.D. via fax or Teletype request when caller not known.
4. Allowing personal friends, or employees from other divisions/departments to loiter at the law enforcement counter or inside the Records Section.
5. Allowing law enforcement personnel to retrieve records from file cabinets/shelves unless authorization has previously been established.
6. Failure to report security violations, or suspicious activities to Records Administrator or shift supervisor in a timely manner.

**VII. ALCOHOL AND DRUG ABUSE POLICY****A. Employee Responsibility**

1. Employees shall not report to work or be on standby when off duty alcohol or drug use has impaired his/her ability to perform job duties.
2. Employees shall not possess or use alcohol, illegal drugs or prescription drugs without a valid prescription during working hours, while on official standby, on breaks or at anytime while on County property.
3. Employees shall inform their supervisor, before beginning work, when taking any medications, prescription or non-prescription, which may interfere with the safe and effective performance of job duties.
4. Employees shall not directly or indirectly sell or provide drugs or alcohol to any person while on duty. An employee shall not sell or provide drugs or alcohol to any on-duty County employee, regardless of their own duty status.
5. Employees shall submit immediately to an alcohol and/or drug test when requested to do so by a responsible manager or supervisor from the employee's department or other authorized manager or supervisor.
6. Employees shall provide, within 24-hours of request, proof of a current prescription for any drug or medication identified when a drug screen/test is positive or written documentation that a sample drug was provided by a physician, if the employee is taking the identified drug under orders of a physician. The prescription must be in the employee's name.
7. Any employee who is convicted of violations of a criminal drug statute as a result of activity, occurrences, or events, which are also in violation of the terms of the County of Kern Alcohol and Drug Abuse Policy, shall report the conviction to their department head within five (5) days following said conviction. Failure to provide such notification may result in disciplinary action pursuant to Rule 1700 of the Civil Service Commission Rules.

**B. Management Responsibilities and Guidelines**

1. Managers and supervisors are responsible for enforcement of this policy.

2. Managers and supervisor may request that an employee submit to a drug or alcohol test when there is reasonable suspicion that an employee is under the influence of drugs or alcohol while on the job.
3. “Reasonable suspicion” is a belief based on objective facts sufficient to lead a supervisor or manager to suspect that the employee is under the influence of drugs or alcohol such that the employee’s ability to perform the functions of the job is impaired or the employee’s ability to perform his/her job safely is reduced.
  - a. Slurred or incoherent speech.
  - b. The odor of an alcoholic beverage on the breath.
  - c. Unsteady walking and movement.
  - d. An accident involving County property.
  - e. Unusual appearance (i.e., glassy or bloodshot eyes).
  - f. Unusual or irrational behavior.
  - g. Possession of alcohol or drugs.
  - h. Information received from a reliable person with personal knowledge.

C. **Reasonable Suspicion Screen – Drugs and Alcohol**

1. Upon determination that reasonable suspicion exists to believe an employee is under the influence of alcohol and/or drugs, the employee’s department head, or designee, may order the employee to provide a urine sample for testing.
2. The employee will be warned that refusal to provide a urine sample will be considered an insubordinate act, and may subject the employee to disciplinary action up to and including dismissal.
3. The employee may also elect to have blood drawn and analyzed in addition to a urine sample.

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICY AND PROCEDURES**

**TITLE: SHIFT BIDS**

**NO. A-105**

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**EFFECTIVE DATE : 01-01-91** **REVISED : 11-17-20**  
**APPROVED BY : NATALIE MCGILL, RECORDS ADMINISTRATOR**  
**REFERENCE : KLEA-MOU Article X, KCDOA ARTICLE III**  
**REVIEWED : 11-17-20**

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**POLICY** : Federal and State mandates require that the Sheriff's Office – Records Section must be manned 24/7. Shift bids have been established to provide for fair and equal treatment of all personnel. Shift bids will be routinely held every six months and finalized as close to two weeks prior to the onset of the new bid period as possible. There may be times when a new bid is needed to meet the needs of the department, staffing levels, etc. Any employee can be required to work any shift, any day of the week, including weekends and holidays, and may be required to work overtime at a moment's notice. The Records Administrator and Sheriff Sr. Support Specialists will establish a schedule based on staffing levels, needs of the Records Section, and the needs of the department, prior to each shift bid. Once a schedule has been established, staff in the Records Section will bid in the order of seniority within each unit. The memorandum of understanding (MOU) with SEIU does not address the issue of shift bids; therefore, reference and past practice has been made to the KLEA and KCDOA MOUs.

**DIRECTIVE** : **Shift bids will be conducted normally twice yearly. Bidding and shift preference will be based on seniority. Procedures for shift bidding will be established and handled by the Records Administrator, or their designee. If an employee is on his/her days off, vacation, or sick leave, only a supervisor can enter the employee's name next to their desired schedule, after verbal authorization from the employee. Staff must be a full duty worker by the date the shift bids take effect. The Records Administrator reserves the right to assign shifts based on the needs of the Records Section.**

**PROCEDURE** :

**I. ESTABLISH SENIORITY**

- A. The Sheriff Sr. Support Specialist shall:
  - 1. Review the seniority list for accuracy and completeness.

2. Seniority will be based on the following:
  - a. Title Held. If equal, Item b to be considered.
  - b. Time in Title. Computed from the date an employee was officially appointed to that title in a permanent, allocated, position. If equal, Item c to be considered.
  - c. Time in Service. Total length of unbroken employment with the Kern County Sheriff's Office in a full-time classification. In the event the seniority of two or more employees remain equal after consideration of Items a-c, the final ranking of the seniority shall be determined by lottery.
  - d. The seniority list will be posted at least two weeks prior to posting the bid to allow staff to review and address any discrepancies.

## **II. ESTABLISH SCHEDULES**

- A. Records Administrator and the Sheriff Sr. Support Specialist(s) will confer to set schedules based on the needs of the Records Section and the Sheriff's Office.
- B. The schedule shall be based on:
  1. The existing number of full duty employees eligible to bid and the Section's needs.
- C. Assigned Positions:
  1. Contingent upon staffing levels, the Records Administrator may authorize staff to submit a request in writing, if they wish to be considered for any specialized position in Records.
    - a. Assignment to these positions shall be based on prior performance in whole based on the employee's performance review.
  2. Exemptions: The Records Administrator or Sheriff Sr. Support Specialist reserves the right to make exceptions and assign shifts in the following circumstances.
    - a. To provide for emergency situations that may arise.
    - b. To provide for re-training or appropriate supervision of

personnel whose job performance is substandard or unsatisfactory, as noted in evaluations, memos, or documentation.

- c. To compensate for temporary vacancies due to illness, injury, leaves of absence, resignations, or terminations.
- d. To correct an imbalance in the experience level of personnel assigned to any given shift.

### **III. POSTING THE SHIFT BID**

- A. Prior to posting the bid, the Sheriff Sr. Support Specialist, or designee shall:
  - 1. Print a current copy of the appropriate seniority list.
  - 2. Print a copy of the approved schedule.

**NOTE: If positions have been assigned, the names of those assigned shall be placed on to the schedule next to their assigned position, prior to posting the bid. A notation of “skip” shall be placed next to their name on the seniority list.**

- 3. Two weeks prior to the start of the new bid period, the Sheriff Sr. Support Specialist of each unit will post the shift bid schedule on the bulletin board.

### **IV. BIDDING PROCESS**

- A. Bids shall be conducted by secret ballot.
- B. Each employee shall review the schedule then use the bid sheet to indicate their desired shift in order of choice.
- C. Bids are to be submitted to appropriate Sheriff's Sr. Support Specialist by the designated due date and time.
- D. Any Bid Packets received after the designated due date and time will be processed according to the last available shifts
- E. If an employee is off on RDOs or vacation for more than one day:
  - 1. The employee may call the Sheriff Sr. Support Specialist to submit his/her bid.

2. The supervisor on duty may call the employee at home to request his/her bid.

F. The shifts may be rebid if staffing assignments change after the shift bid and the Records Administrator determines a new bid needs to occur.

**V. MEDICAL LEAVE OR LIGHT DUTY STATUS DURING SHIFT BID**

A. Employees off on extended leave or on light duty (i.e. work restrictions) who are not expected to return to regular duty before the new shift bid schedule starts will not be allowed to bid for that cycle.

B. Employees not eligible to bid shall be assigned a shift based on their light duty status, work restrictions, and Records Section needs.

**VI. TRANSFERS AND NEW EMPLOYEES**

A. New employees and transfer employees will be assigned an initial six-week schedule for training, which may be extended on an individual basis. Two weeks prior to the end of training, the employee will be assigned to a vacant slot or a shift that meets departmental needs.

B. Above personnel will be eligible to bid for a shift at the next bid cycle.

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICIES AND PROCEDURES**

**TITLE: SHIFT CHANGE**

**NO. A-110**

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**EFFECTIVE DATE : 01-06-92**

**REVISED : 11-19-19**

**APPROVED BY : NATALIE MCGILL, RECORDS ADMINISTRATOR**

**REFERENCE :**

**REVIEWED : 11-19-19**

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**POLICY** : Every employee in the Records Section will complete any and all necessary tasks to ensure a smooth transition to the next shift.

**PROCEDURE** :

**I. OFF-GOING PERSONNEL:**

A. Records shift supervisor will:

1. Conduct a "brief" inspection of the work unit 15 minutes prior to the end of the shift, which will include checking for overlooked fax messages and teletypes.
2. Ensure common areas are clean and free of food and debris.
3. Advise the on-coming Shift Supervisor of any information or incidents, which may affect the operations, or security of the shift.

B. Records staff and I.D. will:

1. Ensure their work area(s) is clean and in order including:
  - a. All trash is thrown away.
  - b. Paper for shredding is properly separated from the trash.
  - c. All shredding has been shredded.
  - d. Any incomplete work is left in its designated place.

- C. Thoroughly brief the on-coming shift of all information that may affect their shift.

**II. ON-COMING PERSONNEL:**

- A. Shift supervisors will:
  - 1. Discuss work status with previous Shift Supervisor.
  - 2. Notify the appropriate personnel of information that may affect them.
  - 3. Make “rounds” to ensure I.B.1. are done.
- B. Records staff will:
  - 1. Discuss work status with previously assigned personnel.
  - 2. Report any complications to the Shift Supervisor as they are found.
  - 3. Shall not leave their assigned post until their replacement arrives, unless otherwise approved by their immediate supervisor or the Records Administrator.

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICIES AND PROCEDURES**

**TITLE: BREAKS**

**NO. A-115**

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**EFFECTIVE DATE : 01-06-92**

**REVISED : 12-19-11**

**APPROVED BY : NATALIE MCGILL, RECORDS ADMINISTRATOR**

**REFERENCE :**

**REVIEWED : 9-16-19**

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**POLICY** : As stated in the Kern County Policy & Procedures Manual, Sec. 410.2, "the rest period, or coffee break, is not a right to which employees are entitled. It is a privilege granted by the public through the Board of Supervisors, which in turn, gives authority to department heads to control such periods within their respective departments. Rest periods may be authorized for periods not to exceed 15 minutes during each four-hour work period." It has been the past practice of the Records Section, to allow two 15-minute breaks and one 30-minute lunch period for every 8 hours worked.

**DIRECTIVE** : **The policy for breaks is as follows:**

1. **Staff with paid lunches may not leave the 1350 Norris Road premises at any time during their shift without prior approval from their supervisor or the Records Administrator. In doing so, staff must use their own time (i.e., vacation, sick leave, or CTO).**
2. **Reading of personal materials, taking care of personal business, or making personal phone calls shall be done during designated break times**
3. **Breaks shall be taken in an area where you are away from working staff (i.e., Break Room, outside, etc).**
4. **Individuals from other units/divisions shall not take their breaks in Records Section, unless it is in the break room.**
5. **Smokers are not entitled to extra breaks.**
6. **Staff may be required to flex break times or take their lunch break at their desk to ensure there is adequate staffing to cover phones and the counters.**

**PROCEDURE** :

**I. ASSIGNMENT OF BREAKS:**

- A. At the beginning of each shift bid, or as needed, shift supervisors shall:
1. Establish a balanced break schedule to ensure:
    - a. All areas (phones, counters, printers, faxes, etc.) are monitored continually.
    - b. No breaks are taken within the first and last hour of each shift.
  2. Allow staff to sign up for designated break/dinner times based on seniority.

**NOTE: The shift supervisor has the authority to assign breaks based on department needs during times of low staffing.**

**II. TAKING BREAKS:**

- A. Staff shall take breaks at their scheduled times.
- B. Before going on your break:
1. Ensure there is adequate coverage.
    - a. **If not**, advise your shift supervisor of the situation.
      - i. Supervisor will make the decision as to whether you may leave or not.
      - ii. Supervisor may request you hold off on your break for a short period of time, until adequate coverage is available.
      - iii. Supervisor may request you shorten your break/lunch.
      - iv. If no supervisor available, discuss/coordinate with co-workers to reach a fair and reasonable solution, i.e. shortened breaks for all, or rotation/delay in breaks.
  2. Advise supervisor (or co-workers in supervisors absence) of any pending work.
    - a. Do not leave printouts on the printer.

- b. Do not leave law enforcement or the public waiting at the counter.
- 3. Advise supervisor (or co-workers in supervisor's absence) of your intention to leave your work area.

**III. DURING YOUR BREAK/LUNCH:**

- A. Advise shift supervisor (or co-workers in supervisor's absence) where you will be, in case you are needed.
- B. No crossing of streets during your break, if you have a paid lunch/break.
- C. No sleeping in personal vehicles/parking lot.
- D. Staff walking in or around the parking lot after dark, do so at their own risk.
- E. Allow enough time to clean up the area you were eating at, disposing of trash, cleaning up spills/crumbs, and washing dirty dishes.

**IV. UPON RETURNING FROM BREAK/LUNCH:**

- A. Advise supervisor (or co-workers) of your return.
- B. If others are scheduled to break after you, take over any tasks they are currently working on so they may go at their scheduled times.

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICIES AND PROCEDURES**

**TITLE: SECURITY IN THE RECORDS SECTION**

**NO. A-125**

**EFFECTIVE DATE : 05-02-91**

**REVISED : 3-25-21**

**APPROVED BY : NATALIE MCGILL, RECORDS ADMINISTRATOR**

**REFERENCE :**

**REVIEWED : 3-25-21**

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**POLICY** : DOJ mandates the Records Section remain a secured area. Anyone having physical access to the CLETS terminal must be fingerprinted and processed through the full law enforcement background check. There will be inspections made by DOJ to ensure each agency is in compliance with this mandate. In order to protect the security of confidential documents and systems, strict security measures will be enforced. No unauthorized personnel will be allowed into Records at any time, unless they have a compelling "need" and approval from the shift supervisor. Between the hours of 1800 & 0700 Monday through Friday, and on weekends and holidays, the public counter and lobby area will remain closed. **Authorized law enforcement personnel** may gain access to Building B after business hours by using their key or by entering through any secured door with keypad access.

**DIRECTIVE** : It is the responsibility of all employees to ensure the Records Section is secure. All personnel in Records shall wear official Kern County Sheriff's Office identification while on duty. If for any reason, we are "cited" by DOJ for a violation that could have been controlled by a supervisor or staff, the individual responsible may be subject to discipline. At no time shall Records allow anyone into restricted areas or allow them to wander throughout the 1350 Norris Road complex without an employee escort at all times. Restricted areas in Records are the Records Administrator's office, the file room, and microfilmed case files. Unauthorized individual access shall be reported to the shift supervisor and the Records Administrator immediately in writing. **NEVER LEAVE RECORDS TO INVESTIGATE OR ATTEMPT TO DEFUSE A POTENTIALLY HAZARDOUS SITUATION.**

**PROCEDURE** :

**I. AUTHORIZED PERSONNEL ARE:**

A. **Records Staff** - personnel on duty.

B. **Command Staff:**

1. Sheriff
  2. Under Sheriff
  3. Chief Deputy Sheriff
  4. Commander or Detentions Lieutenant
  5. Records Administrator
  6. Chief Coroner
- C. **Senior Deputy or Sergeant – on official business.**
1. Red shoulder patch – Sworn Peace Officers
    - a. Sr. Deputy- two stripes.
    - b. Sergeant – three stripes.
- D. Sheriff's Report Desk personnel – in the course of their duties.
- E. Technology Services Division Staff – in the course of their duties.
- F. Janitors will be allowed in Records to complete their work tasks only.
- G. **Law Enforcement** may enter Records to use the copy machines, contact the CLETS Operator during the **performance of their duties**, request assistance with LERMS entries, or to approach a Supervisor.
- H. *Anyone not noted above is considered "unauthorized" and shall not be allowed past the Law Enforcement Counter.*
- I. All requests for a copy of a report by law enforcement shall be handled at the Law Enforcement Counter.

## II. VISITORS TO RECORDS

- A. **Family members** may come to Records to eat meals with staff that are on duty, provided they remain in the lobby or at the law enforcement counter (after hours), until the employee is ready to take their dinner break.
1. Meals are to be eaten in the Building B break room.
  2. The "visit" shall be brief and not interfere with the performance of

employee's duties.

3. All visitors must be escorted by the employee at all times.

- B. **Former employees** shall not be allowed access through any security doors after normal business hours.

### III. BUILDING LOCK DOWN:

- A. FRONT DOORS to Building B will be locked and unlocked by Records staff.

1. Both sides of the double doors are locked @ 1700 hours Monday through Friday (or the day before a holiday).
2. Both sides of the double doors are unlocked @ 0800 hours Monday through Friday (or the day after a holiday).

- B. SECURITY DOORS – Building B

1. Records personnel shall make sure all security doors with keypads are closed and always secured in Building B.
2. Any doors that will not secure should be reported to your supervisor immediately.

### IV. AFTER HOURS, WEEKEND, & HOLIDAY ACCESS:

- A. Authorized personnel wishing access after business hours must do so through the security doors with keypads. All Sheriff Personnel shall wear their Sheriff's Office identification above the waist so that it can be seen.

- B. **General Public shall not have access to Building B after hours, weekends, or holidays. Contact the Communications Center or the Patrol Sergeant on duty if there is a violation.**

- C. General Public seeking assistance may use the ring down line outside of Building B or the public telephone located outside of Building A to contact the Communications Center.

1. **If a subject is in immediate danger**, advise them to wait where they are and call the Communications Center (861-3110).
2. Advise the dispatcher of the situation and request assistance. **Never let anyone in.**

- D. Law Enforcement seeking assistance after hours - Visualize officer/deputy through the front door area. You must see their badge before you allow access.
- V. LAW ENFORCEMENT COUNTER - When state or county agencies make requests for copies of reports or criminal history at the public counter; they may have access to the law enforcement counter once they have shown proper identification.**
- A. Access approved for:
1. Detectives & officers from local police & other county sheriff's offices.
  2. District Attorney's Office.
  3. State agencies (i.e., Parole, DMV, and Lottery).
  4. Federal agencies (i.e., FBI, Secret Service, DEA).
  5. County agencies (i.e., County Counsel, Human Services, Housing Authority, Fire Dept.).
- B. Access denied for:
1. General public.
  2. Public Defenders or private attorneys.
  3. Private Investigators.
- VI. GRAND MASTER KEYS**
- A. Only authorized personnel shall have access to master keys located in Records. The Grand Master keys (#2) shall only be signed out by a Sergeant, or their designee, or Command Staff. The sergeant may call and designate personnel to pick up the key.
- B. Everyone must sign the logbook as to the date and time they take the key. Records personnel shall log the key in and out. The grand master key must be returned immediately after use (ten-minute limit).
- C. Report any conflict of procedure to the supervisor immediately.

**VII. INTERCOM – to call for assistance from in-house sworn personnel, if we have someone who is potentially violent; in a verbal altercation with someone that could turn physical; is physically assaultive to others; is putting others in danger, or augmentative towards staff, etc.**

- A. Pick up the receiver, dial 1-7777.
  - 1. When the line picks up, press \*.
  - 2. The line is now open enabling you to speak over the intercom.
  - 3. Say “415 Lobby Building B”.

**VIII. PANIC BUTTON – to call for assistance from in-house sworn personnel, if we have someone who is in possession of a weapon of any kind and is using that weapon to attempt to gain access into a secured area; or is threatening another individual or staff with a firearm.**

- A. Press the panic button located under the teletype desk.
- B. Hold it down for three (3) seconds.
- C. Remove the panic button from its holder and exit the area through the back of the office.
- D. **All staff shall** go directly to the breezeway between buildings A and B.
- E. Remain in that location until given the all clear signal from sworn personnel.
- F. Records personnel are responsible for turning off the alarm once the all clear has been given by entering the password on the alarm key pad.

**Note:** The panic button will only sound an alarm in the Detective Division. After hours and on holidays when detectives are off duty staff must call the Communication Center to request assistance from officers in the field.

- G. Refer to next step.

**IX. DIRECT LINE TO COMM CENTER**

- A. The Communications Center’s phone number is programmed into every phone in Records.

1. Generally, the auto-dial number is located last in the series of lines and is labeled "Comm Center <sup>h</sup>".
2. On the **teletype** phone, the Communications Center's phone number is located in the
3. On the **Civil Desk** phone (formerly substation desk), the Communications Center's phone number is located in the "e" position.

**X. SWAT ALARM**

- A. This is the intercom located on the Shift Supervisors' desk. If it starts to ring, push the red button and ask for the identity of the person attempting to gain access to the SWAT locker.
- B. If you do not get a response, contact the Comm Center and request they dispatch a deputy to investigate.
- C. If you are familiar with the name of the person identifying themselves, call the Communications Center, provide them with the individual's name, and request they "reset" the alarm.
  1. If you are unfamiliar with the name,
    - a. Request the deputy's badge number and area of assignment.
    - b. Call the Communications Center and provide them with the deputy's name, badge number, and area of assignment.
    - c. Confirm they are familiar with this individual.
      - i. If they are, request they "reset" the alarm.
      - ii. If not, request they dispatch a deputy to investigate.

**XI. "EXTRA" PHONE AT SHIFT SUPERVISORS' DESK ("THE BAT PHONE")**

- A. This is the only non-computerized phone located at Headquarters. It is not specific to Records.
- B. Should the networks that enable the use of phones at Headquarters fail, this phone is the only one that will still work.
  1. This phone will dial directly (you do not need to dial 9 first).

- C. Each time this phone rings, it MUST be answered.
  - 1. Because this phone is not specific to Records, you should simply answer, "Kern County Sheriff's Office. May I help you?"

/nm.3-25-21

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICIES AND PROCEDURES**

**TITLE: CHAIN OF COMMAND**

**NO. A-130**

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**EFFECTIVE DATE : 01-16-98**

**REVISED : 03-21-08**

**APPROVED BY : NATALIE MCGILL, RECORDS ADMINISTRATOR**

**REFERENCE : Kern Co. Sheriff's Office P & P**

**REVIEWED : 9-16-19**

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**POLICY** : The Kern County Sheriff's Office Policies and Procedures define the chain of command as, "the unbroken line of authority extending from the Sheriff through a single subordinate at each level of command to the level of execution". This chain of command allows staff to know quickly who they must go to in addressing problems/concerns, obtaining adequate training, requesting time off, and who they must be accountable to, in the performance of their daily assignments.

**DIRECTIVE** : Staff will not go around or above their direct supervisor unless they need to discuss a subject, which they feel, cannot be discussed with their immediate supervisor. At that point go to the next higher level in the chain. Do not go to another shift supervisor unless that supervisor is acting as your supervisor.

**PROCEDURE** :

**I. CURRENTLY THE CHAIN IS AS FOLLOWS:**

- A. Sheriff.
- B. Under Sheriff.
- C. Chief Deputy Sheriff - Assigned to Law Enforcement Bureau.
- D. Commander – General Investigations Division.
- E. Records Administrator.
- F. Sheriff's Sr. Support Specialist.
- G. Sheriff's Support Specialist (shift supervisor) responsible for your shift (may call another shift supervisor if unable to reach your shift supervisor).

**II. Sheriff's Sr. Support Specialist SHALL - Answer directly to Records**

**Administrator.**

**III. Sheriff's Support Specialist SHALL - Answer directly to Sheriff's Sr. Support Specialist.**

**IV. Sheriff's Support Technicians SHALL:**

A. Answer directly to the shift supervisor currently responsible for the shift employee is working.

B. For **technical/procedural** questions:

1. Check procedures manual for clarification.

2. If assistance is still required, contact your shift supervisor.

3. If no supervisor on duty and question/problem **cannot wait** until your shift supervisor returns:

a. Phone **your** shift supervisor.

b. If unavailable, attempt to contact a shift supervisor from another shift or the Sheriff's Sr. Support Specialist.

c. If both unavailable and it is urgent, call Records Administrator.

C. For **problems, security violations,** etc.:

1. If you **are able** to handle situation/problem or it can wait until a supervisor is on duty, leave a brief note for your supervisor **and** Records Administrator.

2. If **you can't** handle the situation/problem contact your shift supervisor.

3. If no supervisor is on duty and you are unable to contact your shift supervisor, contact another shift supervisor or the Sheriff's Sr. Support Specialist.

4. If unable to contact any shift supervisor **and situation is urgent/severe**, call the **Records Administrator**.

D. For **time off** requests:

1. Contact **your** shift supervisor.
2. If your shift supervisor will be absent until after your requested time off, and you are unable to contact your supervisor, contact another shift supervisor or the Sheriff's Sr. Support Specialist.
3. If unable to contact a shift supervisor or the Sheriff's Sr. Support Specialist, phone the Records Administrator (see P&P A-220 Vacation).

/jmw.9-16-19

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICIES AND PROCEDURES**

**TITLE: TARDINESS**

**NO. A-200**

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**EFFECTIVE DATE : 09-11-96**

**REVISED : 04-19-13**

**APPROVED BY : NATALIE MCGILL, RECORDS ADMINISTRATOR**

**REFERENCE :**

**REVIEWED : 9-16-19**

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**POLICY** : The Records Section is a 24-hour operation requiring adequate staffing around the clock. Therefore, a written schedule is prepared and posted in advance. It is the responsibility of the Shift Supervisor to make emergency changes in work schedules, and to advise those involved, when necessary to adequately staff shifts due to sick leave or vacation.

**DIRECTIVE** : **Employees will be punctual in reporting for duty at the designated time.**

**PROCEDURE** :

**I. ALWAYS ALLOW ADEQUATE TIME FOR TRAFFIC AND A TRAIN:**

- A. Prior to the beginning of your shift, **when you know you will be late** call the Shift Supervisor on duty.
- B. Person receiving the call shall e-mail all supervisors to advise employee is going to be late.
- C. When the employee arrives, they will e-mail all supervisors to advise that they were late and when they arrived.
- D. Supervisor will add an entry on the Sheriffnet calendar documenting the absence, if coverage was needed for the tardy, etc.

**II. TARDINESS WILL BE HANDLED AS FOLLOWS:**

- A. For occasional tardiness:
  - 1. Will be noted by Shift Supervisor/Records Administrator.
  - 2. At the discretion of the Shift Supervisor/Records Administrator, time

may be made up by use of vacation time or CTO for time in 6-minute increments.

**NOTE: Because Kern County has an ordinance that requires 24-hour prior approval of Vacation/CTO, supervisors DO NOT have to approve their use for tardiness.**

- B. For Habitual Tardiness:
  - 1. Oral Admonishment.
  - 2. Loss of pay.
  - 3. Written reprimand, which may result in time off without pay.

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICIES AND PROCEDURES**

**TITLE: SICK LEAVE**

**NO. A-210**

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<b>EFFECTIVE DATE</b>	<b>: 11-18-91</b>	<b>REVISED</b>	<b>:03-23-2021</b>
<b>APPROVED BY</b>	<b>: NATALIE MCGILL, RECORDS ADMINISTRATOR</b>		
<b>REFERENCE</b>	<b>: Civil Service Rule 1200; KCSO Policy and Procedure B-400</b>		
		<b>REVIEWED</b>	<b>: 03-23-2021</b>

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**POLICY** : Each fulltime employee shall earn sick leave at the rate of 2.46 working hours per biweekly pay period in their first 5 years of employment, and 3.69 working hours per biweekly pay period from year 6. Credit will begin from the first day of regular employment. The maximum credit, which may be accumulated, is 1152 hours (144 days).

**DIRECTIVE** : **THE EMPLOYEE WILL NOTIFY** the shift supervisor on duty **2 HOURS PRIOR TO** the beginning of the assigned shift, so any needed coverage may be arranged. The only exception to this will be a case such as hospitalization of employee, in which case a family member may call in the place of the employee.

Never rely on an e-mail, text message, or voicemail left for a supervisor. You must speak directly with your immediate supervisor, a supervisor in the unit you are assigned to, or the Records Administrator before being absent from duty to ensure arrangements have been made to cover your shift. It is the responsibility of the on-duty shift supervisor, or the supervisor receiving the call, to ensure that there is adequate coverage for the affected shift.

Immediately upon return to work, an e-mail will be sent to all supervisors to advise of the absence. Failure to comply with this will be considered an unapproved absence and/or a leave without pay, which may result in disciplinary action.

**PROCEDURE** :

**I. SICK LEAVE MAY BE USED FOR:**

- A. Medical or Dental Appointments – e-mail all supervisors **as soon as the appointment is made.**

- B. Personal Illness – an e-mail to be sent to all supervisors is required immediately upon return to work.
  - 1. If 3 days or longer, a Dr.'s note **MAY BE REQUIRED**.
  - 2. If 3 days or more in a single month, a Dr.'s note **MAY BE REQUIRED**.
  - 3. If 5 days or longer, a Dr.'s note **IS REQUIRED**.
- C. Family Sick Leave may be used for up to 80 hours per calendar year for family members, as per "Example A".
- D. Death or funeral of family members designated on "Example A", whether residing with employee or not.
- E. If you are calling out sick, you can only use sick leave to cover your time off. If you do not have any sick leave accrued to cover your illness, your time off will be unpaid. If you have completed leave of absence paperwork and have certification from a medical doctor stating the necessity for the leave, including the required anticipated duration of the leave, you may use other accrued balances after exhausting your sick leave.

## **II. WHEN CALLING IN SICK:**

- A. When calling in sick, staff are to speak to a supervisor directly. Staff are not to use the following methods when calling in sick:
  - 1. Leaving a message/voice mail.
  - 2. Text message.
  - 3. E-mail.
- B. Staff are to proceed accordingly when calling in sick:
  - 1. **Sheriff's Support Technicians** - shall call any supervisor on duty for, **2 hours prior** to the beginning of your scheduled shift.
    - a. Supervisor receiving the call will determine if coverage is required and send an e-mail to all Records Supervisors.
    - b. If there is no Supervisor on duty then you must call the next on duty supervisor for your unit.

2. **Sheriff's Support Specialists** - shall call the Sheriff's Sr. Support Specialist for their unit **2 hours prior** to the beginning of your scheduled shift.
  - a. If the SSSS of your unit is unavailable you may notify the SSSS of the other unit.
3. **Sheriff's Sr. Support Specialist** - shall call the Sheriff's Support Specialist (or SST on duty) **and** the Records Administrator, **2 hours prior** to the beginning of your scheduled shift.
4. If you have signed up for overtime and **you cannot come in for the shift** you signed up for, **you will be responsible to find coverage** and advise Supervisors in the change in coverage as soon as possible.

**B. The supervisor on duty shall:**

1. Determine if coverage is needed.
  - a. Call someone in to work overtime.
  - b. Request someone stay over until coverage arrives.
2. E-mail all supervisors to advise of the situation.
3. Advise affected shift of coverage arrangements upon their arrival.

**C. If no supervisor on duty, call your immediate supervisor, who will:**

1. Call Records to determine if coverage is needed.
  - a. Call someone in to work overtime.
  - b. Request someone stay over until coverage arrives.
2. Upon return to work, immediate supervisor shall e-mail all supervisors to advise of situation.

**D. If unable to reach any shift supervisor, proceed up the chain of command beginning with the next scheduled supervisor for your unit; the SSSS for your unit; or the Records Administrator until you contact someone. The supervisor or Administrator will:**

1. Call Records to determine if coverage is needed.

- i. Call someone in to work overtime.
  - ii. Request someone stay over until coverage arrives.
2. Upon return to work, supervisor shall e-mail all supervisors to advise of situation.

### **III. DOCTORS NOTES**

- A. If a doctor takes you off work you must obtain a doctor's note.
- B. All doctor's notes must be submitted to the Sheriff's Office Risk Management Unit within 24 hours of issuance by the doctor.
  1. When the doctor takes you off work, request he/she fax a copy of the note to your immediate supervisor.
  2. If your supervisor will be out of the office,
    - a. Direct the fax to the SSSS for your unit or the supervisor for your unit on duty.
    - b. The supervisor receiving the note will be responsible for faxing the note to the Sheriff's Risk Management Unit at 392-4388 or emailing the note to [sheriffm@kernsheriff.org](mailto:sheriffm@kernsheriff.org).
- C. The note must include the following:
  1. The date of the exam.
  2. Prognosis for recovery (return to duty date).
  3. Date of next scheduled appointment, if applicable.
- D. If the doctor is placing you on "light duty" or places restrictions on your return:
  1. The note must be from a "MD" or "DO". A note from a Physician's Assistant or Nurse Practitioner is not acceptable.
  2. The note must specify the restrictions (i.e., no heavy lifting, bending, stooping, etc.).
    - a. A note that simply states "light duty" is not valid.

- b. You will not be allowed to return to work until a valid note is received.
- 3. The employee must provide the Sheriff's Office Risk Management Unit with an updated doctor's note from their treating physician every 30 days.
  - a. A copy of the updated note shall also be given to the employee's immediate supervisor.
  - b. Both the employee and the supervisor will ensure that they are working together to comply with any job modifications.
- 4. Light duty assignments will not exceed 6-months.
  - a. If at the end of 6-months it is determined you are still not be able to return to full duty you will be moved to another assignment until you are returned to full duty.
  - b. A doctor's note must be provided to the Sheriff's Office Risk Management Unit once you are removed from light duty.

#### **IV. MEDICAL LEAVE OR FAMILY LEAVE FORM (EXAMPLE B)**

- A. To be filled out if employee or a family member the employee is responsible for has a chronic illness that will most likely result in frequently missing work due to doctor's appointments, procedures, or hospitalizations.
- B. Forms must be completed by your doctor and submitted to Payroll.
- C. Payroll will notify the employee's immediate supervisor that a form is on file.
- D. Due to HIPPA rules, the specific details regarding the type of illness will not be disclosed to Payroll or to the employee's supervisor.

#### **V. UPON RETURN TO WORK, OR IF YOU WILL NOT RETURN TO WORK PRIOR TO THE TIME PAYROLL IS DUE:**

- A. Check most recent check stub or Auditor Net to ensure sick leave balance will cover time off.
  - 1. **If so**, e-mail supervisors to advise of the absence.

**If not**, you will not be allowed to use vacation or CTO or any other type of accrued leave to cover insufficient sick leave balances except as follows:

- a. If the absence is catastrophic in nature (i.e. hospitalization, tragic accident, etc.) and the SSSS of your unit or Records Administrator have authorized use of other accruals.
- b. A pre-approved leave of absence form is on file with Payroll (i.e., for scheduled surgery or other hospitalization).
- c. A Medical Leave or Family Leave form is on file with Payroll.
- d. You have a Doctor's note placing you off work and you have exhausted all your sick leave accruals.

/JMW 3-23-2021

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICIES AND PROCEDURES**

**TITLE: VACATION**

**NO. A-220**

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<b>EFFECTIVE DATE</b> : 11-08-91	<b>REVISED</b> : 11-19-19
<b>APPROVED BY</b> : NATALIE MCGILL, RECORDS ADMINISTRATOR	
<b>REFERENCE</b> : SEIU/MOU; Kern Co. Ord.: SEC 3.32	<b>REVIEWED</b> : 11-19-19

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**POLICY** : All County employees who have passed their initial 6-month probationary period are entitled to vacation with pay. Employees who earn CTO are entitled to use the time once it is earned. The Records Section will handle all requests on an individual basis. However, the basic guidelines set forth in Kern County General Ordinance, Sec. 3.32, are as follows:

1. The maximum accumulation for vacation is:
  - a. At year 1 – 3.69 times the total accrual rate for one (1) year.
  - b. At year 5 – 5.23 times the total accrual rate for one (1) year.
  - c. At year 10 – 6.76 times the total accrual rate for one (1) year.
  - d. At year 15 – 8.30 times the total accrual rate for one (1) year
2. Single day vacation requests may be submitted a maximum of three (3) times per calendar year, with as little as 24-hour notice.
3. The maximum duration of vacation taken at one time is limited to two (2) times that which the employee would earn in one (1) year.

**DIRECTIVE** : **No vacation will be used for time off unless pre-authorized by the employee's designated supervisor. It is the responsibility of the employee to monitor his/her own balances to ensure there is sufficient time available prior to requesting vacation time.**

**PROCEDURE** :

**I. WHEN REQUESTING VACATION:**

- A. Verify there is sufficient vacation time available.

1. Check vacation and CTO balance on most recent check stub or in Auditor net to ensure time is available.
  2. Check previously approved time off requests to ensure you will have enough vacation and/or CTO to cover those requests as well as your new request.
    - a. If enough time is available, proceed to step B.
    - b. If enough time isn't available, employee must cancel a current time off request to have the new one approved, which can be done in step B.
- B. E-mail your request for vacation to the appropriate supervisors:
1. **Sheriff's Support Technician** – to all Records supervisors. If your designated shift supervisor is unavailable prior to and during the requested time off, the Sheriff's Senior Support Specialist will review the request.
  2. **Sheriff's Support Specialist** – to both Sheriff's Senior Support Specialists and Records Administrator.
  3. **Senior Sheriff's Support Specialist** – to Records Administrator.

Once the request is approved and coverage has been found, if required, all staff are to submit their time off requests on the In/Out Board through AuditorNet

## **II. YEARLY VACATION REQUESTS:**

- A. Time off requests must be submitted once the **entire** bid is completed.
- B. Staff has one week to turn in requests as outlined in step I A.
- C. Requests will be accepted for the **new bid period** only.
- D. At the end of the (1) one week period, supervisors will approve requests **based on seniority**.

**III. MISCELLANEOUS VACATION REQUESTS:**

- A. Submit the time off request as outlined in step I, as soon as possible.

**NOTE: The larger the time off requested, the more advanced notice required to allow for appropriate coverage.**

- B. Supervisors will approve this type of request on a **first come, first serve basis**.

**IV. APPROVING TIME OFF REQUESTS:**

- A. For all time off requests, supervisors will approve accordingly:

1. Supervisors will review:

- a. If any time off requests are submitted for the same day(s) from other employees on the same shift.
- b. Current vacation and CTO balances of employee.
- c. Current approved vacation requests for employee.

2. Supervisor will deny the time off request for the following reasons:

- a. If another employee has already requested that day off on the same shift.
  - i. Shift Bid – Seniority will determine who has the day off first.
  - ii. All other requests – first come, first serve will determine who has the day off first.
- b. If employee does not have sufficient balances to cover already approved requests and the new request.
  - i. Shift Bid – Give the employee a set amount of days to re-submit their requests to comply with policy.
  - ii. All other requests – Advise the employee to re-submit their requests to comply with policy.

3. If the request is approved:
  - a. Supervisor will approve the request.
  - b. Advise the employee of any stipulations for approving the request. (i.e. pending coverage)
  - c. Add the time off request to any appropriate calendars.

**V. EXCESSIVE VACATION BALANCE:**

- A. Monitor your vacation balance.
  1. If balance is close or equal to maximum accrual, notify your supervisor to schedule vacation time.

**NOTE: Once balance reaches maximum accrual, you will no longer accrue time.**

- a. After one (1) year service – 312 hrs.
- b. After five (5) years' service – 432 hrs.
- c. After ten (10) years' service – 552 hrs.
- d. After fifteen (15) years service – 672 hrs.

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICIES AND PROCEDURES**

**TITLE: LEAVE WITHOUT PAY**

**NO. A-230**

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**EFFECTIVE DATE : 12-15-98**

**REVISED : 11-08-11**

**APPROVED BY : NATALIE MCGILL, RECORDS ADMINISTRATOR**

**REFERENCE : FAMILY & MEDICAL LEAVE ACT OF 1993      REVIEWED : 9-16-19**

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**POLICY** : As mandated by the Family & Medical Leave Act of 1993, employees are entitled to leave without pay for non-job related illness, disability, pregnancy, family care leave, compensable disability, Military Reserve, or family school activity leave. Leave for personal necessity, military (enlistment) or educational enrichment, are at the discretion of the department.

During periods of extended leave, an employee may receive no wages if all applicable accruals have been exhausted. In addition, payment of medical and dental premiums may be the responsibility of the employee if they choose to continue coverage.

For medical leave, written verifications from a medical doctor shall be provided prior to leave and intermittently throughout the leave. Written authorization from a medical doctor shall also be required prior to the employee returning to work.

**DIRECTIVE** : **It is the responsibility of each employee to monitor his or her own sick leave, vacation, and CTO balances. If adequate balances are not available, staff shall notify their immediate supervisor prior to taking time off, or in the case of sick leave, immediately upon return to duty.**

**PROCEDURE** :

**I. SCHEDULED LEAVE – IN EXCESS OF 8 HOURS:**

- A. Check most recent pay stub or PERS to determine if there will not (or may not) be adequate balances to cover a pending absence. If not, he/she shall:
  - 1. Contact the Records Administrator;
    - a. Records Administrator shall refer the employee to the Sheriff's Office Payroll to complete multi-part "Request for Leave of Absence" form. (Example A)

- b. The request will then be submitted to the Chief over the Support Services Division for approval or denial.

**II. EMERGENCY LEAVE – IN EXCESS OF 8 HOURS:**

- A. Check most recent check stub or PERS for available balances.
  - 1. If employee is unable to check balances or contact supervisor due to severe illness, a family member may contact supervisor, who in turn can check balances.
  - 2. Supervisor may refer family member to Sheriff's Office Payroll, as per state disability procedure, for extensive leave.
- B. Contact shift supervisor or Records Administrator immediately to advise of emergency situation and available balances.
- C. Supervisor or Records Administrator will determine if leave shall be granted.
- D. Supervisor will provide employee with "Request for Leave Without Pay" form.

**III. EMERGENCY SICK LEAVE – LESS THAN 8 HOURS:**

- A. **Employee shall** advise supervisor immediately upon return to work of the lack of available balances in sick leave.

**NOTE: Failure to advise supervisor of lack of sick leave balances prior to the submission of time sheets to payroll, will result in leave without pay.**

- 1. **Supervisor shall** determine if Vacation or CTO may be used. If not, supervisor shall provide employee with a "Request for Leave of Absence" form.
- 2. **Employee shall:**
  - a. Complete the "Request for Leave of Absence" form.
  - b. Forward form to immediate supervisor.
- 3. **Supervisor shall:**
  - a. Initial form.

- b. Make copy for employee's file **and** the Records Administrator.
- c. Place original with form 24 until time sheets are approved.
- d. When time sheet is approved:
  - i. Ensure time sheet reflects leave without pay accordingly.
  - ii. Affix the original "Request for Leave of Absence" form to the back of the employee's time sheet.
  - iii. Route time sheet and form to Payroll.

/jmw.9-16-19

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICIES AND PROCEDURES**

**TITLE: STATE DISABILITY**

**NO. A-240**

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**EFFECTIVE DATE : 11-04-91**

**REVISED : 11-22-04**

**APPROVED BY : NATALIE MCGILL, RECORDS ADMINISTRATOR**

**REFERENCE :**

**REVIEWED : 09-16-19**

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**POLICY** : Employees absent from work due to illness or injury in excess of eight (8) days, or from the first day of hospitalization, who are under the care of a licensed physician, may be eligible for state disability. Once an employee knows there may be a need, the employee (or a family member) should contact Payroll, in person, as soon as possible.

**DIRECTIVE** : It is the employee's responsibility to see that the claim forms and the doctor's certificate are filled out completely.

**PROCEDURE** :

**I. ONCE YOU ARE AWARE OF A NEED FOR STATE DISABILITY:**

A. Notify Payroll.

**B. Payroll will:**

1. Advise you of all proper procedures.
2. Answer questions concerning time off work.
3. Mail necessary forms to you if needed.

/jmw.9-16-19

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICIES AND PROCEDURES**

**TITLE: INDUSTRIAL INJURIES**

**NO. A-250**

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<b>EFFECTIVE DATE</b> : 12-06-95	<b>REVISED</b> : 9-16-19
<b>APPROVED BY</b> : NATALIE MCGILL, RECORDS ADMINISTRATOR	
<b>REFERENCE</b> : Kern CO. Policy & Proc. SEC. N-200	<b>REVIEWED</b> : 9-16-19

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**POLICY** : Employees injured or ill due to a work-related incident, no matter how severe, will report the incident to their supervisor immediately. If there is no shift supervisor on duty, the next available shift supervisor will be notified. The supervisor will ensure that the appropriate forms are completed and submitted without delay to meet mandated reporting requirements. All forms are available on SheriffNet.

**DIRECTIVE** : It is the responsibility of the Shift Supervisor on duty or the next available shift supervisor to ensure all appropriate forms are completed immediately.

**PROCEDURE** :

**I. UPON INITIAL INJURY:**

A. Employee will:

1. Immediately notify shift supervisor on duty.
2. If no shift supervisor on duty, advise oncoming shift supervisor.
3. The employee shall call the Report Desk @ 391-7577 to make a report and request a report number.
4. If injuries leave the employee unable to speak for themselves, the shift supervisor on duty shall call the Metro Patrol Sgt. to request a deputy to take the initial report.
5. As the report is being made:
  - a. Request a copy of the LERMS report be faxed to the shift supervisor.
6. Advise the shift supervisor of the report number so he/she may begin processing the paperwork.

**B. Supervisor will:**

1. Retrieve industrial injury forms.

**NOTE: All forms are available on the SheriffNet.**

2. Have employee fill out "Employee's Claim for Workers Compensation" – **employee section only.**
3. Using Sec. N-200 of the Kern County Policy & Procedure, complete all required forms.
4. Provide the employee with the list of current doctors contracted by the County if there is any possibility they will need to seek medical attention.
5. Write the report number in the upper right hand corner of all forms.
6. Make two (2) Xerox copies of all forms and route as follows.
  - a. Place a copy of the forms in a sealed envelope marked "confidential" and place it in the Records Administrator's mailbox.
  - b. Place the other set of copies in the employee's D-500 file.
  - c. Fax a copy of all forms to the Sheriff's Office Risk Management Analyst @ 392-4388.
  - d. Place the original forms with a copy of the Incident Report in a sealed 9 X 12 envelope, marked "confidential", and route it to the Sheriff's Office Risk Management Analyst, Bldg. A – Norris Rd.

**II. INJURIES REQUIRING MEDICAL ATTENTION.**

- A. Unless you have a signed medical designation form on file with Risk Management, you must be treated by one of the doctors contracted with the County of Kern for Industrial Injury claims.
- B. The employee is responsible for submitting any and all doctor's notes to their immediate supervisor and to the Sheriff's Office Risk Management Unit within 24 hours of issuance by the doctor.
- C. If you have authorization on file to be treated by your primary care physician

for industrial injuries **and** they are restricting or modifying your job:

1. The doctor treating you must be an MD or DO. Physician's Assistants or Nurse Practitioners are not acceptable.
  2. The note must contain the following:
    - a. The date of the exam.
    - b. Prognosis for recovery (return to duty date).
    - c. Date of next scheduled appointment, if applicable.
    - d. Specific restrictions, if applicable. (i.e. No stooping, no bending, no heavy lifting, etc.)
    - e. A note that only states "light duty" is not valid and will not be accepted. You may not return to duty until you have a valid note.
- C. It is the responsibility of the employee to provide their supervisor and Risk Management with an updated work status note from their treating physician every 30 days.
- D. Temporary limited duty assignments will not exceed 6 months.
1. If at the end of 6 months if it is determined you are not able to return to full duty without restrictions, you will be moved to another assignment until all restrictions are lifted.
  2. If it is determined that your medical condition is permanent and your restrictions prevent you from continuing work in your current classification, Risk Management will meet with you to discuss future options.

/jw.9-16-19

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICIES AND PROCEDURES**

**TITLE: OVERTIME**

**NO. A-260**

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<b>EFFECTIVE DATE</b> : 09-30-14	<b>REVISED</b> : 9-17-19
<b>APPROVED BY</b> : NATALIE MCGILL, RECORDS ADMINISTRATOR	
<b>REFERENCE</b> : SEIU/MOU; Kern Co. Ord.: SEC 3.24	<b>REVIEWED</b> : 9-17-19

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**POLICY** : Per Kern County General Ordinance Sec. 3.34, if, in the judgment of the department head, work in excess of the normal workday or workweek is necessary to meet the workload of the department, the department head may direct an employee to perform overtime services.

The Sheriff's Senior Support Specialist and Sheriff's Support Specialists work as designees of the Records Administrator, who is the department head. They determine if and when overtime is needed.

To meet the workload of the unit, a minimum of two staff members shall be on duty at all times in each unit in Records. Deviations from that can occur on a situational basis, which is determined by supervisors.

**DIRECTIVE** : Staff can be expected to work overtime at any time to meet the workload of the unit.

**PROCEDURE** :

**I. VACATION OVERTIME:**

- A. Vacation requests are to be submitted and approved according to P&P A-220 Vacation.
- B. Once approved, any necessary overtime will be posted on the appropriate calendars.
  - 1. The overtime calendar is to be posted as soon as a request is approved and if coverage is needed.
    - a. If more than 16 hours of overtime is being posted:
      - i. Post the current seniority list for the unit.

- ii. Starting with the staff member with the most seniority, they are to sign up for no more than 10 hours of overtime at a time.
    - iii. Once someone signs up for overtime, or if they choose not to, they are to cross their name off of the posted seniority list.
    - iv. Supervisors are not to sign up for any overtime until the seniority list has been exhausted.
  - b. If less than 16 hours of overtime is being posted, do not include the seniority list. Overtime can be signed up on a first come, first serve basis.
  - c. Signing up for shift coverage for vacation is on a volunteer basis only. Staff cannot be ordered to work shift coverage for vacation.
  - d. Once a staff member signs up for overtime they cannot back out of working the shift without seeking approval through a supervisor.
- C. Supervisors are to make all attempts to help staff obtain shift coverage. If coverage has not been found close to the date of when the request is:
- 1. An e-mail is to be sent to all staff in both units asking for coverage.
  - 2. Anyone who previously worked in the appropriate unit and is still employed with KCSO can be contacted to see if they wish to work overtime coverage.

## **II. SICK LEAVE**

- A. Sick leave is to be handled according to P&P A-210 Sick Leave.
- B. If the absence would result in the shift falling below minimum staffing levels, coverage will be necessary.
  - 1. Supervisors are to make all attempts to find the necessary shift coverage on a volunteer basis.
  - 2. If no one volunteers for the shift coverage, then supervisors can **require**:
    - a. Staff currently working their regular shift to stay over to cover any

portion of the shift that needs coverage.

- b. Staff due to come in following the shift that will be vacant to come in to cover any portion of the shift that needs coverage.
  - c. Staff currently on regular days off to come in for shift coverage.
3. Staff can only be required to work overtime if:
- a. They will have a minimum of eight hours off between shifts.

**NOTE: A staff member can volunteer to work shift coverage even if they will have less than eight hours off between shifts.**

- b. They have worked one regular shift after being off due to sick leave. This requirement can be waived by a supervisor on a case by case basis.
4. Due to the usual urgency of needing the shift coverage, shift supervisors are not required to go through the seniority list in attempting to find coverage.
5. Supervisors can contact those who previously worked in the appropriate unit and are still employed with KCSO to see if they would be willing to work the shift coverage. They cannot be required to work.

### **III. MINIMUM STAFFING**

- A. In times where there is not enough staffing to reach the minimum staffing levels, coverage can be **required** for those vacant shifts.
- B. Coverage is to be made according to step II.B.

### **IV. HOLIDAYS**

- A. Holidays are to be handled according to the workload of the unit.
  - 1. Arrest Records will:
    - a. Go down to minimum staffing except on those days that bookings are expected to be higher.
    - b. Overtime can be required to increase staffing levels on those holidays bookings are expected to be higher.

2. Crime Reports will go down to minimum staffing.
- B. If there is more than two staff scheduled to work on a shift where it would go down to minimum staffing:
1. Starting with the highest seniority SST, ask if they want to work the holiday or take it off.
  2. Continue through the SSTs until all SSTs on the shift respond.
  3. Starting with the highest seniority SST, fill each spot on the shift with those who wish to work. Anyone else will have the holiday off.
  4. If a SSS is assigned to the shift, they must take the day off if the other SSTs wish to work.

**V. OTHER MANDATORY OVERTIME**

- A. There are other circumstances that additional staffing may be **required**, such as:
1. A natural or man-made disaster.
  2. Planned or unplanned power or equipment outages.
  3. Transcription of reports that are needed as soon as possible.
  4. A large amount of bookings to be processed.
  5. To prepare for sweeps, checkpoints, and other situations that may result in a higher number of arrests.
  6. Any other situation that requires additional staffing, which will be determined by a supervisor.
- B. Coverage is to be made according to step II.B.

/jmw.9-17-19

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICIES AND PROCEDURES**

**TITLE: CHANGE OF ADDRESS, NAME, OR PHONE NUMBER NO. A-300**

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<b>EFFECTIVE DATE</b> : 05-20-91	<b>REVISED</b> : 12-14-07
<b>APPROVED BY</b> : NATALIE MCGILL, RECORDS ADMINISTRATOR	
<b>REFERENCE</b> :	<b>REVIEWED</b> : 9-17-19

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**POLICY** : All members of the Sheriff's Office are required to report any change of address, name, or phone number, to the Sheriff's Office Human Resources Section by way of their immediate supervisor. This is to be done on the "Employee Change of Address Form" provided by the Sheriff's Office Human Resources Section. Forms will be kept in the Supervisor's desk. Additional forms may be obtained by calling Human Resources, or accessing SheriffNet.

**PROCEDURE** :

**I. IMMEDIATELY UPON CHANGE OF NAME, ADDRESS, OR PHONE NUMBER:**

**A. The employee will:**

1. Complete the entire "Employee Change of Address form". (Example A)
2. Give the completed form to their immediate supervisor.

**B. The Supervisor will:**

1. Make note of the change in their records.
2. Initial the lower, right-hand corner of the form.
3. Update the Records Roster.
4. Place a copy of form in employee's personnel file.
5. Email a copy of roster to all Shift Supervisors and Records Administrator.
6. Route original form to the Sheriff's Sr. Support Specialist.

**C. The Sheriff's Sr. Support Specialist will:**

1. Confirm updated roster is correct.
2. Route original form to the Sheriff's Office Human Resources Section.

**D. The Human Resources Section will:**

1. Complete a "Change of Employee" Status (C.E.S.) form.
2. Send the blue page of the C.E.S. to the employee.

/jw.9-17-19

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICIES AND PROCEDURES**

**TITLE: PERSONAL COMMUNICATION DEVICES**

**NO. A-500**

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**EFFECTIVE DATE : 08-06-97**

**REVISED : 08-24-18**

**APPROVED BY : NATALIE MCGILL, RECORDS ADMINISTRATOR**

**REFERENCE :**

**REVIEWED : 9-17-19**

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**POLICY** : Advancements in technology have resulted in a wide variety of compact personal communication devices, including cell phones, iPods, Bluetooth devices, and MP3 players, that allow the user to surf the internet; send text messages; carry on live chats; listen to music, watch videos, etc. In a work place where attention to detail is critical and high volumes of work need to be processed in a timely and efficient manner, these devices can be a distraction from the matter at hand and a potential liability. The wide variety of ring tones associated with cell phones today must compete with office phones; printers, and conversations going on in the office making it difficult to concentrate.

The Sheriff's Office assigns cellular phones to employees who require these devices in order to adequately perform their official duties. These employees are routinely away from their assigned workstation throughout the day performing various official duties.

Personal cell phones are not required as each employee is assigned to a workstation that has a phone. Should friends or family need to make contact, they can call on a 'land line'.

**PROCEDURE** :

**I. AS EMPLOYEE ARRIVES AT OR RETURNS TO RECORDS SECTION:**

- A. Cell phones must be placed on vibrate so as not to be a distraction to others.
  - 1. Personal cell phone usage within Records is prohibited unless given supervisor approval.
  - 2. Checking personal email or social network accounts, texting, etc., should be reserved for your break/lunch periods while you are away from your desk and out of the public's view.

- B. The use of an iPod, iPhone, MP3 player, etc. for listening to music while on duty is prohibited as they limit your ability to hear landlines, CLETS printers, authorized personnel at security doors, or the public at the front counter.
  - 1. Each unit has a radio for everyone to listen to provided:
    - a. The volume is low enough so as not to interfere with staff's ability to concentrate or conduct business at the counter or over the phone.
    - b. All employees agree with the choice in radio stations.
      - i. If everyone cannot agree, the radio will be turned off.
      - ii. Radio stations with questionable content such as excessive profanity, racial or sexually explicit comments, etc., will be turned off.

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICIES AND PROCEDURES**

**TITLE: CITIZENS COMPLAINT PROCEDURE**

**NO. A-600**

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**EFFECTIVE DATE : 11-26-91**

**REVISED : 01-09-06**

**APPROVED BY : NATALIE MCGILL, RECORDS ADMINISTRATOR**

**REFERENCE : Kern Co. Policy & Proc. Sec. D-600**

**REVIEWED : 9-17-19**

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**POLICY** : Kern County Sheriff's Office is a service agency. Our services are provided not only to the private citizens of Kern County, but also to local, state, and federal agencies (public & private). This contact must be carried out in a professional manner, as this contact may be the first that this individual has had with the department. First impressions can set the tone for future contacts. Failure to do so may result in a Citizens Complaint being filed with Internal Affairs. These complaints will be monitored by the Sheriff's Administration and reviewed by the Sheriff.

**DIRECTIVE** : All business, whether it is with individuals outside or inside the County of Kern, shall be conducted in a courteous and professional manner. Non-compliance will result in disciplinary action.

**PROCEDURE** :

**I. WHEN AN INDIVIDUAL CALLS WITH A COMPLAINT**, advise them to:

- A. Preferred Procedure – Go to Administrative Services, 1350 Norris Road, Building #A, between 8:00am & 5:00pm, **or**,
- B. Call Administrative Services at 661-391-7750 to request a Citizens Complaint Form.

**II. WHEN AN INDIVIDUAL COMES IN PERSON WITH A COMPLAINT:**

- A. Give them a copy of the Citizens Complaint Procedure, located at the public counter. (Example A)
- B. Refer them to Building #A.

**III. WHEN A COMPLAINT IS RECEIVED BY MAIL:**

- A. Time & date stamp complaint.

- B. Mail the individual a copy of the complaint, as confirmation it was received.
- C. Forward original complaint to Records Administrator.
- D. **Records Administrator will** forward complaint up the chain of command.

/jmw.9-17-19

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICIES AND PROCEDURES**

**TITLE: CCW PERMITS FOR EMPLOYEES**

**NO. A-800**

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**EFFECTIVE DATE : 09-18-96**

**REVISED : 12-14-07**

**APPROVED BY : NATALIE MCGILL, RECORDS ADMINISTRATOR**

**REFERENCE :**

**REVIEWED : 9-17-19**

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**POLICY** : All citizens in Kern County who wish to carry a firearm must apply for a Concealed Weapons Permit. This includes employees of the Kern County Sheriff's Office. Issuance of a permit is contingent upon a criminal history background check to determine if the applicant is of good character, has no prior criminal history, and has a legitimate reason for wishing to arm themselves.

**DIRECTIVE** : All Records personnel who wish to carry a firearm in their vehicle to and from work must submit a CCW permit request through the chain of command prior to doing so. Firearms will remain secured in the employee's vehicle at all times during the employee's shift. **UNDER NO CIRCUMSTANCES WILL A FIREARM BE REMOVED FROM ITS SECURED AREA PRIOR TO THE END OF THE EMPLOYEE'S SHIFT.**

**PROCEDURE** :

**I. EMPLOYEES WISHING TO CARRY A FIREARM TO AND FROM WORK MUST:**

**A. Those currently in possession of a valid CCW permit:**

1. **Employee will** notify their immediate supervisor in writing of the fact that they possess a permit and whether they will be carrying a firearm to work.

**NOTE: All written notifications will remain confidential.**

2. **Shift Supervisor will** forward information to Records Administrator.

**B. Those who do not currently hold a valid CCW permit:**

1. Obtain an application for a CCW permit through the Licensing Unit at Sheriff's Office Headquarters.

2. Complete application.
3. Return application to your immediate supervisor.
4. **Shift supervisor will** forward the application to the Records Administrator.
5. **The Records Administrator will:**
  - a. Review the application.
  - b. Forward the application to the Sheriff's Office Licensing Unit with a recommendation.

C. **If application denied, the Licensing Unit will advise employee.**

D. **If application approved**, notify Records Administrator of approval **prior** to bringing a firearm with you to work.

**II. FOR THOSE CARRYING A FIREARM WITH A CCW:**

A. **Upon arrival for duty**, employee will:

1. **Immediately** secure firearm in a **locked vehicle**.
2. Firearm will **remain secured in a vehicle while on County property**.

**SUPPORT SERVICES DIVISION  
RECORDS SECTION**

**KERN COUNTY SHERIFF'S OFFICE  
POLICIES AND PROCEDURES**

**TITLE: TELEPHONE PROCEDURE**

**NO: A-900**

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**EFFECTIVE DATE : 8-1-06**

**REVISED : 9-17-19**

**APPROVED BY : NATALIE MCGILL, RECORDS ADMINISTRATOR**

**REFERENCE :**

**REVIEWED: 9-17-19**

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**POLICY** : Following a life altering event, whether of their own making or the actions of another, suspects and victims contact clerical staff in the Records Section for information regarding their case. Many times the first contact the public has with the Sheriff's Office following such an event is with the Records Section. In order not to further escalate an already unpleasant situation; it is incumbent upon all staff in the Records Section to handle all calls with the utmost in professionalism and courtesy; going the extra mile to be helpful.

Personnel assigned to the Records Section shall answer the telephones in a timely and professional manner. If uncertain as to how to direct the caller, place the call on hold and take the time to find out who can best assist the caller.

**DIRECTIVE** : All staff in Records is responsible for answering the phone by the second ring; regardless of whether they are assigned to that individual unit or workstation. All ringers shall be set at a volume that can be heard from all other workstations, yet not so high has to be disruptive to others.

**PROCEDURE** :

**I. BASIC PHONE ETIQUETTE:**

- A. All phones shall be answered as follows:
  - 1. Kern County Sheriff's Office.
  - 2. Your unit or "Records Section"
  - 3. Your name.
  - 4. "How can I help you?"
- B. In the event of multiple phone calls it may be necessary to place an incoming call on hold.

1. Answer the phone in the same manner as outlined above, replacing step #4 with, "Can you please hold?"
  - a. Never place a call on hold until you receive a response from the caller.
  - b. If a call had to be placed on hold to answer another line, switch back to the first call to finish assisting that caller.
  - c. Once finished, switch back to the call placed on hold and say, "Thank you for holding. How may I help you?"
  - d. End all calls with, "Is there anything else I can help you with?"
  
2. If uncertain as to how to respond to the requestor,
  - a. Never be afraid to tell the caller you are new or uncertain as to how to direct them.
  - b. Ask permission to place them on hold while you find the answers to their request.
  - c. Wait for their response before placing the caller on hold.
  - d. Never carry on a conversation with others in the office while the person is still on the line; place the call on hold.
  - e. Once you return to the call, thank them for holding.

## **II. MOST COMMON CALLS – ARREST RECORDS**

- A. Booking information – **subject no longer in custody.**
  1. If the subject posted bail or bond **and** CJIS indicates a pending court date; you may release to the public:
    - a. Date of arrest.
    - b. Charges subject was held on.
    - c. Bail amount.
    - d. Date of release.
    - e. Method of release.

- f. Next schedule court date.
  - g. Court case number.
  - h. Court of jurisdiction.
2. All other release types are not public information and can only be released to authorized agencies.
3. Direct the **public** to the court web page at [www.kern.courts.ca.gov](http://www.kern.courts.ca.gov)
- a. Click on “Criminal Case Information and Calendar Schedule”.
  - b. Click on “Go and View”.
  - c. Search by case number or date on this screen, or click on either “Search Cases/Criminal History by Defendant Name” or “Search Criminal Calendar/Pending Hearings by Defendant Name”
  - d. Search by name and year of birth, if necessary. Searches may also be done by Driver’s license number.
4. Authorized agencies –
- a. Verify the requestor is authorized to receive the information before proceeding to the next step. See procedure D-200 – CORI.
  - b. Advise the requestor they must submit a written request on their agency letterhead via US Mail or fax.
  - c. Advise the requestor a response could take up to 10-days to receive.
  - d. If the request is for employment purposes, the request must also include a written letter of authorization from the applicant.

**B. CALLS REGARDING INMATES IN CUSTODY:**

1. Any one calling about a subject who is currently in custody is authorized to receive information regarding that specific booking by accessing Inmate Display Records (IMDSPREC) using the specific booking number. They may receive:

- a. All charges.
  - b. Court case numbers.
  - c. Arresting Agency – do not release arresting officer’s name.
  - d. Facility where subject is housed – do not release specific pod number.
  - e. Next schedule court date.
2. Only transfer the caller to the jail if they have questions you cannot answer, such as the specific time he/she will be released.
- C. Request for our mnemonics/ORI to send a teletype:**
1. Requests from within California – give mnemonic of “BKG0”
  2. Requests from outside California – give ORI of “CA0150000”.
- D. Calls regarding the subject’s own warrant -** If someone is calling to request information on a warrant for their arrest, advise them that warrant information cannot be given out over the phone. Their options are:
1. They may report to the 2<sup>nd</sup> floor jail office with photo identification for a warrant search.
  2. They may contact a local bail bondsman.
  3. Kern County courts **outside of Bakersfield** (outlying court) may appear in “walk-in” court. Give the caller the phone number of the court.
  4. **Always** update the service history of the warrant regarding the call and the instructions given.
- E. Calls regarding information on a subject with an outstanding warrant.**
1. If a law enforcement agency calls to advise the subject is in custody with another agency.
    - a. Obtain as much information as possible, such as:
      - i. Agency name.
      - ii. Agency phone number.

- iii. Subject's booking number.
  - b. Contact the agency holding the subject to confirm the subject is in fact in custody and that it is the same as the subject of the warrant.
  - c. Refer to P&P C-305 Sending Abstracts to determine if a warrant abstract can be sent or if extradition approval is required.
2. If the call is from a law enforcement agency advising subject is residing in another county or state:
- a. Add the information to the warrant via WAMNTSVH in CJIS.
  - b. If necessary, email the district attorney for extradition approval.
  - c. Send a Warrant Information Sheet (WIS) to the appropriate law enforcement agency requesting they attempt service. Refer to P&P C-305 Sending Abstracts.

**NOTE: Do not send a WIS until extradition approval has been received.**

3. If a call is coming from the public with information on a subject of a crime, warrant, etc.
- a. If they know where the subject is at this time, refer them to the Communications Center at 861-3110.
  - b. If they know where the subject resides or works, update the service history of the warrant and contact the substation or Metro Patrol clerk to advise of additional information.
  - c. If the subject is in custody in another facility, get as much information as you can and contact that agency to confirm the subject is in custody. Send an abstract to place a hold as outlined in P&P C-305.
  - d. If the caller wishes to remain anonymous, refer them to the Secret Witness Program at 322-4040 or advise them to send an email to [sheriffsmostwanted@kernsheriff.com](mailto:sheriffsmostwanted@kernsheriff.com)

**F. Calls regarding Registrations:**

1. Attempt to help the caller as much as possible.

2. If the agency is requesting copies of registrations documents be faxed to them, transfer the call to the Registrations Unit at 868-5547.
3. Advise the caller if no one answers to leave a message on their voice mail and someone will return their call as soon as possible.

**G. Calls regarding Live Scan:**

1. The Licensing Unit only offers Live Scan services Monday thru Thursday from 11:00 a.m. to 2:00 p.m.
2. Applicants must be here not later than 1:00 p.m. to ensure they can be assisted.
3. Advise the caller there are other places that also offer this service.
4. Provide the caller with addresses, phone numbers, and hours of alternate sites upon request.

**H. Calls regarding fingerprints or identification – All calls regarding fingerprints or identification questions **must** be transferred to the Identification Unit at 391-7522.**

**III. MOST COMMON CALLS FOR CRIME REPORTS –**

**A. Calls regarding the release of vehicles:**

1. Get the license plate number and run the vehicle in CLETS to obtain the case number.
2. Using the case number run the report in LERMS.
  - a. Determine if the report is a metro report or a substation report.
  - b. **Metro Reports** – advise the caller to come to the public counter between the hours of 0700 – 1800. If the report is still not available, call the on duty sergeant for assistance.
  - c. **Substation** – direct the caller to the appropriate substation.
  - d. You may only release the following information:
    - i. Tow yard and phone number where vehicle was taken on **private tows only.**

- ii. **Do not** release tow information on impounded vehicles. The caller must come in with photo ID and must be the registered owner of the vehicle.
- iii. Phone number of tow yard.
- iv. Phone numbers to other law enforcement agencies.
- v. Case number.
- e. If the vehicle was impounded **within the last 10 business days**, inform they are entitled to an impound hearing. Hearings are held Monday thru Friday 0900 – 1000 and 1300 – 1400.
- f. If the vehicle is no longer eligible for an impound hearing, give the caller a release date of 30 days after the impound date.
- g. Advise the caller there is a \$100 release fee.

**B. Calls regarding release of reports:**

- 1. Always do your best to determine if the report can be released before advising the caller to report to Crime Reports or the appropriate substation.
  - a. Refer to D-100 General Guidelines for Release of Reports.
  - b. **Do not release:**
    - i. Homicides; Elder Abuse; 5150 reports.
    - ii. Child abuse/neglect/molestation; sex crimes; or any death reports must have the Sergeant's approval prior to release.
- 2. **If the caller has a case number**, search LERMS by case number.
- 3. **If they do not have a case number**, look up the case number in LERMS by the caller's name, CDL #, or address of the incident.
  - a. **Metro reports –**
    - i. If the report is shows to be **“active”**, permission to release the report **must** be obtained by the sergeant assigned to that area, prior to release.

- ii. **If report is ready**, advise the caller of our office hours.
    - iii. **If report is not ready**, advise the caller to check back in a few days.
  - b. **Substation reports** – Use the same criteria as above to determine if the report is ready and releasable, then refer the caller to the appropriate substation.  
  
**Note:** If the caller lives in Bakersfield, but the report is a substation report, we can release the report, provided it is not an active investigation.
  - c. If the caller cannot appear in person to pick up a copy of the report,
    - i. Advise them they must submit a written request for a copy of the report.
    - ii. They must include the case number in their request along with a photo copy of their driver's license.
- C. Insurance companies must submit a written request on their company letterhead.
- D. Law enforcement agencies may fax a written request on their departmental letterhead to (661) 391-7565 and we will fax a copy of the report back to them.