

Columbus Police Division Directive	EFFECTIVE	NUMBER
	Oct. 30, 1997	8.11
	REVISED	TOTAL PAGES
	Dec. 30, 2007	1
<b>Civilian Employees Interacting With Citizens</b>		



## I. Introduction

Citizens' initial or only contact with Division personnel may be with a civilian employee. This contact may involve a citizen who is aggressive or irate. The Division recognizes this potential and provides customer service oriented training and established procedures for guidance when such a situation occurs. Nothing in this policy should be construed as prohibiting the right of civilian personnel to defend themselves.

## II. Policy Statements

- A. Civilian employees involved in on-duty, physical confrontations shall abide by all applicable Division policies and directives concerning the use of force or mace.
- B. All newly hired civilian employees shall attend a customer service oriented training course.

## III. Procedures

- A. Civilian Employee Encountering an Aggressive or Irate Citizen
  1. Attempt to determine the cause of the problem and,
    - a. If possible or feasible, offer a resolution to the problem, or
    - b. Withdraw from the situation and seek assistance from a supervisor or sworn personnel.
  2. As appropriate, record descriptions, license numbers, etc. pertaining to the involved citizen.