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| <b>NORTHAMPTON POLICE DEPARTMENT</b>   |   |  |
| <b>Administration &amp; Operations Manual</b>  |   |   |
| <b>Policy: Community Policing</b>  |   | <b>AOM: O-500</b>   |
| Massachusetts Police Accreditation<br>Standards Referenced:<br>[45.2.1.b], [44.2.5], [44.2.4], [45.1.3], [45.2.1.b&f], [45.2.1.e], [45.2.1.c],<br>[45.1.1.b] |   | Issuing Authority<br><hr/> John D. Cartledge<br>Chief of Police                     |
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**I. Introductory Discussion**

A cooperative, friendly, workable relationship between people and the police is the key to effective crime control and order maintenance. The Northampton Police Department is committed to establishing relations with the people who live and work in its service area in order to learn of issues and concerns within the community and to formulate responses before serious problems develop. The intent of this policy is to provide a framework to allow all members of the department to understand and participate in its community policing efforts.

**II. Committed to Community Relations/Crime Prevention**

A. The Northampton Police Department is committed to the establishment and maintenance of close ties with the community, and is equally committed to responding properly to the community’s needs.

1. Although members working in community service assignments shall have the responsibility of carrying out structured community relations programs, it shall be the responsibility of all members of the Department to assist in the

achievement of community relations objectives in the following ways:  
[45.2.1,b]

- a. Having a polite and helpful attitude with all community members on and off duty.
  - b. On and off duty employee participation in community activities.
  - c. Participation by department employees in special events and projects sponsored by the police department.
  - d. Swift response to community concerns and solicitation of citizen input on issues relating to the police department and law enforcement problems within the community; and
  - e. Swift and serious response to citizen complaints indicative of actual or perceived problems within the community and the department.
2. The Northampton Police Department actively encourages participation in community recreational programs for juveniles. Officers are encouraged to participate in any role that will encourage close personal contact between the officers and juveniles. [44.2.5]

### **III. Control of Community Policing/Crime Prevention**

[44.2.4][45.1.3]

The Community Services Supervisor shall continuously monitor NPD's formal and informal community outreach efforts. Additionally, it shall be the responsibility of the Community Services Supervisor to:

1. Oversee the development and/or revision of community involvement and crime prevention policies for the department as necessary. [45.2.1,b & f]
2. Identify training needs relative to proactive policing methods and theories through interviews with citizen representatives, consultations with those involved in internal investigations and conferences with superiors. [45.2.1,e]
3. Provide assistance and support to the other components of the department to enhance their efforts to carry out proactive and outreach activities.
4. Ensure the improvement of department practices bearing on police-community relations. [45.2.1,e]
5. Ensure that the department's community policing activities are publicized in the media. Communicate with the Department's Social Media Team regarding community engagement efforts. [45.2.1,c]
6. Establish community groups where they are needed. [45.2.1,b]
7. Promote and deliver the departmental crime prevention and demand reduction activities.
8. Serve as the department's resource to the community to provide information, guidance and education regarding proactive measures that community members can take to reduce their vulnerability to crime.
9. Gather pertinent local crime data (if available) for use in deciding which crime types present the greatest problems; where the problems are most severe; and where crime prevention activities could be most productive; and [45.1.1,a]

10. Target programs to address community perceptions or misperceptions of crime. [45.1.1,b]
11. Oversee, coordinate, and participate in the Coffee with a Cop program.
12. Oversee, coordinate, and participate in school lock-down drills, unless otherwise delegated by the Chief of Police.
13. Oversee, coordinate, and participate in the Department's annual food drive.
14. Oversee and coordinate the Citizen Police Academy each year, unless otherwise delegated by the Chief of Police.
15. Oversee and coordinate the Ride-along Program.
16. Serve as one of the department's School Liaison Officers, unless otherwise delegated by the Chief of Police.
17. Oversee and coordinate the activities of the Department's Community Liaison Officers.
18. Seek out and apply for awards that would recognize the efforts of the department or of individual officers.
19. Engage in pro-active community outreach efforts by seeking out and developing new programs.
20. Be a visible member of the department by engaging in community outreach efforts including parades, meetings, and other special events.
21. Perform other community outreach duties as assigned by the Chief of Police.
22. Complete an annual Community Services Report at the conclusion of each calendar year. The report is due each January 15 and shall be submitted to the Captain of Operations.

#### **IV. Community Relations Programs**

- A. Neighborhood Watch Program: These programs are organized in collaboration with and at the request of residents living or working in specified areas. Police officers will attend meetings and assist with addressing specific issues when they are requested to do so by residents.
- B. Ride-along Program: The Ride-along program allows members of the general public to ride with an officer during their normal course of duties.
- C. Citizen Police Academy: The Citizen Police Academy (CPA) is an opportunity for citizens to participate in an extensive training program managed and taught by members of NPD. The program is designed to educate the public about police operations and administration.
- D. Coffee with a Cop: This program involves members of NPD scheduling designated times and locations that will host Coffee with a Cop. The officers sit in designated cafes and other locations and are available to chat with people who stop in.
- E. Community Liaison Officers: These hybrid officers maintain their regular patrol duties, and also serve as direct links to members of special communities whose members are sometimes the target of hate crimes, bias, or discrimination. They are available as a direct resource to these community members.

- F. Drug Addiction and Recovery Team Officers: These officers maintain their regular patrol duties and also have enhanced training in the area of drug addiction and harm reduction. They work in collaboration with other organizations to address addiction. These officers serve as resources for individuals facing addiction and their family members and friends.
- G. Annual Food Drive: Each year, members of NPD collect donated food and deliver it to the local food pantry.
- H. Rape Aggression Defense (R.A.D.) Program:

RAD, including RAD Kids, is a nationally recognized program that provides basic knowledge and skills for physical self-defense and builds confidence at the same time.

All persons instructing the program will be certified through R.A.D. LLC in the course of instruction being given. This certification will be the responsibility of the instructor to maintain through attending classes and refreshment lessons that are given.

All attendees will be required to complete the appropriate forms and sign the waiver of liability in order to take part in the class.

All attendees that finish the program are allowed to retake the class at any time as part of the lifetime instruction guarantee listed in the program.

All applicants will be required to complete the following forms:

1. Parental Consent Form
2. Registration and Release Form
3. Training Safety Precautions and Expectations Form
4. Wellness Information Form