

State of California . The Natural Resources Agency . Department of Parks and

Public Safety Coordinator Citizens Complaint Course November 15-19, 2009

Training Syllabus



William Penn Mott Jr. Training Center



Memorandum

Date: October 29, 2009
To: Supervisor
From: **Department of Parks and Recreation**
William Penn Mott Jr. Training Center
Subject: Employee Attendance at Formal Training
Public Safety Coordinator Citizen Complaint Course

An employee from your office will soon be attending the formal training program described in the attached. Please insure that the employee is fully prepared to attend the session and that the groundwork is laid for the employee's implementation of the training upon returning to work.

You can assist with capturing the full value of the training by taking the following steps:

Prior to Training

1. Make sure that **specific** employee needs are identified and, if necessary, called immediately to the attention of the Training Coordinator.
2. Review with the employee the reason for the employee's attendance.
3. Review objectives and agenda with the employee.
4. Discuss objectives and performance expected after the training.

Immediately Following Attendance

1. Discuss what was learned and intended uses of the training.
2. Review the employee's assessment of the training program for its impact at the workplace and review the due date of the Post-Training Evaluation form.
3. Support the employee's use of the training at the work place.

Prior to Three Months Following Training

1. Employee, after discussion with supervisor, must login to the Employee Training Management System (ETMS) to complete the Post-Training Evaluation form.
2. Supervisor evaluates the effectiveness of the training on the employee's job performance and logs in to the ETMS to complete the Training Effectiveness Assessment form.

Thank you for your assistance in seeing that the full benefit of training is realized.



Tina L. Williams
Department Training Officer

Attachment

cc: Participant

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***Mission Statement
Training Section***

***The mission of the Training Section is to improve
organizational and individual performance and
productivity through consulting and collaboration,
training and human resources development.***

TRAINING CENTER STAFF

Tina Williams	Department Training Officer
Pat Bost	Office Manager
Joanne Danielson	Academy Coordinator
Chuck Combs	Training Specialist
Sara M. Skinner	Training Specialist
Dave Galanti	Training Specialist
Karyn Lombard	Training Specialist
Connie Breakfield	Cadet Training Officer
Matt Cardinet	Cadet Training Officer
Pamela Yaeger	Assistant Program Coordinator
Bill Spencer.....	Assistant Program Coordinator
Edith Alhambra	Assistant Program Coordinator
Eric Marks.....	Program Assistant

THE MISSION

of the California Department of Parks and Recreation is to provide for the health, inspiration and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valued natural and cultural resources, and creating opportunities for high quality outdoor recreation.



FORMAL TRAINING GUIDELINES

Welcome to formal training, an essential component in your career development.

Since 1969, our Department has been providing a continuously changing number of diverse training programs at its main training facility, the William Penn Mott Jr. Training Center, and other locations including Marconi Conference Center. The Department strives to enhance your learning and job performance with formal training of the highest quality.

Our Department's dedication to training is only one aspect of its commitment to you and to the public. This commitment is costly and represents an important investment in you and your career. You and the Department realize a return on that investment by your positive participation in formal training itself and post training follow-through.

The program you will be participating in is described in this training syllabus, which outlines what you can expect from this training and what is expected of you. This syllabus details what you should do before you leave for training; what to do when you arrive; what you will be doing while in training; and, importantly, what you should be able to do when you return to your work site. Specifically:

1. **SYLLABUS:** The syllabus is now accessible on the Employee Training Management System (ETMS). You should print a copy of the syllabus to bring with you to class. Your copy of this syllabus is an important part of your training experience and should be brought with you to training. Read it before you arrive and review it following the program along with material you received at training.
2. **PRE-TRAINING ASSIGNMENTS:** Your completion of pre-training assignments is essential to the success of your training. You are responsible for all reading assignments in preparation for classroom sessions. Time will be provided during working hours to accomplish any assignments which involve either individual or group efforts and resources. (Pre-training assignments are listed in the "Training Attendance Requirements" section.)

3. TRAVEL: Arrange your travel through your District. No reimbursement for travel expense – including per diem costs – will be approved for travel not specifically authorized in advance by the District Superintendent. Individuals are entitled to claim the Incidental Allowance as outlined in DAM 0410.5.
4. LODGING: The Training Center has contracted for and will pay all lodging costs directly to the hotel. Lodging has been arranged for this program at the Doubletree Hotel in Sacramento. Register at the hotel after 1500 hours on Sunday, November 15, 2009. Housing will be assigned to you on a shared-room basis and will be available from 1500 on the date of arrival to 0800 on day of departure, Friday, November 20, 2009. You can look the hotel up on the web at http://doubletree1.hilton.com/en_US/dt/hotel/RLSA-DT-Doubletree-Hotel-Sacramento-California/index.do

HOUSING CANCELLATION POLICY: If you do not need lodging or must change or cancel your reservation, you must contact the Training Center at least 72 hours prior to your date of arrival. The Training Center is committed to ensuring that the reservation that has been made for you is accurate and needed.

5. DIRECTIONS TO DOUBLETREE HOTEL SACRAMENTO, CA:
Address: 2001 Point West Way, Sacramento, CA 95815.
Tel: 1-916-929-8855, Fax: 1-916-924-4913

I-5, HEADING NORTH: Take I-5 to HWY 50. Take HWY 50 east to Business 80/Capital City Freeway east. Exit at Arden Way east, keep right. Take the first right onto Point West Way.

I-5, HEADING SOUTH: Take the Garden Highway exit, turning left onto Garden Highway. Continue on Garden Highway, which turns into Garden-Arden Expressway. Continue on Garden-Arden as it turns into Arden Way. Follow Arden Way, going under Business 80. Turn right onto Point West Way, and right into the hotel parking lot.

FROM HWY 99: Keep to the left when approaching Sacramento. HWY 99 merges onto Business 80/Capital City Freeway. Take the Arden Way, exit east or keep right. Turn right onto Point West Way.

FROM HWY 50: Take the Business 80/Capital City Freeway. Exit at Arden Way east, keep right. Take the first right onto Point West Way, and right into the hotel parking lot.

6. MEALS: Per Diem has been authorized for lunch and dinner for this off site training program. A continental breakfast is included with your hotel room at the hotel restaurant.
7. TRAINING LOCATION: Training is located within the Doubletree Hotel Sacramento.
8. CLOTHING: Uniforms are not required for this program, but appropriate business attire should be worn. This includes apparel suitable for casual office dress. It does not include such items as shorts, T-shirts, tank tops or open-toed shoes.
9. COURSE LEADERS: The formal training you will attend is developed and, for the most part, conducted by experienced DPR officers in field and staff positions. Some courses will be conducted by qualified instructors from other agencies and educational institutions. Your course leaders have proven their ability and knowledge in their profession and provide a level of expertise difficult to match.
10. TRAINING CENTER STAFF: A Training Center staff member has been assigned responsibility for your training group as well as for your training program. That staff member usually serves as a Course Leader as well as a Coordinator. During the program, you may be asked to assist Training Center staff in the logistics of your training program (organizing field trip transportation, supervising classroom breaks, etc.). Center staff will do all within their power to make your training experience pleasant and meaningful.
11. TRAINING MATERIALS: Will be made available to you at training. Bring your own pens and pencils.
12. ATTENDANCE: Regular attendance is a critical course requirement and your participation is important to the success of this training. An absence of more than 10% of the course hours constitutes grounds for dropping a participant from the course. The Training Center Manager may modify this requirement based upon participant knowledge level and/or the portion of the course missed.
13. COLLEGE CREDIT: Most Training Center programs are accredited by Monterey Peninsula College for lower division credit or by California State University, Sacramento, for graduate-level credit. If you successfully complete an accredited program, you will receive either a letter grade or a credit/no-credit designation.
14. **MPC STUDENT ID: If you have filled out an MPC application before, you have already been issued a student ID number to use in lieu of your SSN on future applications. You can obtain your MPC ID number by going to their secure website and providing your SSN number (no name required) and birthdate.**

<https://autobahn.mpc.edu/scripts/autobahn.exe/Execute?Application=WebReq&Program=REPORT-SR-FIND-SSN>

Newcomers to training will still need to provide their SSN on the first MPC application only, after which a student ID number will be assigned and available at the web address above within a few weeks of the program's conclusion. You can store your MPC ID numbers in your ETMS Profile for future reference.

15. **PHONE NUMBERS:** SACRAMENTO DOUBLETREE HOTEL – 916-929-8855.
Joanne Danielson's cell 831-747-7020
16. **POST-TRAINING ASSIGNMENTS:** In connection with formal training are to be completed under the direction of your supervisor.
17. **CELL PHONES:** As a courtesy to your fellow participants and course leaders ensure that your cell phone is turned off during classes. Participants should not be receiving or making cell phone calls during class time. Please limit those calls to your breaks.

PROGRAM ATTENDANCE CHECKLIST

To assist you in your preparation for formal training sessions at the Doubletree Hotel the following checklist is provided:

1. Be sure you have read and understand the Public Safety Coordinator Citizen Complaint Training Program Syllabus prior to the first scheduled session.
2. Arrange your travel through your district office. Lodging rooms have been reserved at the DOUBLETREE HOTEL SACRAMENTO, CA, 2001 Point West Way, Sacramento, CA 95815, for your convenience.
3. Uniforms will not be required; clothing should be conservative and reflect a professional and positive image. For safety reasons closed toe shoes must be worn, no sandals or shorts.
4. A personal credit card will be required to check-in your hotel room. You will not be charged for your room, however any other fees (i.e. incidentals, room service or mini bar) you incur while staying at the hotel will be charged to your card.

POST-TRAINING ASSIGNMENT

Ninety days after the completion of this program, the employee and his/her supervisor should sit down and discuss the impact and assess the effectiveness this program has had on the employee. Then both the supervisor and employee should login to the Employee Training Management System (ETMS) and complete the Post-Training Evaluation form (an email will be sent to both employee and supervisor notifying them that the evaluation needs to be completed).

The post-training evaluation process is intended to provide a bridge between classroom instruction and the on-the-job application of training. The information obtained through this process will assist the training participant, supervisor, and Training Center in providing a return on the investment the Department has on training.

CITIZENS COMPLAINT - PROCESS AND INVESTIGATION - AGENDA
November 15-19, 2009

Sunday
November 15

1500- Check in at the Doubletree Hotel, Sacramento CA

Monday
November 16

0800-1000	Introductions, Types, and Differentiating	Poppelreiter/ Spear/Zilke
1000-1200	Complaint Process Overview, Legal Foundation, Cause for Discipline, and Progressive Discipline	Owens/Segura
1200-1300	Lunch	
1300-1500	POBAR	
1500-1700	Exercise – POBAR	Owens/Segura

Tuesday
November 17

0800-1000	Complaint Terminology and Complaint Categories	Owens/Segura
1000-1200	Complaint Acceptance, Roles, and Responsibilities	Owens/Segura
1200-1300	Lunch	
1300-1500	Exercise – Form Completion	Owens/Segura
1500-1700	Investigation Process	Owens/Segura

Wednesday
November 18

0800-1000	Interviews and Interrogations	Owens/Segura
1000-1200	Exercise – Interviews	Owens/Segura
1200-1300	Lunch	
1300-1500	Exercise – Interrogations	Owens/Segura
1500-1700	Group Discussion	All

Thursday
November 19

0800-1000	Complaint Findings, Determinations, Forms, and Review	Owens/Segura
1000-1200	Filing and Control Procedures, Annual Reporting	Owens/Segura
	Miscellaneous Issues	Owens/Segura
	Sample Reports and Letters	Owens/Segura
	Closing Correspondence and Case Management	Owens/Segura
	Exercise - Closing Correspondence	Owens/Segura

CITIZEN COMPLAINT PROCESS AND INVESTIGATION

PROGRAM OUTLINE

36 Hours

<u>ORIENTATION AND INTRODUCTION TO THE COMPLAINT PROCESS</u>	2
<u>COMPLAINT PROCESS OVERVIEW</u>	2
<u>LEGAL FOUNDATION</u>	4
<u>COMPLAINT TERMINOLOGY</u>	1
General	
Category I.....	
Category II.....	
Other Complaints	
Non-complaints	
<u>FINDINGS</u>	1
Definition	
Specified	
<u>DEFINITIONS</u>	3
Aggrieved person, Allegation, Anonymous complaint, Citation validity, Closing correspondence, Complaint, Department allegation, Frivolous complaint, Information File, Legislative complaints, Off-duty allegation, Other agency complaint, preponderance of evidence, rescinded complaint, Third party complaint, Vehicle storage/impound complaint	
<u>COMPLAINT ACCEPTANCE</u>	2
<u>INVESTIGATION RESPONSIBILITY</u>	2
<u>INVESTIGATION PROCESS</u>	4
<u>COMPLAINT FINDINGS</u>	2
<u>INVESTIGATION FINDINGS</u>	2
<u>INVESTIGATION DOCUMENTATION</u>	4
<u>REVIEW AND APPROVAL PROCESS</u>	2
<u>FILING AND CONTROL PROCEDURES</u>	2
<u>MISCELLANEOUS ISSUES</u>	2
Amending complaints, prosecution for filing false complaints, employee filing of civil claims, complaint database, outside agency investigations	
<u>PROGRAM EVALUATION AND WRAP-UP</u>	1
TOTAL HOURS	36

CITIZEN COMPLAINT PROCESS AND INVESTIGATION

ORIENTATION AND INTRODUCTION TO THE COMPLAINT PROCESS

Purpose: Course roster, course questions, course content and logistics will be covered. An overview of the complaint process will be presented.

Performance Objectives: By the close of the session the participant will

1. Review course content, procedure, grading, and evaluation process.
2. Discuss different types of complaints.
3. Discuss Department philosophy and policy.

COMPLAINT PROCESS OVERVIEW

Purpose: To provide updated information on the legal foundation for complaints, the causes for discipline, and review progressive discipline.

Performance Objectives: By the close of the session the participant will

1. Discuss the legal foundation for complaints.
2. Recognize the causes for discipline.
3. Demonstrate their understanding of the Peace Officer Bill of Rights.

LEGAL FOUNDATION

Purpose: To review the purpose and practice of the peace officer bill of rights, (POBAR).

Performance Objectives: By the close of the session the participant will

1. Practice applying POBAR.
2. Participate in a POBAR exercise.
3. Demonstrate their knowledge of POBAR.

COMPLAINT TERMINOLOGY

Purpose: To review the different types and categories of complaints and to understand the difference between the different categories and types of complaints.

Performance Objectives: By the close of the session the participant will

1. Discuss category I and II complaints.
2. Identify the difference between the two categories of complaints.
3. Recognize other types of complaints.

FINDINGS

Purpose: To review and understand complaint findings.

Performance Objectives: By the close of the session the participant will

1. Discuss how findings are concluded.
2. Compare and contrast the different types of findings

DEFINITIONS

Purpose: To understand the difference between the types of complaints and allegations listed: Aggrieved person, Allegation, Anonymous complaint, Citation validity, Closing correspondence, Complaint, Department allegation, Frivolous complaint, Information File, Legislative complaints, Off-duty allegation, Other agency complaint, preponderance of evidence, rescinded complaint, Third party complaint, Vehicle storage/impound complaint

Performance Objectives: By the close of the session the participant will

1. Review the different types of complaints and allegations.
2. Discuss the different process and policies related to the different types of complaints and allegations

COMPLAINT ACCEPTANCE

Purpose: To review the what factors must be present to make a complaint acceptable, to review the different ways complaints are accepted, and the processes to formally accept a complaint.

Performance Objectives: By the close of the session the participant will

1. Recognize an acceptable complaint.
2. Identify the different ways complaints are accepted.
3. Restate the processes to formally accept a complaint.

INVESTIGATION RESPONSIBILITY

Purpose: To define the different roles and responsibilities of the persons involved in the complaint process.

Performance Objectives: By the close of the session the participant will

1. Describe their own role and responsibility in the complaint process.
2. Discuss the different roles, and responsibilities of everyone involved in the complaint process.

INVESTIGATION PROCESS

Purpose: To review the step by set instructions of how to proceed with a complaint investigation

Performance Objectives: By the close of the session the participant will

1. Record a detailed list of the steps to take in an investigation.
2. Identify the important phases of the investigation process.

COMPLAINT FINDINGS

Purpose: To review the different categories of complaint findings and what facts would lead to which type of finding.

Performance Objectives: By the close of the session the participant will

1. Practice analyzing and reviewing fact patterns identifying possible complaint findings.

2. Describe appropriate complaint findings for different types of cases.

INVESTIGATION FINDINGS

Purpose: To review the different categories of investigation findings and what facts would lead to which type of finding.

Performance Objectives: By the close of the session the participant will

1. Practice analyzing and reviewing fact patterns identifying possible investigation findings.
2. Describe appropriate investigation findings for different types of cases.

INVESTIGATION DOCUMENTATION

Purpose: To review the forms and all types of administrative processes that must be completed throughout the entire investigation.

Performance Objectives: By the close of the session the participant will

1. Describe the correct forms, documents and written records that are to be completed during the investigation.
2. Discuss the different types of documentation that are needed throughout the investigation.

REVIEW AND APPROVAL PROCESS

Purpose: To learn the Department approved policies and procedures for review of complaints and investigations.

Performance Objectives: By the close of the session the participant will

1. Discuss the Department policy for investigations review and approval.
2. Identify the correct procedures to follow for the review and approval of the investigation.

FILING AND CONTROL PROCEDURES

Purpose: To learn the filing and control procedures for investigations and complaints.

Performance Objectives: By the close of the session the participant will

1. Discuss filing documentation, confidentiality issues, and the release conditions of the investigation.

2. Identify the annual audits and reporting of investigations.

MISCELLANEOUS ISSUES

Purpose: To discuss and review the following list: amending complaints, false complaints, civil claims, complaint database, and outside agency investigations.

Performance Objectives: By the close of the session the participant will

1. Discuss amending complaints, false complaints, and civil claims.
2. Describe the complaint database and the process and policy related to outside agency investigations.

PROGRAM EVALUATION AND WRAP-UP

Purpose: To review the policies and procedures covered during the course.

Performance Objectives: By the close of the session the participant will

1. Recognize the appropriate handling of complaints, proper methods of investigation, and issues related to the complaint process.
2. Know where to find the information they need when they have responsibility for responding to a complaint.
3. Complete Training Evaluation Form

