CITY OF MOUNTAIN VIEW POLICE DEPARTMENT



SCHOOL RESOURCE OFFICER MANUAL

FOREWORD

1. PURPOSE OF THE STANDARDS

1.1 General

This School Resource Officer Manual (Manual) represents the Mountain View Police Department (MVPD) standards and expectations for the School Resource Officer (SRO) program, which falls under the Youth and Community Unit (YCU). The expectations and standards for the SRO program were developed with input from various community stakeholders, including the City's Public Safety Advisory Board, an MVPD internal stakeholder group, the Mountain View Whisman School District, and the Mountain View Los Altos Unified High School District, as well as by reviewing the standards and best practices for SRO Programs through the National Association of School Resource Officers.

1.2 Intent

These standards and expectations are intended to provide a foundation of safe operating practices in the performance of the YCU's mission and were formulated based on what has been identified as MVPD's priorities of school-based programs providing youth engagement, mentoring, and law enforcement:

- 1. Safety first in all aspects of SRO engagements and operations;
- 2. Provide positive engagements and relationships between MVPD, students, guardian(s), and school personnel;
- 3. Provide excellence at every opportunity in SRO services in support of MVPD's mission;
- 4. Finding the most appropriate resolution to school-related challenges with the goal of limiting referrals of students to the criminal justice system; and
- 5. Transparency and dialogue to meet the needs of the community.

The purpose, goals, and guiding principles of the MVPD SRO program are further discussed in the Memorandum of Understanding (MOU) between both the Mountain View Whisman School District and the Mountain View Los Altos Unified High School District. These MOUs are attached as an appendix to this Manual.

1.3 Scope

The scope of this Manual is intended to encompass all aspects of SRO engagement/law enforcement and has been divided in four major sections: Administration, Selection, Training, and Collaboration. The subsections are intended to encompass the primary aspects of the SRO program's administration and operations.

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SECTION 1: ADMINISTRATION

01.01.00 ADMINISTRATIVE STANDARDS

01.01.01 Definition

A school resource officer (SRO) is a full-time public safety officer with sworn law enforcement authority specially trained in school-based policing, crisis response, and youth engagement, assigned by the Mountain View Police Department (MVPD) to work with schools, students, and parents using community-oriented policing concepts.

01.01.02 Purpose

The purpose of a successful SRO program is to develop positive relationships between law enforcement and youth while maintaining the safety of school campuses. The goals of the program are:

- School and MVPD cooperation to create a safe school environment;
- Prevention and reduction of juvenile delinquency;
- Reduction in referrals to the criminal justice system and student suspensions and expulsions;
- Positive engagement and relationships between MVPD, students, guardian(s), and school personnel; and
- Connecting youth and families with further support and resources.

01.01.03 MVPD SRO Responsibilities

The following are the roles and responsibilities of the City of Mountain View and SROs:

- Select, assign, train, and evaluate Police Officers to serve as SROs.
- Conduct education, engagement, enrichment, and prevention programs.
- Conduct investigations and law enforcement into criminal matters.
- Assist in training school administrators and staff in law enforcement matters and disseminate information on crime trends and changes in laws.
- Prepare an annual report on the outcomes and activities of the SRO program.

- With school staff, meet at least quarterly to discuss the SRO program, review any feedback received, and make adjustments as needed.
- With school staff, provide ongoing communication to the school community about the purpose, activities, outcomes of the SRO program, and student rights.
- Communicate to schools the schedule of planned engagement activities to the extent practical.

NOTE: MVPD SROs are not responsible for school discipline matters.

01.01.04 Goals of SRO Programs and Activities

- Creating a structured enrichment program to help prevent at-risk youth from engaging in antisocial behaviors.
- Coaching and mentoring students to help overcome challenges, reaching their goals, and being successful in school.
- Educating students, school personnel, and parents on topics that affect the youth of Mountain View.
- Creating groups, clubs, or engagement events to provide opportunity for students to have dialog with SROs in hopes of building trust and understanding.
- Investigating suspected criminal matters related to students and finding the appropriate resolution to solve the issue.
- Working with school personnel to address any potential threats to the safety of the campus or students.
- Strive to achieve qualitative and quantitative data as listed in outcomes and outputs.

01.01.05 School/School District's Responsibilities

- Plan for and maintain campus security, seek SRO input, and engage SROs during times of threat.
- Address school discipline matters.
- Notify the SRO of significant illegal activity when it is related to the health and safety of students, school district personnel, parent(s), and guardian(s).

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- Develop and train school staff on protocols regarding appropriate matters for engaging SROs.
- Develop and follow protocols for sharing relevant data with SROs.
- Provide private space for SROs to meet with students.
- Provide a reasonable space and time for SRO programs and activities.
- Establish a school district point of contact and safe process for students to provide input about the SRO program. Students may be kept anonymous in any communication to the MVPD.
- Establish a point(s) of contact at the school for the SROs to develop programs and activities.
- Meet regularly with the MVPD to discuss the SRO program, review any feedback received, and make adjustments as needed.
- With the MVPD, provide ongoing communication to the school community about the purpose, activities, outcomes of the SRO program, and student rights.
- Communicate to schools the schedule of planned engagement activities to the extent practical.

01.01.06 Knowledge and Support from Agency Administration

For the SRO program to be successful, the Police Chief and the Superintendent of the school district must understand and fully support the SRO program, including an understanding of the standards and best practices put forth in this document.

01.01.07 Guidelines

- Protection of student rights and privacy with interviews, searches, and arrests conducted in private or off-campus to the extent possible.
- Commitment to conduct SRO programs/activities and enforce laws without discrimination
 or bias and in compliance with existing laws that prohibit the use of students' race,
 ethnicity, national origin, disability, religion, gender, sexual orientation, economic status,
 age, cultural group, immigration status, or affiliation with any other similar identifiable
 group as the basis for providing differing levels of service.
- Recognition of and sensitivity to the diversity of student backgrounds and experiences with and perspectives about Police and commitment to minimize potential for discomfort, with

SRO presence on campuses primarily to provide or participate in specific activities and programs or to respond to calls for service.

- Development and implementation of programs and activities with student and administration input and awareness.
- Clarity about when to engage SROs, with distinction between the school's responsibility for disciplinary matters and the MVPD's responsibility for criminal matters.
- Commitment to resolve school discipline and criminal matters at the lowest possible level.
- Defining the roles and responsibilities of formal school discipline:
 - SROs shall not administer formal school discipline, such as detentions, suspensions, or expulsions. These decisions are the sole responsibility of school personnel.
- SROs acting in accordance with expectations:
 - As a law enforcement officer, the SRO shall abide by Federal, State, and local laws.
 - As a teacher/classroom presenter, the SRO may educate students on the law and their rights to positively impact student behavior, character, and to mitigate more serious behaviors.
- Defining roles and expectations pertaining to the decision to arrest/detain:
 - The responsibility and decision to arrest/detain lies solely with the SRO, respective to State law, local ordinances, and the SRO's departmental standard operating procedures or standing general order.
 - The SRO's continual collaboration with school personnel and the SRO's understanding of each student's needs may impact the decision to arrest, but the responsibility is that of the SRO alone.
 - Unless due to the seriousness of the crime, it is the goal of the SRO program to find all possible solutions to solve a situation prior to deciding to make an arrest.
- The chain of command:
 - The SRO shall abide by MVPD's policies pertaining to the chain of command.

• Sharing of information:

- SROs and school personnel shall share information in accordance with California State law and the Family Educational Rights and Privacy Act (FERPA).
- Access and use of school camera footage, body-worn cameras, student database information, and any other information sharing practices should be defined by the Memorandum of Understanding (MOU).

• Documentation and reporting requirements:

- The SRO shall be under the supervision and direction of a Sergeant.
- MVPD policies identify the documentation and reporting procedures to be used.
- Any documentation requested by school personnel shall be addressed by the MOU or similar contractual document.

Office space:

- A clearly defined location should be established for the SRO to conduct school and law enforcement business.
- Due to the nature of law enforcement related to juveniles, a dedicated location with a closable door should be available.

Hours on campus:

- Clearly defined expectations of the time frames and locations the SROs shall spend on campus should be agreed upon by MVPD and the school district, which should be addressed in an MOU, to the greatest extent practical.
- SROs and school staff shall communicate to students and staff the times and locations of scheduled SRO programs on campus.

Day-to-day duties:

- The SRO should not be assigned to specific locations or duties on a daily basis but rather be flexible and available to assist teachers, administrators, and students when requested and as consistent with their roles as a law enforcement officer, informal counselor/mentor, and teacher/classroom presenter.
- The expectations of the SRO's daily duties must be agreed upon by the law enforcement agency and the school district.

Weapons storage:

- Normal duty gear is defined by MVPD's firearms policy.
- In the event additional weapons or gear are to be utilized, acquisition and storage must be approved by the Youth and Community Unit (YCU) Coordinator.

• Use of less-lethal tools:

- The SRO shall abide by MVPD's policy pertaining to the use of less-lethal devices.
- If there is a desired deviation from the policies, the cost, storage, and use must be approved by the Police Chief.
- Use of K9s at schools or school-related events:
 - The SRO shall abide by MVPD's policy pertaining to the use of K9s.
 - K9s should not be used at schools as a deterrent, for apprehension, or for narcotics detection without the approval of the K9 Lieutenant or when exigent circumstances exist.

• Uniform use:

— SROs must be identifiable as law enforcement. The uniform apparel and law enforcement equipment shall be defined by MVPD policy. A "dressed-down" uniform is allowed (MVPD polo shirt, khakis, etc.). The uniform should not detract from clearly identifying the SRO as law enforcement. Any changes to the SRO uniform must be approved by the YCU Coordinator.

SECTION 2: SELECTION

02.01.00 THE SRO SELECTION PROCESS

02.01.01 SRO Selection Process (MVPD Policy 1027)

When the SRO specialty position is available, the supervisor or manager responsible for the YCU will create an announcement which will be emailed to all personnel at least two weeks prior to the application closing date. The SRO shall be of permanent status at the time of appointment and have at least 12 months of employment with the City of Mountain View.

The notice will include:

- Minimum requirements for the specialty position;
- Criteria for selection, focusing on specific and objective skills and abilities required for the position.
- Procedures to be followed in the selection process.

Selections for specialty positions and collateral assignments will be based on any or all of the following factors:

- Last two annual performance evaluations.
- Input from supervisors, which must be submitted in writing (email or memo) or drafted into a memo by the SRO supervisor after being given verbal feedback and given to the supervisor or manager directing the application/selection process. The feedback must focus on criteria for selection to the assignment.
- Employee demonstrated desire and initiative.
- Department and/or community needs.
- Relevant tests (if applicable).
- Seniority.

02.01.02 Experience

• It is recommended that the officer selected have at least three years of law enforcement or job-related experience.

- This level of experience will help the SRO obtain credibility among the school personnel, students, and parents.
- This level of experience will also allow the SRO to have a greater understanding of MVPD's policies and procedures.
- It is also essential that the SRO have demonstrated a genuine interest in engaging with youth, supported the Youth and Community Program at events, and been effective in their engagement.

02.01.03 Number of SROs Selected

 MVPD will have three full-time SROs to oversee engagement and service the schools in the City.

02.01.04 Length of Assignment

Assignments are for a two-year period with a two-year extension option. The SRO assignment involves an option period, which means that the SRO may request additional time in the assignment. To request this option, the SRO must request to do so at least 90 days prior to the expiration of the assignment. The involved Division Captain must approve the extension and notice the extension to the MVPD.

02.01.05 Commitment to Developing Youth

- Effective SROs have a commitment and passion to engage with youth.
- This should be demonstrated in the candidate's previous participation in youth or community policing programs or efforts on patrol.

02.01.06 Communication and Interpersonal Skills

- Must have excellent verbal and written communication and interpersonal skills.
- The ability of a second language is preferred but not required.

02.01.07 Probationary Period

 The selected SRO shall have a one-year probationary period, during which performance of SRO functions and engagement with students, stakeholders, school staff, and department members will be evaluated.

SECTION 3: TRAINING

03.01.00 TRAINING STANDARDS

03.01.01 Importance

- The SRO must be specially trained in school-based policing as the duties and responsibilities
 of an SRO are inherently different than that of other law enforcement specialties.
- At a minimum, the SRO should attend annual training related to school safety topics. These topics may include, but are not limited to:
 - Crisis intervention training;
 - Active threat response;
 - Adolescent mental health-related training;
 - Neurodiverse-specific training;
 - Methods of effective youth engagement.
- Such trainings enhance and maintain the relevancy of the SRO's skill set.
- At a minimum, the SRO should attend biannual principled policing training, which includes implicit bias or other such trainings as approved by the California Peace Officer Standards and Training (POST).
- Some opportunities for these training programs include SRO conferences, such as those
 offered by the National Association of School Resource Officers and its affiliated state
 associations.

03.02.00 THE BASIC SRO TRAINING COURSE

03.02.01 Basic SRO Course and CPTED Training

- The SRO should complete a foundational school-based policing course, such as the POST SRO Course, prior to starting their assignment.
- If it is not practical for the new SRO to complete a foundational school-based policing course prior to the assignment, the new SRO shall complete a foundational school-based policing course within one (1) year of beginning the assignment.
- The SRO should complete de-escalation training within one (1) year of the beginning of the assignment, such as the Intervention and De-Escalation Techniques for SROs training, which is presented through the Government Training Agency.

03.02.02 Basic Knowledge/Ability Requirements

- SROs should have the basic knowledge listed below. SROs may need refresher training, which shall be evaluated by the YCU Sergeant. The specifics of each component include, but are not limited to:
 - To be an effective informal mentor, the SRO should be properly trained in:
 - Mentoring;
 - Crime prevention;
 - Empowering youth;
 - Resiliency and overall wellness;
 - Recognizing and supporting diversity; and
 - o Improving youth decision-making skills.
 - To be an effective law enforcement officer in a school environment, the SRO should have a working knowledge of:
 - Constitutional and State law;
 - Armed response;
 - Crime prevention and mitigation;
 - Interview and interrogation;
 - Investigations;
 - Crime prevention through environmental school design;
 - Patrol operations;
 - Advocacy within the juvenile justice system;
 - Mandatory reporting; and
 - Substance abuse recognition.
 - To be an effective teacher/guest speaker, the SRO should be capable of delivering public safety education lessons on topics such as:
 - Crime prevention;
 - Social media;
 - School safety;
 - Victimization;
 - Laws pertaining to students;
 - Driver safety;
 - Bicycle safety;
 - Decision making;
 - o Emerging trends and issues; and
 - Other topics requested by staff/parents.

03.02.03 School Administration Policies and Procedures

- The school district will provide additional, ongoing, school-related insight into topics in support of an effective SRO program.
- Examples of these include, but are not limited to:
 - Structure of the school's discipline policy;
 - FERPA and other school-related law issues; and
 - Working with special-needs students and the special-education department within the school.

03.03.00 RAPID DEPLOYMENT TRAINING

03.03.01 Rapid Deployment Training (i.e., Active Shooter)

- The SRO should successfully complete biannual training for rapid deployments.
- This training should provide appropriate methods for the SRO to be able to respond to active assailants, active shooters, and/or other threats in the school.

SECTION 4: COLLABORATION

04.01.00 COLLABORATION BETWEEN MVPD AND THE SCHOOL COMMUNITY

04.01.01 Definition

- A successful SRO program must have a strong collaboration between other personnel at MVPD, community stakeholders, and the school community, including students, parents, teachers, and school and district administrators.
- Although various elements of the job are defined by each party, it is important that these elements are clearly defined and communicated.
- More information regarding roles and responsibilities is included in the MOU.

04.01.02 School and SRO Collaboration

- MVPD will maintain an effective partnership with the students and school personnel through, but not limited to, the following methods:
 - The MOU and its annual review for program improvements and updates will be done by the school district and City staff.
 - Regular meetings with MVPD and school personnel to review existing and potential school-related issues.
 - Established sharing of information on policies and procedures.
 - Crisis management planning and practice.
 - Establishing a point of contact and a safe and confidential process for students to meet with an SRO or provide input about the SRO program.
 - Dialogue between students and SROs during planned meetings and programs.
 - Ongoing communication by the school and SROs about the purpose, activities, and outcomes of the SRO program.

04.01.03 The Administration's Role in SRO Selection

 The selection process of the SRO should include both the MVPD and the school administration (or designee). The school administration should be invited to participate in the process.

- Factors of selection and extension in SRO assignment should include, but are not limited to:
 - Participation in selection oral board; and
 - Feedback from school staff and/or parents on engagement between the SRO and students.

04.01.04 The Administration's Role During in SRO Evaluations

- The school district superintendent (or designee) shall give feedback for the evaluation of the selected SRO.
 - Feedback from the school district superintendent (or designee) shall be obtained for the SRO's annual evaluation. The superintendent may select another school district staff member to give feedback for the SRO if they have a better understanding of how the SRO has performed.

04.01.05 Yearly Evaluation of SRO Program

- 1. The SRO program will have an annual review, which will be presented to the Public Safety Advisory Board for review and will include the following:
 - a. A narrative description of the SRO program activities, accomplishments, input received, areas for improvement, collaboration with school staff and students, and next steps.
 - b. A quantitative and/or qualitative account of the following SRO program outcomes and outputs:
 - (1) The number of communications (emails, presentations, etc.) describing the purpose and activities of the SRO program.
 - (2) The number of SRO-led events (presentations, Police Activities League (PAL) programs, student clubs, etc.) and number of participants.
 - (3) The number of and reason for campus visits (calls for service, proactive engagements, special events, etc.).
 - (4) The number of students/families participating in one-on-one service sessions (mentoring, home visits, etc.), the number of sessions, and examples of the issues involved.

- (5) The number of referrals to supportive services, such as mental health counseling, emergency assistance network, food/housing services, etc.
- (6) The change in outcomes for students participating in one-on-one services, which may include:
 - (a) School engagement;
 - (b) Engagement in constructive activities;
 - (c) Family relationships; and
 - (d) Law violations and high-risk behavior, such as:
 - 1.) Cannabis use/cannabis being brought to schools;
 - 2.) Fighting at school;
 - 3.) Truancy;
 - 4.) Cyber bullying; and
 - 5.) Gang affiliation.
- (7) The number and examples of student law violation incidents diverted from the criminal justice system and/or whose consequences could be satisfied through a lower level of intervention.
- (8) Number of and reason for arrests, citations, and searches.
- (9) Number and types of items confiscated (weapons, drugs, etc.)
- c. A summary of feedback on the SRO program (which may be submitted anonymously) relating to awareness of and satisfaction with the program:
 - (1) From district administrators and school principals;
 - (2) Parents and students participating in one-on-one services;
 - (3) Students participating in SRO activities; and
 - (4) Student body in general.

The summary will be given to the Field Operations Captain and associated school Superintendent for review.

04.01.06 Complaints Related to SROs

 Complaints related to the SRO program or a specific SRO will be reviewed and addressed by the YCU Sergeant, the Professional Standards Unit Sergeant, or through the school superintendent's designee. A notification of all complaints taken by MVPD, or communicated to MVPD, shall be routed to the YCU Lieutenant for awareness.

SECTION 5: SRO PROGRAMS AND ACTIVITIES

05.01.00 RESERVED

05.02.00 RESERVED

05.03.00 SRO EVENTS/OUTREACH

- PAL Mentoring: PAL Mentoring currently serves students at Castro Elementary School and Monta Loma Elementary School. The mentoring occurs one day per week for one hour. Students are referred to the program by their school counselors. Some have behavior problems, low self-esteem, and/or a variety of other perceived challenges. The goal of the program is for SROs and students to build relationships. To facilitate this, SROs use a variety of weekly lesson plans to build character and ethics. Each program has traditionally hosted between 15 and 20 students.
- PAL Boxing: PAL Boxing serves students at Crittenden Middle School and Graham Middle School as well as Mountain View High School and Los Altos High School. PAL Boxing is held two days per week for two hours each day. School counselors refer the students to the program. PAL Boxing helps develop self-esteem and confidence. The program also allows for officers and students to build relationships. To facilitate this, a variety of weekly training plans are used to build character and ethics.
- <u>NET Gain</u>: NET Gain is an eight-week program that occurs twice per week and involves middle school students. This program helps introduce a sport most youth do not get exposed to and provides an additional opportunity for officers and students to build relationships.
- <u>Dreams and Futures Program</u>: The Dreams and Futures program consists of two separate summer camps that serve a total of 100 students. Each camp lasts two weeks. YSU staff is supplemented by teenage counselors that help lead groups of five to seven students. Similar to PAL Mentoring, the students are referred to the program by school counselors. SROs spend the day organizing activities and dealing with the various challenges when they occur. SROs often put on various presentations throughout the camp.
- <u>Home Visits</u>: SROs have been entrusted to be a conduit between the school and students at home. Home visits are used for a variety of reasons, which include, but are not limited to:
 - Truancy;
 - Support during challenges at school;
 - Wellness-checking the student when a personal or school-related incident occurs; and
 - When a student may need intervention due to behavioral problems.

- <u>Public Safety Club</u>: The Public Safety Club takes place at Mountain View High School and is open to any student interested in participating. The club meets once per week and allows for students interested in public service to come and learn about different careers from guest speakers from various public service occupations as well as positions within the MVPD. Students can connect with and ask any questions of the SROs while learning about volunteer opportunities within the community.
- <u>Cops That Care</u>: Cops That Care is a holiday gift giveaway that provides toys, gifts, and hygiene products to underserved children in the City. Students get an opportunity to engage with SROs and other MVPD personnel during the event. Every December, program participants are identified by school at-risk counselors and school and community engagement facilitators and invited by the MVPD to participate in this one-day event. The program serves around 2,000 youths every year.
- Police Explorer Program: While receiving training in law enforcement procedures, community policing, teamwork, and leadership, the Mountain View Police Explorers volunteer alongside Police Officers and other Police professionals to assist the MVPD in its mission and service delivery. Explorers are between the ages of 14 and 21 years old and must be a Mountain View resident or enrolled in a Mountain View high school. As a branch of Boy Scouts of America, Police Explorer is aimed to provide valuable life skills while teaching about potential careers in law enforcement. Explorers meet twice per month for two-hour trainings as well as volunteering in the community throughout the year.