

Section 29 – Community Relations

New York State Law Enforcement Accreditation Program

29.1 Responsibility of Personnel

ADMINISTRATION

STANDARD 29.1 **The agency has a written directive outlining the agency's community relations objectives. The directive will include, at a minimum:**

- A. The position(s) or component(s) within the agency responsible for the coordination of the community relations function, and;**
- B. Information regarding the responsibilities of each member of the agency so that it's clear that achieving the agency's community relations objectives is a responsibility shared by all personnel.**

Commentary: Law enforcement agencies are often called upon to advise and inform the public about various topics, such as crime prevention, personal safety and police activities. In order to coordinate the department's efforts, it is essential to designate a person to be responsible for this function and to delegate, whenever appropriate, the duties to different units or people according to their areas of expertise.

All personnel in the agency, both sworn and civilian, should project a positive image and embrace the notion that one of their main functions is to meet the needs of the community they serve. Ensuring every employee is aware of the different programs the agency offers enables them to inform members of the community during the course of their duties.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the agency which could also be acceptable.

1. A copy of the written directive is available for review.
2. Interview(s) with personnel responsible for those functions to verify their knowledge of and compliance with the standard.
3. A review of records that demonstrate community relations are an active function within the agency.
4. Examples of existing community relations programs may be provided.
5. Interviews with personnel to discuss their understanding of the directive and the role they play within the community relations function.