



Effective: 12/01/2000
Last Revision: 09/15/2019

**CSU FULLERTON POLICE DEPARTMENT
GENERAL ORDER NUMBER 7-11**

COMMUNITY SERVICE OFFICER PROGRAM

SUBJECT: The Community Service Officer Program at CSU Fullerton

PURPOSE: To establish procedures and policies to be followed in reference to the University Police Department's Community Service Officer Programs.

POLICY: It is the policy of this Department to hire and train student assistants to serve as Community Service Officers as a furtherance of the Department's efforts in community relations and crime prevention.

PROCEDURE:

- I. Community Service Officer (CSO) Field Program
 - A. Community Service Officers are non-sworn part-time student assistants who are supervised by the Community Services Corporal or Community Service Officer for campus safety details.
[CALEA 91.1.4d]
 - B. Qualifications include:
 1. Must be a student at California State University, Fullerton.
 2. Must have a valid California Driver's License.
 3. Must pass the Defensive Driver's Course. [CALEA 91.1.4d]
 4. Must pass fingerprinting and background check. [CALEA 91.1.4d]
 5. Must have a 2.0 G.P.A. or higher., CSU requirement.
 - C. The Field CSOs work throughout the campus. There are three ranks of Community Service Officers
 1. CSO – entry level position
 2. CSO Field Training Officer
 - a. To be eligible, a CSO must have completed the field training program and have performed CSO duties satisfactorily for a minimum of six months.
 - b. CSO Field Training Officers provide training and immediate supervision for CSO Trainees.
 3. CSO FTO Lead
 - a. To be eligible to become a CSO FTO Lead, a CSO must satisfactorily complete the Field Training Program and perform CSO FTO duties for a minimum of six months

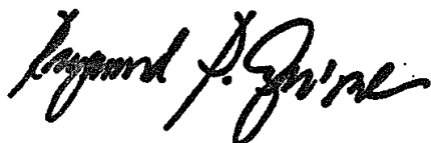
- b. CSO FTO Lead perform administrative duties for the CSO Program, assist the Community Services Corporal, and provide guidance to Field Training Officers.
 - 4. CSO Supervisor
 - a. To be eligible to become a CSO Supervisor, a CSO must satisfactorily complete the Field Training Program and perform CSO duties for a minimum of one year.
 - b. CSO Supervisors perform administrative duties for the CSO program, assist the Community Services Corporal / Officer, and provide guidance to Field Training Officers and CSOs.
- D. Field Community Service Officers are representatives of the Police Department but have no more authority than any other citizen. Their duties include assisting the University Police Department with:
 - 1. Faculty, staff and student escorts;
 - 2. Building unlocks, lockups and broken door reports;
 - 3. Bookstore loss prevention;
 - 4. Library security and lock up;
 - 5. Assist patrol officers as needed;
 - 6. Assist Investigations as needed;
 - 7. Campus patrols & site security;
 - 8. Special events;
 - 9. Traffic control as needed;
 - 10. Perform campus fire watch duties;
 - 11. Emergency Blue Phone Testing;
 - 12. Bicycle Registration;
 - 13. Assist with commencement; and
 - 14. Emergency response support
- E. Training
 - 1. CSO Trainees are assigned to work with Field Training Officers (FTO) who will familiarize them with the campus and Department policies and procedures.
 - 2. All trainees will complete a three-month field training program. If the trainee needs additional instruction, their training program will be extended.
 - 3. All trainees will receive the following training to assist them in performing their authorized and assigned duties:
 - a. First Aid, CPR and AED.

- b. Radio communications.
 - c. Oleoresin Capiscum (OC).
 - d. Bookstore loss prevention.
 - e. Safety Escorts.
 - f. Report writing.
 - g. Defense driving.
 - h. Fire extinguisher use
- F. Uniforms
1. Community Service Officers will wear uniforms that distinguish them from sworn Police Officers. The issued uniform will consist of:
 - a. One pair of black tactical pants or one pair of black tactical shorts.
 - b. Two gray polo shirts with a sewn-on badge designating Community Service Officer. The CSO's name shall be embroidered on the front right with their first initial, followed by their last name. The words "Community Service Officer" appears on the back of the polo in reflective ink.
 - c. One black nylon Sam Browne and one black nylon belt.
 - d. One black equipment bag.
 - e. One black baseball cap with the letters "C.S.O." embroidered on the front and "Station 13" on the back in silver lettering.
 - f. One black jacket with a sewn-on badge designating Community Service Officer. The words "Community Service Officer" appears on the back of the polo in reflective ink.
 - g. One pair of black boots with a toe area that can be polished.
 - h. Field Training Officers will wear a metal "F.T.O." pin on their polo shirt (Required but not issued).
 2. The CSO Supervisor's uniform will consist of the following:
 - a. Navy blue pants.
 - b. One short sleeve and one long sleeve light blue uniform shirt. They will be issued a metal badge distinguishing Community Service Officer.
 - c. Two UPD shoulder patches.
 - d. One black nylon belt (provided), Or one black basket weave leather belt (not provided). One black nylon belt or one (1) black basket weave leather belt (not provided).
 - e. One black baseball cap with the letters "C.S.O." embroidered on the front and "Station 13" on the back in silver lettering.
 - f. One black jacket with a sewn-on badge designating Community Service Officer. The words "Community Service Officer" appears on the back of the jacket in reflective ink.
 - g. One pair of black boots with a toe area that can be polished (Required but not issued).
 - h. One gold metal name plate with the first initial followed by the last name in black ink

- G. Procedures for performing duties as well as specific regulations applicable to Community Service Officers can be found in the *Community Services Unit Policies and Procedures Manual*. All Community Service Officers shall receive a copy of this manual.
- II. Community Service Officers--Administrative Front Counter Program.
- A. Administrative CSOs are representatives of the Police Department but have no more authority than any other citizen. Their duties include assisting the University Police Department with:
1. Providing Customer Service and information;
 2. Issuing and recovering campus keys;
 3. Fingerprinting applicants by Live Scan;
 4. Processing police records;
 5. Processing lost & found property; and
 6. Preparing work orders
- B. Training
1. All new trainees will receive a copy of the front counter procedures and complete a training program that shall also serve as a probationary period.
 2. All trainees will complete a six-month field training program. If the trainee needs additional instruction, their training program will be extended.
- C. Uniforms
1. One pair of black tactical pants.
 2. Two gray polo shirts with a sewn-on badge designating Community Service Officer. The CSO's name is embroidered on the front right with their first initial, followed by their last name.
 3. One black basket weave leather belt.
 4. Black closed toe and heel shoes. (Required, but not issued.)
- D. Procedures for performing duties as well as specific regulations applicable to Community Service Officers can be found in the Department's General Order and the Procedures for Front Counter personnel.

REVIEWED BY:
T. Perez

APPROVED:



Raymund Aguirre
Chief of Police

