


SOLANO COUNTY CALIFORNIA PROBATION DEPARTMENT	POLICY NUMBER: 501	EFFECTIVE DATE: January 1, 2018
	SUPERSEDES: December 12, 2008	
APPROVED BY:  CHIEF PROBATION OFFICER	TITLE: General Orders	

1. **Policy**

General Orders provide expectations for professional conduct and carrying out responsibilities for all Departmental staff. General Orders are necessary to accomplish our Departmental mission, and all employees are required to comply with all orders. Failure to comply with General Orders or any other Departmental policy may lead to disciplinary action up to and including dismissal from employment.

2. **Procedures**

- A. Leadership: All supervisors, managers, administrators and other staff in leadership positions are expected to promote the organizational vision. Leaders are expected to serve as role models to other employees in the Department by exercising professionalism and good moral judgment.
- B. Truthfulness: Employees are required to be truthful at all times while in the performance of their duties, whether or not under oath.
- C. Objectivity: Employees must be careful to evaluate the difference between the Department's philosophy and their own personal philosophy. Personal, political or religious beliefs should be kept separate from the employee's Departmental role, which is defined and guided by the Departmental mission and philosophy. Objectivity in weighing assessment factors and determining appropriate intervention is critical in professionally carrying out one's duties. In any case in which there is a potential conflict in which an employee's personal philosophy or situation may prevent the employee from carrying out their duties in an objective manner, the employee shall advise his/her immediate supervisor so appropriate action can be taken.
- D. Cooperation: Cooperation between the units and divisions of the Department is essential to accomplishing our mission. Therefore, all employees are charged with establishing and maintaining a high spirit of cooperation within the Department.
- E. Employee conduct toward the public, to include clients, other departments and other agencies: Employees shall be courteous and orderly in their dealings with the public, to include clients, other departments and other agencies. They shall not use harsh, profane, or offensive language when communicating with the public, other departments or other agencies.
- F. Lawful Orders or Directives: All employees are required to obey and comply with all aspects of any lawful order or directive issued verbally or in writing by a supervisor, manager, or administrator, or by a senior staff member granted such authority.

G. Misconduct/Legal Issues

- (1) Reporting Other Agency Investigations: Whenever any employee of the Solano County Probation Department becomes aware that they or a coworker is the witness or subject of a criminal investigation by another agency outside of normal probation violations, the employee shall notify their supervisor within two (2) business days. The supervisor shall notify the division manager in writing/email upon notification from the employee. The division manager shall then notify the Chief/Chief Deputy Probation officer.
- (2) Testifying Against the County/Department: Any employee subpoenaed to testify against the County or Department in any hearing or trial, shall notify their supervisor within two (2) business days upon receipt of the subpoena. The supervisor shall notify the division manager in writing/email upon notification from the employee. The division manager shall then notify the Chief/Chief Deputy Probation officer.
- (3) Civil Action, Court Appearances – Subpoenas: An employee shall not testify in a civil action against the County or the Department unless legally subpoenaed or requested to testify by County Counsel or an attorney representing the Department or County in civil actions. If the employee receives a subpoena which arises out of Departmental employment or if the employee is informed that he/she is a party to a civil action arising out of Departmental employment, he/she shall notify their supervisor within two (2) business days upon receipt of the subpoena. The supervisor shall notify the division manager in writing/email upon notification from the employee. The division manager shall then notify the Chief/Chief Deputy Probation officer. Employees subpoenaed to testify on behalf of the County or requested to testify by County Counsel or the Department shall be compensated in civil actions regarding testimony related to the Department or County in accordance with the provisions of Section 68097-8097.10, inclusive, of the Government Code, and shall make no other financial arrangements with respect to appearing as witnesses and giving testimony in civil actions.

H. Use of Badge/Authority

- (1) Use of Badge: Employees shall not use their Department identification badge, Department Peace Officer badge, Department identification card, clothing with Department insignia, or other Department equipment or property for personal gain or any other improper purpose.
- (2) Exercise of Authority: Employees shall not wrongfully or unlawfully exercise their authority for malicious purpose, personal gain, willful deceit, any other improper purpose, or any non-employment related activity.

I. Attendance

- (1) Reporting for Duty: Unless otherwise directed, employees shall report for duty at the time and place specified and shall be ready to carry out duties as assigned.
- (2) Relief: Employees assigned to the Juvenile Detention Facility to include satellite programs are to remain on duty until properly relieved by another employee or until dismissed by a supervisor, manager, or designee.
- (3) Absence from Duty: Employees who fail to appear for duty without approval from a supervisor or manager are “absent without leave.” This shall not apply when a

scheduling change has been made and the employee was not notified of the change. A supervisor's submittal of the employee's timesheet in Intellitime does not equate to approval of the absence.

- (4) **Absence Due to Illness/Emergencies:** All employees that are unable to report to work due to illness or emergencies shall report the fact immediately to his/her supervisor and reception at the office where the employee is assigned. Reception is to update the electronic In/Out board. No employee shall feign sickness or injury or deceive a representative of the Department as to his/her real condition.
- (5) **Required Overtime, Call Back, Cancelled Time Off:** In the event of emergencies, urgent need for completion of specific assignments, or critical staff shortages, employees may be required to work overtime and may be called back to work during non-duty hours. Previously approved time off may also be cancelled in these situations if approved by senior management. Emergencies include, but are not limited to, serious incidents within the Juvenile Detention Facility to include satellite programs which require additional staff, and national, state, or local disasters.
- (6) **Trainings/meetings:** Attendance at work related trainings/meetings is considered to be a duty assignment. Employees attending such shall arrive on time, remain until concluded, and be attentive and actively participate. Employees shall turn off cell phones or switch the device to a silent or vibrate mode. If it is necessary for an employee to respond to a call, the employee shall temporarily leave the training/meeting and return as soon as the call is concluded.

J. Property

- (1) **Damaged/Lost Property or Equipment:** Employees shall safeguard all County Property (including case files) in their possession against loss or theft. County Property shall not be left unattended in a motor vehicle overnight. Department property temporarily stored in a motor vehicle must be secured in a trunk or other locked device and concealed from public view. Upon becoming aware of any loss or damage to Departmental property, the employee shall immediately inform their supervisor. The supervisor shall then immediately notify their division manager who in turn shall notify the Chief/Chief Deputy Probation officer. Negligence that results in loss or theft may require the staff to reimburse the Department for the cost of the lost equipment.
- (2) **Surrender of Department Property:** Employees are required to surrender all Department issued property upon separation from service. Failure to return any such item may cause the employee to reimburse the Department for the fair market value.
- (3) **Manual Maintenance:** All employees issued manuals are responsible for their maintenance and shall make appropriate changes or inserts as they are distributed.
- (4) **Notices:** Employees shall not mark, alter, or deface any posted notice of the Department. Notices or announcements shall be posted on the appropriate bulletin board. No notice of a derogatory nature shall be posted at any time. Any notice of a questionable nature shall immediately be brought to the attention of senior management.

K. Use of Vehicles

- (1) Department Vehicles, Use: Departmental vehicles shall be used in compliance with all County and Departmental policies and procedures. Departmental vehicles shall never be used for personal business or pleasure.
- (2) Reporting Accidents: Accidents involving County personnel while on duty, County property, and/or equipment must be reported in accordance with County and Departmental policies and procedures.
- (3) Transporting clients: Clients shall be transported in Departmental vehicles only when necessary to accomplish a Departmental purpose. Such transportation shall be done in conformance with County and Departmental policies and procedures.

L. Emergency Administrative Actions

- (1) Emergency Administrative Leave: Administrators, managers and direct supervisors have the authority to impose emergency administrative leave of an employee until the next business day when it appears that urgent and immediate action is in the best interest of the Department. The manager or supervisor who imposes such a leave shall report the circumstances to their superior and Chief Probation Officer or their designee as soon as possible, but no later than the next business day. The Chief Probation Officer or their designee shall direct follow up action. If an employee is placed on emergency administrative leave, the employee may be placed on paid leave pending the employee's return to work or other resolution of the matter.
- (2) Emergency Intervention: When the improper conduct of an employee of a unit or division is of such a nature that immediate or emergency corrective action is required of a supervisor or manager of another unit or division, action taken may include verbal counseling or emergency administrative leave. When such action is taken, the supervisor or manager shall notify the employee's supervisor and manager as soon as possible and submit a written report to the Chief Probation Officer or their designee by the next business day describing the circumstances and action taken.