
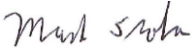
	<b>GAITHERSBURG POLICE DEPARTMENT</b>		
	<b>Training For Civilian Employees</b>		
	<b>GENERAL ORDER</b>	<b>401.4</b>	
<b>Effective Date</b>	<b>05/02/2016</b>		
<b>Authorized by:</b>	<b>Mark P. Sroka</b> CHIEF OF POLICE	SIGNATURE 	DATE <b>05/02/2016</b>

**I. DEPARTMENT POLICY**

The Department provides appropriate training to all newly-appointed civilian employees, volunteers, and student interns, and also provides training of a continuing or in-service nature to these Department members on an annual basis.

As used in this directive, the term *civilian* or *civilian employee* refers to members of the Department who are not sworn law enforcement officers and who provide critical agency support functions.

**II. NEW EMPLOYEE FAMILIARIZATION**

**A. Training Topics**

1. Within a reasonable period of time after they become a Department member, all newly-appointed civilian Department members, volunteers, and student interns are familiarized with the following:
  - a. The Department's role, purpose, goals, policies and procedures;
  - b. Working conditions and regulations;
  - c. Responsibilities and employee rights;
  - d. The accreditation process and the Department's commitment to it;
  - e. The Department's mission, values, and vision; and
  - f. The Department's commitment to teamwork, quality, and continuous improvement.

**III. PRE-SERVICE AND IN-SERVICE TRAINING**

**A. Positions For Which Pre-Service Training Is Provided**

1. The following civilian positions are provided with pre-service training

that emphasizes not only the skills necessary to perform the technical aspects of their positions, but also the importance of the link that they provide between the citizen and the Department, which often shapes a citizen's opinion of GPD:

- a. Administrative Support Supervisor;
- b. Administrative Assistant II;
- c. Crime Analysts;
- d. Accreditation Manager;
- e. Police Technology Administrator;
- f. Parking Enforcement Official;
- g. Speed Camera Technician;
- h. Police Volunteer;
- i. Student Intern; and
- j. Other positions staffed by the Department with civilians.

**B. Training Curricula**

1. Depending upon availability, scheduling, and the nature of their position with GPD, training will encompass the following:
  - a. C.J.I.S./ N.C.I.C. computer terminal operation and certification (every two years to meet N.C.I.C. requirements);
  - b. City computer system and applications;
  - c. City telephone system;
  - d. The handling of emergency and non-emergency phone calls;
  - e. Ethics Training;
  - f. The MCP Computer-Aided Dispatch system computer terminal;
  - g. Department computer programs;

- h. Speed Cameras;
- i. Crime Analysis;
  
- j. Complus Parking Ticket Program;
  
- k. The T.D.D. (TTY) machine;
  
- l. GPD forms; and
  
- m. Crime prevention and community relations, as applicable.