



ACCREDITATION MANAGERS WORKING STANDARDS MANUAL V1.1

INCLUDES CALEA 6.17 REFERENCES AND SUGGESTED PROOFS

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CHAPTER 1 - ADMINISTRATION / ORGANIZATION / PROFESSIONAL STANDARDS

The administration, organization, and professional standards of a law enforcement agency are crucial to achieving its mission. The public we serve expects their law enforcement agency to demonstrate professionalism in every community contact and establish high standards of expectations to ensure community trust.

Effective organizations have clear lines of authority that assign responsibility and ensure the agency performs critical tasks such as budgeting, financial/asset management, and developing policies and procedures in accordance with best practices in the profession. Effective agency administration and organization will assist in providing efficient and effective services to the community.

All professional law enforcement agencies must have clear rules and regulations for employee conduct to maintain a positive public image. This community expectation is imperative for employees and the agency to maintain public trust. Rules or codes of conduct assure the public that their law enforcement agency is appropriately supervised and held to the highest standards of conduct. The public needs to have confidence that the organization accepts all complaints against employees, thoroughly and fairly investigates all complaints, and takes appropriate action when complaints are sustained.

1.01 Written System of Agency Directives

The agency has a written directive system in place that includes all agency policies, procedures, and practices. The written directive system shall:

- A. Establish an organizational format for all written directives; **CALEA 12.2.1 D**
- B. Establish the process by which the agency issues, reviews, revises, and approves written directives, including persons authorized to revise and approve written directives and timeline procedures for review; **CALEA 12.2.1 B,C,E,I (NO TIMELINE)**
- C. Require written directives be made available to and reviewed by all affected personnel in a manner designated by the Agency CEO; **CALEA 12.2.2 A**
- D. Provide a documented system and procedures for dissemination and acknowledgment of new and revised written directives to all affected personnel; **CALEA 12.2.2 C**
- E. Provide procedures and guidelines for deleting policies; and **CALEA 12.2.1 E**
- F. Require centralized storage of written directives and documentation of acknowledgment by all staff. **CALEA 12.2.2 B**

Suggested Proofs of Compliance:

- Copy of a sample policy, procedure, general order, etc. (A)
- Proof of receipt of a new or updated Policy through signature (D/F)
- Some documentation of the review of directives as established by the agency (B) with revision (D)
- Some indication that policies comply with State Law with reference to statute.
- Availability of written directives to all personnel either hard or soft copy(C/F)
- Proof showing archiving of outdated policy (E)

1.02 Organization **CALEA 11.1.1**

The agency has a written directive describing its organizational structure and a current organizational chart depicting the organizational components that is made available to all agency personnel.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of current Organizational Chart
- On-line link to Organizational Chart
- Photo of posting Organization Chart on bulletin board/available in document management system

1.03 Duty to Obey Lawful Orders **CALEA 12.1.3**

The Agency has a written directive requiring employees to obey lawful orders from higher- ranking agency members and describing how employees should deal with conflicting or unlawful orders.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of any Internal Investigations related to failure to obey orders
- Copy of any supervisor counseling where officer failed to obey a supervisor
- Documentation of a conflicting or unlawful order, if occurs

1.04 Agency Jurisdiction **CALEA 1.2.1 AND 2.1.1**

The Agency has a written directive that defines the authority of the Agency and defines its current territorial jurisdiction based on applicable state law.

Suggested Proof of Compliance:

- Copy of documents for Agency existence and jurisdiction
- Copy of boundary ordinances or portions of Metes and Bounds book
- Copy of map provided to employees with jurisdictional boundaries delineated

1.05 Sworn Personnel **CALEA 1.1.1 AND 31.4.8**

The Agency requires all law enforcement officers to meet the minimum certification standards established by the appropriate Commission and take and abide by the legally required Oaths of Office before conducting law enforcement duties.

Suggested Proof of Compliance:

- Copy of proof of LE Officers graduation from BLET and certification from either the North Carolina Sheriffs' Education and Training Standards Commission or North Carolina Criminal Justice Education & Training Standards Commission.
- Copy of Oath of Office indicating the Oath of Office was after Academy training.

1.06 Cash Transactions

The Agency has a written directive designating responsible personnel and directing how to handle and document all cash transactions. The directive will document which positions in the agency are authorized to perform cash transactions. This standard does not include transactions related to confidential informants or narcotics-related investigations. The directive must:

- A. Identify the custodian of the account and who is responsible for its security; **CALEA 17.4.2**
- B. Identify positions with authorized access to the money; **CALEA 17.4.2 E**
- C. Explain how cash is secured and where it is maintained; **CALEA NA**
- D. Specify procedures for receipt of cash or cash disbursements by means such as records, documentation, invoice requirements, balance sheets, ledgers, or another system that identifies detailed transactions; and **CALEA 17.4.2 A/B**
- E. Audit cash funds quarterly using an independent auditor. **CALEA 17.4.2 F TIME SENSITIVE: QUARTERLY = 2**

Suggested Proof of Compliance:

- Copy of written directive identifying positions responsible for each cash fund (A) and authorized to access money (B)
- Copy of written directive and photos of security (C)
- Copy of documentation for transactions, submission, or reconciliation (D)
- Copy of cash account log, receipts, balance sheet, or ledger (D)
- Quarterly audit of cash funds (E)

1.07 Accountability for Agency Capital Assets **CALEA 17.5.1 A**

The Agency has a written directive to ensure annual accountability of all capital assets, including Agency firearms, radios, vehicles, and other capital property, equipment, or other assets valued greater than \$5,000. The results will be forwarded to the Agency CEO. **TIME SENSITIVE: ANNUAL = 1**

Suggested Proof of Compliance:

- Copy of written directive
- Copy of recent agency asset inventory showing results sent to CEO

1.08 Approval for Personally Owned Equipment **CALEA 41.3.4**

The Agency has a written directive that requires all personnel to obtain written approval from the Agency CEO or designee before carrying or using any personally owned equipment during the performance of their duties.

Suggest Proof of Compliance:

- Copy of written directive
- Copy of any request or approval of personally owned equipment by the Agency CEO or designee
- Copy of any supervisory counseling or investigation for violating provision

1.09 Agency-Issued Property/Equipment **CALEA 17.5.1 B**

The Agency has a written directive that requires all personnel to sign a property or inventory sheet designated by the Agency for any Agency-owned property or equipment issued to the employee and includes a process for recovering the property or equipment when the employee leaves the Agency.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of property sheets for personnel signing for issued property/equipment
- Copy of property sheets for personnel returning issued property/equipment

1.10 Continuing Compliance with NCLEA Standards **CALEA 11.4.3**

The agency has a system in place that ensures ongoing compliance with NCLEA standards and has a written directive that designates a person within the agency responsible for monitoring continued compliance with the accreditation program.

Suggested Proof of Compliance:

- Copy of written directive showing the assignment of a position or person responsible
- Job description
- Evidence of a system developed to ensure compliance (e.g. task lists, meetings, emails with submitted proofs, etc.)

1.11 Bias-free Policing **CALEA 1.2.9**

The agency has a written directive that states that all persons having contact with members of the agency shall be treated in a fair, impartial, equitable, and objective manner without consideration of their individual demographics, in accordance with law.

Suggested Proof of Compliance:

- Copy of written directive
- Log of complaints showing no biased policing reported
- Reports of Bias-Based Policing or complaints

1.12 Ethics Training **CALEA 1.1.2**

The Agency requires all agency personnel to have ethics training at a minimum every two years. (This standard acknowledges the state requirement for Mandatory In-Service Training and intentionally sets a higher standard for accredited law enforcement agencies in North Carolina.) **TIME SENSITIVE: BIENNIAL = 1 EVERY OTHER YR**

Suggested Proof of Compliance:

- Proof of training for each employee
- Copy of training

1.13 Investigations of Complaints **CALEA 26.2.1 AND 26.3.8**

The Agency has a written directive requiring documentation, review, investigation, and disposition of complaints against employees. Sustained complaints must be based on facts determined during the investigation.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of an IA Investigation showing conclusion was based on a finding of fact
- Identification of how the public can file a complaint (e.g. website, form)

1.14 Time Limit on Internal Investigations **CALEA 26.3.3**

The Agency has a written directive that sets a time limit for completion of internal investigations, including possible disciplinary action. It includes procedures for request and approval of extensions of time if needed. **TIME SENSITIVE: AS DETERMINED BY AGENCY**

Suggested Proof of Compliance:

- Copy of written directive
- Review Internal Investigations or logs for compliance with dates included
- Email or memo showing an extension if requested

1.15 Notification of the Agency CEO **CALEA 26.3.2**

The Agency has a written directive outlining when and how the CEO will be notified of complaints filed against agency employees and volunteers (if any).

Suggested Proof of Compliance:

- Copy of written directive
- Copy of log, memo, or email showing Agency CEO notified of complaint per the directive

1.16 Reporting to Applicable Standards Division **CALEA NA**

The Agency has a written directive that requires notification to the appropriate Standards Division on the Division-provided form in accordance with NCGS 17C-16 and 17E-16.

Suggested Proof of Compliance:

- Copy of written directive
- Completed form and correspondence/submission to Division if notification made

1.17 Critical Incident Reporting **CALEA NA**

The Agency has a written directive that requires notification to the appropriate Standards Division on the Division-provided form in accordance with NCGS 17C-15 and 17E-15.

Suggested Proof of Compliance:

- Copy of written directive
- Completed form and correspondence/submission to Division if notification made

1.18 Appeal Procedures for Disciplinary Actions **CALEA 26.1.6**

The Agency has a written directive describing the appeal process, including which actions may be appealed and what level/position will constitute the appellate authority.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of an appeal case or notification to the employee of the appeal process

1.19 Records and Security of Complaints and Investigations **CALEA 26.2.2**

The Agency has a written directive that requires information and records related to complaints against employees to be kept confidential and stored in a secure location with limited access in accordance with state statutes.

Suggested Proof of Compliance:

- Copy of written directive
- Photograph of file security for file
- Physical inspection of security of files – NOTE: OBSV

1.20 Notification to Complainant **CALEA 26.3.4**

The Agency has a written directive to notify the person who files a complaint against the agency or employee of the investigation results, as permitted by law.

Suggested Proof of Compliance:

- Copy of written directive
- Copies of letters where complainants have been notified of results of investigations

1.21 Harassment and Discrimination **CALEA 26.1.3**

The Agency has a written directive that prohibits harassment, discrimination, and retaliation against an employee for filing a harassment or discrimination complaint. The written directive must provide reporting procedures that include when it is appropriate to make a report outside the chain of command or outside the Agency.

Suggested Proof of Compliance:

- Copy of written directive
- Proof showing written directive is available to all
- Copy of report from the complaint showing process followed

1.22 Professional Conduct **CALEA 26.1.1**

The Agency has a Code of Conduct that identifies acceptable and unacceptable conduct and requires mandatory training on the Code of Conduct for all personnel every two years. **TIME SENSITIVE: BIENNIAL = 1 EVERY OTHER YR**

Suggested Proof of Compliance:

- Copy of written directive or code of conduct
- Documentation of training
- Documentations of violations of the code of conduct

1.23 Appearance **CALEA 22.1.6**

The Agency has a written directive that describes uniform and personal appearance standards for sworn and non-sworn employees, including when non-uniform clothing is approved for special assignments.

Suggested Proof of Compliance:

- Copy of written directive
- Picture of an officer in uniform or a civilian employee dressed by guidelines
- The observation that employees present a professional image
- Report of an officer not in compliance with the dress code

1.24 Emergency Operations **CALEA NA**

The Agency has a written directive regarding any requirement that personnel be available for duty during emergency situations and shall define what constitutes an emergency and include a listing of positions and their responsibilities during emergencies.

Suggested Proof of Compliance:

- Copy of written directive
- Review any appropriate disciplinary actions
- Plan of action for employees with the duty to report during an emergency.

1.25 Duty to Intervene **CALEA 1.2.10**

The Agency has a written directive that includes the duty and obligation to intervene as provided for in NCGS 15A-401(d1).

Suggested Proof of Compliance:

- Copy of written directive
- Copy of report of intervention
- Annual Use of Force Report
- Copy of disciplinary action

CHAPTER 2 - TRAINING FUNCTIONS

Law Enforcement agencies are held accountable by their community and the courts for their actions. An agency's employees' actions are guided by clearly written policy, adequate supervision, and training. The North Carolina Sheriffs' Education and Training Standards Commission or the Criminal Justice Education and Training Standards Commission regulate the minimum level of training for entry into law enforcement and continued annual in-service training after employment. Agencies are responsible for providing additional training to staff as needed. These standards ensure mandated training is completed in a timely manner and appropriate records are kept proving the training was completed.

2.01 Annual Firearms Qualifications and Training **CALEA 4.3.3**

The Agency has a written directive requiring all sworn officers authorized to carry a firearm to attend firearms training and qualify annually as mandated by the appropriate Commission. **TIME SENSITIVE: ANNUAL = 1**

Suggested Proof of Compliance:

- Copy of written directive
- Roster from training
- Copy of F9
- Officer training transcript

2.02 Use of Force Training **CALEA 4.1.2**

The agency has a written directive on training its sworn personnel at least annually in the legal use of force, as mandated by the appropriate Commission. **TIME SENSITIVE: ANNUAL = 1**

Suggested Proof of Compliance:

- Copy of written directive
- Transcript of course
- Roster from course
- Lesson Plan

2.03 Use of Force Training and Proficiency for Intermediate Weapons **CALEA 4.3.3**

The Agency has a written directive that requires all personnel authorized to use intermediate weapons (including Electronic Control Devices, pepper spray, batons, etc.) to be trained annually and demonstrate the legal use and proficiency with those weapons. The required training shall be conducted by instructors trained to teach the specific devices used by the agency. **TIME SENSITIVE: ANNUAL = 1**

Suggested Proofs of Compliance:

- Copy of written directive
- Transcript of course/ Roster from course with proficiency documented
- Copy of F9
- Instructor Certification
- Lesson plan with proficiency explained

2.04 Training Records **CALEA 33.1.6**

The Agency has a written directive that describes its employee training records system in accordance with the appropriate Commission and maintains confidentiality in compliance with law.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of individual officer training records
- Copy of non-sworn training record
- Photos of security
- Observation of Training files (On-Site)

2.05 In-Service Sworn Officer Training **CALEA 33.5.1**

The Agency has a written directive that requires in-service training or refresher training for all sworn personnel employed or appointed by the agency, in accordance with training mandated by the appropriate Commission.

Suggested Proof of Compliance:

- Copy of written directive
- Roster from training
- Emails assigning training
- Officer training transcript
- Screenshot from ACADIS of records
- Observation of training records

2.06 In-Service Non-Sworn Employee Training **CALEA 33.7.2 AND 45.3.2**

The Agency has a written directive that identifies the non-sworn positions, including volunteer positions, that have any required state or agency pre-service and in-service training or certifications and provides the necessary training.

Suggested Proof of Compliance:

- Copy of written directive
- Roster from training
- Employee training transcript
- Employee certificates/rosters

2.07 Supervisor Training **CALEA 33.8.2**

The Agency provides training for newly promoted supervisors appropriate to their position/rank within twelve (12) months of promotion.

Suggested Proof of Compliance:

- Roster from training
- Officer training transcript
- Certificate from course

2.08 Specialized Tactical Team Training **CALEA 33.6.2**

If the Agency maintains a specialized tactical team a written directive establishes the training criteria and specifies the training frequency for all assigned team members. The minimum level of basic training is completing a recognized tactical response school or the equivalent before participating in a primary function as a member of the team. Agencies utilizing specialized tactical teams must provide, at a minimum, at least eight hours monthly of relevant tactical training to be determined by the agency. The training must be based on critical skills specific to the tactical team's responsibilities as defined by the Agency. **TIME SENSITIVE: MONTHLY = 2**

Suggested Proof of Compliance:

- Copy of written directive
- Roster from in-service training
- Officer training transcript
- Basic school certificate
- Lesson plan
- Pictures from training

2.09 Field Training Program

The Agency has a written directive requiring all sworn personnel to complete a minimum 160- hour field-training program. The program shall:

- Provide a selection process for field training officers in the agency; **CALEA 33.4.3 B**
- Specify a position responsible for overseeing the field training program; **CALEA 33.4.3 C**
- Require selected field training officers to attend a field training officer school and periodic in-service training; **CALEA 33.4.3 E**
- Require rotation of the new officer's field assignments; **CALEA 33.4.3 F**
- Be divided into phases of training based on agency needs; **CALEA 33.4.3 Statement/A**
- Provide guidelines for evaluations of the new employee during the field training program; and **CALEA 33.4.3 G**
- List reports, evaluations, and responsibilities. **CALEA 33.4.3 G/H**

Suggested Proofs of Compliance:

- Documentation of FTO selection process in accordance with policy/approval of person responsible for program (A/B)
- Copy of FTO's certificate of FTO school and in-service training rosters (C)
- Copy of FTO schedule for an officer in training showing rotation (D) and phases (E)
- Copy of guidelines for evaluation (written directive, FTO training, or other document) (F)
- Copy of an evaluation completed during the FTO program (G)

2.10 Field Trainee Evaluations **CALEA 33.4.3 G**

The Agency has a written directive requiring new officers in the Field Training Program to receive weekly written evaluations by the FTO. The evaluation will be reviewed with the new officer and the FTO and maintained on file by the agency. **TIME SENSITIVE: WEEKLY = 2 (SAME OFFICER)**

Suggested Proof of Compliance:

- Copy of written directive
- Copy of at least weekly documented review by the new officer and FTO
- Observation of Field Training files

2.11 Background Investigator Training **CALEA 31.5.2**

The Agency has a written directive requiring training for personnel designated to conduct applicant background investigations. All training must be completed before conducting applicant background investigations.

Suggested Proof of Compliance:

- Copy of written directive
- Certificate from Training Course
- Officer training transcript

2.12 Required Telecommunications Training **CALEA 33.7.2**

If the Agency operates a communications center, the Agency shall have a written directive related to the operations of the telecommunications center and shall ensure its personnel are trained in the directive, operations of utilized equipment, Agency policy, and procedure related to the telecommunications center. Telecommunications must be in compliance with all certification and training required by law.

Suggested Proof of Compliance:

- Copy of written directive
- Certificates of completed training
- Observe Communication Specialists using the equipment (On-Site)
- Interviews with Communication Specialists (On-Site)

CHAPTER 3 - PERSONNEL

Employees are an Agency's most valuable asset, and the recruitment and selection of the most qualified employees available is critical to the success of the Agency's mission. The selection of employees must be non-discriminatory, job-related, and administered in a fair and consistent manner. Continuing evaluation of employees is necessary to ensure the consistent direction of employees' efforts towards Agency goals.

Good employee relations are necessary to retain competent employees and provide for their continued growth and development. All Agencies must have established procedures for promotional opportunities to ensure fairness in the promotional process.

3.01 Employee Selection Procedures **CALEA 31.4.1, 31.4.3, 31.4.7 AND 31.4.8**

The Agency has a written selection process that details all elements of the selection process for both sworn and non-sworn applicants and requires those elements to be administered in a fair and consistent manner. Applicants for sworn and non-sworn positions must meet all legal requirements to hold their positions with the appropriate Commission.

Suggested Proof of Compliance:

- Copy of written directive (department policy, applicant handout, or brochure)
- Certification from the North Carolina Criminal Justice Education and Training Standards or the North Carolina Sheriffs' Education and Training Standards for sworn personnel.
- Documentation of a selection process for sworn/non-sworn personnel (job posting, applications, interviews, tests, eligibility lists, etc.).

3.02 Background Investigations for Selection of Employees

The Agency has a written directive that specifies the scope of the background investigation to be conducted on all sworn and non-sworn applicants prior to or following a conditional offer of employment. Whether conducted in house or using contractual services, the written directive shall include:

- A. The procedures for utilization of a CVSA or polygraph; **CALEA 31.5.3 AND 31.5.4**
- B. The procedures for psychological evaluations; **CALEA 31.5.7**
- C. The verification of biographical data; family data; scholastic data; employment data; criminal history data; interviews with the applicant's references; and a summary of the investigator's findings and conclusions regarding the applicant's moral character known to the agency, and any reviews and/or reports required by the agency CEO. **CALEA 31.5.1**

Suggested Proof of Compliance:

- Copy of any written directive describing the background investigation process
- Copy of complete CVSA or Polygraph, if used (A)
- Copy of BRAINS evaluations, result from company administering psychological, or similar (B)
- Copy of a background investigation file (sworn and non-sworn) (C)

3.03 Personnel Files **CALEA NA**

The agency maintains a personnel file(s) on each employee, which contains originals or copies of all documents and/or digital files related to personnel matters, including but not limited to changes of status, training received,

commendations, records of counseling, performance evaluations, and the appropriate Commission's required documentation. Personnel files must be kept confidential and stored in a secure location with limited access in accordance with state statutes.

Suggested Proof of Compliance:

- Copy of written directive or other document showing uniformity or how files are to be organized
- Observation of personnel files for compliance
- Picture of locked personnel files and updated personnel record
- Interview with the person responsible for maintaining Personnel Files

3.04 Secondary Employment

The Agency has a written directive that specifies the criteria for secondary employment, to include off-duty and extra-duty employment. The Directive shall include:

- A. Who is authorized to work extra-duty and off-duty employment; **CALEA 22.2.4 AND 22.2.5 A**
- B. The types of employment prohibited by the agency; and **CALEA 22.2.4/22.2.5 B**
- C. The approval procedure for extra-duty and off-duty employment; and **CALEA 22.2.4 AND 22.2.5 C**
- D. Procedures to establish insurance, worker's compensation, and/or liability responsibilities in secondary employment requests. **CALEA NA**

Suggested Proof of Compliance:

- Copy of written directive (B/D)
- Copy of request for appropriate approval of off-duty or extra duty employment work (A/C)

3.05 Promotional Process **CALEA 34.1.2 AND 34.1.4**

The Agency has a written directive that describes the components of the promotional process, which may include any applicable qualifications, announcements, any testing procedures, grading, and any appeal process.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of promotional process announcement and elements of process (assessment, interview, tests, etc.)
- Email to staff

3.06 Promotional Eligibility Lists **CALEA 34.1.5**

If the Agency establishes a promotional eligibility list, a written directive specifies the duration of the list and the criteria for placement on the list.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of eligibility list
- Memo/email showing candidate selected from list at later date

3.07 Annual Performance Evaluations **CALEA 35.1.2**

The Agency has a written directive that requires, at a minimum, annual performance evaluations. Performance evaluations must cover a specific period of time and not extend beyond one year. Performance evaluations must be completed for all employees, including full-time, part-time, and reserve. Performance evaluations shall be signed by the employee and reviewer. **TIME SENSITIVE: ANNUAL = 1**

Suggested Proof of Compliance:

- Copy of written directive
- Copy of performance evaluation showing review with the employee and showing evaluations over a specific time period (example from full time, part-time, reserve if have all)

3.08 Early Warning System

A written directive that mandates procedures for a personnel early warning system to document and track the actions and behaviors of law enforcement officers to intervene and improve performance, based on NCGS 17F-10. At a minimum, the system should establish the following:

- A. Reporting of discharge of a firearm, instances of the use of force, vehicle collisions, and citizen complaints; or any other indicators identified by the agency; **CALEA 35.1.9 A/B**
- B. System for initiating review based on information reported and documented; **CALEA 35.1.9 C**
- C. Supervisory responsibilities and intervention to correct behavior; **CALEA 35.1.9 F**
- D. Referral (voluntary or involuntary) to the employee assistance program or counseling, if available; and **CALEA 35.1.9 G/H**
- E. Annual review of the system utilized to determine program effectiveness. **CALEA 35.1.9 E TIME SENSITIVE: ANNUAL = 1**

Suggested Proof of Compliance:

- Copy of written directive
- Copy of review form (A/B/C)
- Copy of collection of identified behaviors of employees (A)
- Referral for counseling (D)
- Annual review of the agencies system (E)

3.09 Reserve Officer Program **CALEA 1.2.1, 31.4.8, AND 33.4.4**

If the Agency has a Reserve Officer Program, the Agency has a written directive that describes the program, the functions performed, and ensures Reserve Officers are appropriately trained for their assigned duties/assignments.

Suggested Proof of Compliance:

- Copy of written directive
- Job description for Reserve Officer
- Reserve Officer training record
- Report completed by or referencing a Reserve Officer such as an IAP

3.10 Recruitment Plan

The Agency shall participate in a recruitment program for sworn personnel and maintain a written recruitment plan. The recruitment plan shall minimally:

- A. Contain a statement that the agency is committed to equal opportunities for employment; **CALEA 31.2.1; 31.2.3**
- B. Define goals and objectives for the agency; **CALEA 31.2.1 A**
- C. Establish a plan to achieve stated goals and objectives; **CALEA 31.2.1 B**
- D. Annually review the progress of the recruitment plan towards goals and objectives, as well as update the plan when needed; and **CALEA 31.2.2 A/B TIME SENSITIVE: ANNUAL = 1**
- E. Establish the position responsible for the plan. **CALEA 31.2.1 C**

Suggested Proof of Compliance:

- Copy of Recruitment Plan with EEO statement (A)
- Copy of annual review with goals and objectives (B/C/D)
- Reports from recruiting officer, etc. of events or presentations (C/E)
- Marketing materials (if any) (C/E)
- Pictures from recruitment event (C/E)

CHAPTER 4 - RECORDS AND INFORMATION MANAGEMENT

Proper handling of agency records is critical to the successful prosecution of individuals charged with crimes and to provide the agency with the information to manage its operations properly. Agencies must comply with the provisions of State and Federal law regarding public information and records retention.

4.01 Privacy and Security of Records **CALEA 82.1.1, 82.1.2, AND 82.1.3**

The Agency has a written directive complying with applicable law for the privacy, security, and retention of records. Appropriate training for the agency personnel responsible for records management must be provided. Records must be kept securely, and all juvenile records must be secured separately from adult records.

Suggested Proof of Compliance:

- Copy of written directive
- Observation of security of records
- Picture of locked files
- Certificate for the training of personnel

4.02 Release of Information **CALEA 54.1.1 AND 82.1.1 C**

The Agency has a written directive, in accordance with current law, regarding the release of information and public records requests.

Suggested Proof of Compliance:

- Copy of written directive
- Completed record request or response to a record request (e.g., form or email)

4.03 Public Information Officer (P.I.O) **CALEA 54.1.1**

The agency has a Public Information Officer or designated person(s) to release information to the news media and the public about cases or investigations.

Suggested Proof of Compliance:

- Copy of email or document appointing or informing agency who is P.I.O.
- Copy of release of information by P.I.O. or designated person

CHAPTER 5 - USE OF FORCE

Law enforcement agencies are the only part of the government authorized to use force against a citizen. Officers are authorized to intervene in circumstances to keep the peace in their jurisdiction and, in doing so, must sometimes resort to the use of force. The legislature and the courts grant the authority to use force with the expectation that it will be used appropriately. It is the obligation of professional law enforcement organizations to review and examine the use of force by Agency members to ensure that the force utilized conforms with the law and Agency policies.

5.01 Authorization to Use Force **CALEA 4.1.1**

The Agency has a written directive that authorizes personnel to use only the physical force that is reasonable to achieve the desired legal objective.

Suggested Proof of Compliance:

- Copy of written directive
- Report of use of force (one reasonable and one violation, if occurs)
- Review any appropriate disciplinary actions (if any) and use of force report

5.02 Neck and Choke Holds **CALEA 4.1.6 AND 4.1.7**

The Agency has a written directive that prohibits the use of choke holds (a physical maneuver that restricts an individual's ability to breathe for the purposes of incapacitation) except in those situations where the use of deadly force is allowed by law.

Suggested Proof of Compliance:

- Copy of written directive
- Documentation of use of force involving choke hold showing circumstances warranted deadly force
- NOTE: that this standard has not been violated or has not occurred

5.03 Authorization of Deadly Force **CALEA 4.1.2**

The Agency has a written directive that authorizes law enforcement officers to use deadly force in accordance with NCGS 15A-401(d)(2).

Suggested Proof of Compliance:

- Copy of written directive
- Report of use of deadly force showing in compliance with policy/NCGS
- Review any use of deadly force incidents (if any)

5.04 Use of Force Review **CALEA 4.2.1 AND 4.2.2**

The agency has a written directive requiring agency review of each incident of use of force as defined by the agency.

Suggested Proof of Compliance:

- Copy of written directive
- Forms showing review by a supervisor, for example initials or comments verifying a review

5.05 Weapons and Ammunition **CALEA 4.3.1 A/B**

The Agency has a written directive identifying the type of weapons and ammunition approved for on duty use and off duty use when personnel exercise their law enforcement authority.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of list of approved weapons and ammunition
- Receipt of purchase of weapon or ammunition on the list
- Assignment of Use of Weapons, On and Off Duty
- Picture of stored ammunition

5.06 Documenting the Discharge of Firearm **CALEA 4.2.1 A AND 4.2.2**

The Agency has a written directive for documentation and supervisory review of any intentional or unintentional discharge of a firearm by an employee, not inclusive of training scenarios or approved humane life-termination of injured animals.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of Use of Force form for discharge of firearm with supervisory review

5.07 Rendering Medical Aid after Using Force **CALEA 4.1.5**

The Agency has a written directive instructing personnel to provide first aid (to the extent trained) to anyone injured by the use of force and to report any injury resulting from a use of force.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of report showing medical assistance was requested when needed

5.08 Removal from Line of Duty Assignment **CALEA 4.2.3**

The Agency has a written directive for relieving any employee from the line of duty who has used deadly force (that force substantially likely to cause death or serious bodily injury) or has been involved in any incident that has resulted in the serious injury or death of a person until a preliminary administrative review can be conducted.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of notice to an officer when relieved of duty pending review

5.09 Warning Shots **CALEA 4.1.3**

The Agency has a written directive prohibiting warning shots.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of appropriate disciplinary actions (if any)
- NOTE of no violation of policy

CHAPTER 6 - LAW ENFORCEMENT OPERATIONS

Basic law enforcement operations have developed over time due to input from our community, the courts, professional law enforcement organizations, and technological advancements. The standards provided in this section are the best practices for law enforcement operations and ensure agencies are meeting their employees' and citizens' most basic needs. Most prominent in this chapter are the standards that ensure an agency protects the rights of those it serves.

6.01 24-Hour Law Enforcement Response to Emergency Situations **CALEA 41.1.1 A**

The Agency responds to requests for law enforcement services 24 hours a day or has arrangements with another law enforcement agency to respond to those requests.

Suggested Proof of Compliance:

- Observation of 24-hour response
- Staffing schedules showing 24-hour staffing
- Verify communication and telephone calls on emergencies are forwarded to the responding agency if another law enforcement agency is used after hours

6.02 Investigative Interviews **CALEA 1.2.3 A, 42.2.1 D AND 44.2.3 B**

The Agency has a written directive regarding procedures for conducting investigative interviews of adults and juveniles. The directive shall address interview documentation, that interviews requiring audio or video recordation are performed in accordance with North Carolina statutory requirements and ensure that juveniles are provided their statutory interrogation rights.

Suggested Proof of Compliance:

- Copy of written directive
- Advisory of Rights forms
- Report or video of the interview

6.03 Search Warrants/ No Knock Warrants / Warrantless Searches **CALEA 1.2.4 AND 1.2.5**

The Agency has a written directive regarding procedures for entry into and searches and seizures of property with a warrant, without a warrant and for no-knock warrants. This should include the scope of such searches and the documentation required of such searches in agency reports.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of report including documentation of search and seizure
- Copy of report where a search without a warrant was done (incident to arrest, frisk, etc.)
- Copy of report of no-knock, if occurs

6.04 Preliminary Investigations **CALEA 42.2.1**

The Agency has a written directive for conducting preliminary investigations.

Suggested Proof of Compliance:

- Copy of written directive
- Proof of training
- Copy of investigative report

6.05 Follow-Up Investigations

The Agency has a written directive which:

- Identifies the criteria necessary for a case to be assigned for follow-up investigation; **CALEA 42.1.2**
- Identifies how cases are assigned for follow-up investigations and any follow-up reporting if required; and **CALEA 42.1.3 A/C; 42.1.4**
- Requires appropriate personnel to be trained in conducting follow-up investigations. **CALEA NA**

Suggested Proof of Compliance:

- Copy of written directive
- Copy of case assignment (A/B)
- Copy of follow-up investigation report or notes (A/B)
- Proof of training on follow-up investigations (C)

6.06 Informants

If the Agency uses informants, it will have a written directive to instruct appropriate personnel in the use of informants. The written directive will include the following:

- The identification and recruitment requirements, limits on who can be used, and appropriate personal interaction with informants; **CALEA 42.2.6 D/F/G**
- Payments to informants and necessary documentation; **CALEA 42.2.6 E**
- Informant file requirements (index number, history summary of cases, active or inactive status, fingerprints, photograph, current criminal history, biographical information, known associates, prior contacts with the Agency, prior status with other law enforcement agencies as a confidential informant (CI), statement of motivation, signed informant agreement, statement of expectations, probation parole status, visual confirmation of CI by Agency CEO or designee); **CALEA 42.2.6 B**
- Informant files shall be secured with limited access; and **CALEA 42.2.6 C**
- Special precautions shall be taken with juvenile informants. **CALEA 42.2.6 H**

Suggested Proof of Compliance:

- Copy of written directive
- Redacted informant file showing meets recruitment requirements (A/C)
- Copy of documentation of payments to informants (B)
- Photograph of secure informant files with limited access (key log, electronic log, etc.) (D)
- Include juvenile file, if occurs (E)

6.07 Confidential and/or Narcotics Funds and Audits

If the Agency has confidential and/or narcotics-related funds, there is a written directive for the management of those funds. The written directive must include the following:

- A. Designation of who is responsible and accountable for the maintenance of the funds; **CALEA 17.4.2 E**
- B. Guidelines for secure storage of the funds; **CALEA 43.1.2 (files); 17.4.2**
- C. Procedures for requesting, receiving, and returning unused funds; **CALEA 17.4.2 A/B/C**
- D. Documentation of cash transactions; and **CALEA 17.4.2 D**
- E. At a minimum quarterly auditing by an individual/supervisor independent of the confidential funds.
CALEA 17.4.2 F TIME SENSITIVE: QUARTERLY = 2

Suggested Proof of Compliance:

- Copy of written directive
- Observe funds are secure and determine the level of access (A/B)
- Copy of ledger tracking of debits and credits to the fund (C/D)
- Proof of audits (2 quarterly audits in a file per year) (E)

6.08 Vehicle Pursuits

The Agency has a written directive for vehicle pursuits and annually trains appropriate personnel in the pursuit policy. The written directive includes the following: **(CALEA Training 41.2.2 M/N) TIME SENSITIVE: ANNUAL = 1**

- A. Criteria for initiating a pursuit; **CALEA 41.2.2 B**
- B. Methods for conducting a pursuit; **CALEA 41.2.2 E**
- C. Appropriate personnel authorized to conduct a pursuit; **CALEA 41.2.2 C/D**
- D. Responsibilities of the officer(s) involved, telecommunicator(s), and supervisor of an officer in a pursuit;
CALEA 41.2.2 F/G
- E. Criteria for exiting Agency jurisdiction; **CALEA 41.2.2 J**
- F. Approved forcible stopping techniques, if any; and **CALEA 41.2.3**
- G. Criteria for terminating vehicle pursuits. **CALEA 41.2.2 H/I**

Suggested Proof of Compliance:

- Copy of written directive
- Training roster or documentation/ lesson plan
- All documentation of a pursuit, CAD report, officer reports, forms, etc. (A/B/C/D)
- Pursuit report showing exiting Agency jurisdiction, if occurs (E)
- Pursuit report involving forcible stopping technique , if occurs (F)
- Pursuit report showing terminating pursuit (G)

6.09 Vehicle Pursuit Documentation **CALEA 41.2.2 K**

The agency has a written directive requiring agency review of each vehicle pursuit as defined by the agency.

Suggested Proof of Compliance:

- Copy of written directive
- Pursuit reports with a chain of command review

6.10 Non-Emergency and Emergency Response **CALEA 41.2.1**

The Agency has a written directive that differentiates between emergency and non-emergency calls for service and states when a law enforcement officer is authorized to operate a law enforcement vehicle in an emergency manner. The directive must describe the law enforcement officers' responsibility when operating an emergency vehicle.

Suggested Proof of Compliance:

- Copy of written directive
- CAD report showing an emergency or non-emergency call
- Narrative if officer describes equipment

6.11 Crash Investigation

The Agency has a written directive on conducting vehicle crash investigations. The written directive will include the following:

- A. How officers will respond to the scene; **CALEA 61.2.2 G**
- B. Obtaining emergency aid for any victims; **CALEA 61.2.2 B**
- C. Reporting requirements; **CALEA 61.2.1**
- D. Preserving the scene; and **CALEA 61.2.2 E**
- E. Taking any enforcement actions **CALEA NA**

Suggested Proof of Compliance:

- Copy of written directive
- Copy of crash reports showing the response, obtaining emergency aid, protecting the scene, and taking enforcement action (e.g. citation, arrest) (A/B/C/D/E) – Can be one report with all or multiple crash reports

6.12 Reflective Vests **CALEA 61.3.2 E**

The Agency has a written directive that requires personnel to wear a reflective vest that meets current ANSI/ISEA standards when either directing traffic or working at the scene of a crash.

Suggested Proof of Compliance:

- Copy of written directive
- Picture of officers at a scene wearing a reflective vest
- Observe vest worn on traffic direction or crash investigation

6.13 Roadblocks During Pursuits **CALEA 41.2.3**

If the Agency authorizes the use of stationary and/or moving roadblocks during pursuits, it has a written directive; it trains appropriate personnel in the use of roadblocks, including when and how roadblocks may be used.

Suggested Proof of Compliance:

- Copy of written directive

- Report showing the use of roadblocks
- Training completed for the use of roadblocks

6.14 Checking Stations and Roadblocks **CALEA 61.1.6**

The Agency has a written directive for use of checking stations to enforce the Motor Vehicle Code and stationary roadblocks for enforcement or information gathering purposes.

Suggested Proof of Compliance:

- Copy of written directive
- Documents of checking station
- Report showing the use of roadblocks
- Training completed for the use of roadblocks

6.15 Stop Sticks/Road Spikes **CALEA 41.2.3**

If the Agency authorizes the use of stop sticks/road spikes, it has a written directive and trains its personnel in the use of stop sticks/road spikes, including when and how to deploy them safely.

Suggested Proof of Compliance:

- Copy of written directive
- Documentation of training
- Report showing the use of stop sticks/road spikes

6.16 Seatbelts **CALEA 41.3.3**

The Agency has a written directive requiring occupants in Agency vehicles to wear a seat belt, as required by North Carolina law. Detainees and arrestees are required to be seat-belted during transport.

Suggested Proof of Compliance:

- Copy of written directive
- Picture or video of an officer wearing a seatbelt
- Report stating detainee or prisoner was seat-belted
- Observation of personnel using seatbelts when driving Agency vehicles

6.17 Inspection of Patrol Vehicle and Equipment **CALEA 41.3.2**

The Agency requires personnel to inspect their assigned patrol vehicle for content and appearance, as well as the operability of all patrol equipment assigned to or provided for prior to each assignment or the beginning of each shift.

Suggested Proof of Compliance:

- Copy of vehicle checklist, if used, or copy of recorded audio/video statement from an in car recording system

6.18 Special Use Equipment and Vehicles **CALEA 41.1.3 AND 46.1.8**

The Agency has a written directive that requires that any special equipment and vehicles, including vehicles used for special assignments, have a documented readiness inspection at least quarterly. **TIME SENSITIVE: QTRLY = 2**

Suggested Proof of Compliance:

- Copy of written directive
- Observation that equipment is ready to be used (On-Site)
- Copy of inspection documentation completed quarterly (include two quarters)
- Pictures of ready equipment in storage

6.19 Traffic Enforcement Operations **CALEA 61.1.2**

The Agency has a written directive describing traffic enforcement activities, and the directive includes:

- A. Authorized traffic enforcement activities;
- B. Circumstances where law enforcement officers have discretion;
- C. Procedures to be followed for the issuance of a citation; and
- D. Circumstances where a custodial arrest is authorized, to include DWI investigation.

Suggested Proof of Compliance:

- Copy of written directive
- Documentation of activities (e.g. CAD of directed patrol, checking station documents, etc.) (A)
- Copy of a report of warning (B), citation (C), and arrest, include DWI (D)

6.20 Eyewitness Identification **CALEA 42.2.9 AND 42.2.10**

The Agency has a written directive describing procedures for eyewitness identifications and trains appropriate personnel in the administration of show ups, live or photographic lineups.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of documentation from an eyewitness identification

6.21 Missing Persons

The Agency has a written directive on the handling of missing persons and includes:

- A. No minimum time requirement for a waiting period; **CALEA NA**
- B. Initial investigation process, internal reporting, and notification requirements, and external reporting to required entities, including entry into ACIC/NCIC; **CALEA 41.2.5 C/41.2.6 C**
- C. Special investigative considerations for unusual circumstances and at-risk missing persons (i.e., children, elderly, evidence of abduction, mentally ill, etc.); and **CALEA 41.2.5 G/41.2.6 A**
- D. The use of electronic alert systems, if available to the agency. **CALEA 41.2.5 D/41.2.6 D**

Suggested Proof of Compliance:

- Copy of written directive
- Copy of missing person offense report showing all elements of policy followed (A/B) with example of at-risk person (C) and use of alert system (D), if occurs (may need to use multiple missing person reports)

6.22 In-Car and/or Body-Worn Audio / Video

If the Agency voluntarily decides to employ in-car and/or body-worn cameras, the agency shall have a written directive to include the following:

- Policy statement on purpose and organization's reasoning for its use; **CALEA 41.3.8 A**
- Requirements and restrictions for activation and deactivation of the device; **CALEA 41.3.8 B**
- Criminal and administrative use of camera-captured data; **CALEA 41.3.8 C**
- Data storage and retention requirements; **CALEA 41.3.8 D**
- Equipment maintenance and inspection procedures; **CALEA 41.3.8 E**
- Training requirements for users and supervisors; **CALEA 41.3.8 F**
- Requirements for documented review of camera captured data, including frequency and quantity; and **CALEA 41.3.8 G**
- Procedures for the public request of recordings in accordance with NCGS 132-1.4A. **CALEA 41.3.8 D**

Suggested Proof of Compliance:

- Copy of written directive (A)
- Appropriate use of body and dash cameras (e.g. turned off in sensitive situation, etc.) (B/C)
- Copy of violation of policy by an officer (B)
- Request/use of video for case file (C - Criminal) and IA investigation/review (C - Administrative)
- Retention schedule; photos of secure storage or access to files restricted (D)
- Screenshot/photo/list of retention in video maintenance system (showing number of days retained) (D)
- Inspection form; Maintenance request (E)
- Copy of training documentation in accordance with policy (initial in field training, new supervisor) (F)
- Documentation of camera data showing how often footage of officer reviewed and how many videos (G)
- Documentation showing policy followed for public request of recording (H)

6.23 Ballistic Vests **CALEA 41.3.5**

The Agency makes available ballistic vests for all sworn personnel and establishes a written directive for making the vest available, along with the requirements for wearing and the responsibility for inspection of possible damage. The agency shall ensure that the manufacturer's guidelines and recommendations are followed.

Suggested Proof of Compliance:

- Equipment availability, issuance, and replacement
- Picture or observation of the vest on an officer
- Copy of inspection sheet
- Copy of property sheets for personnel signing for issued property/equipment
- Report of damaged protective vest

6.24 Providing Discovery to Prosecutor **CALEA 42.1.6 (Exculpatory) AND 42.2.2 H;**

The Agency has a written directive that requires full disclosure in Superior Court pursuant to NCGS 15A-901 of the investigative file on a timely basis to the district attorney's office prosecuting any offense investigated by personnel of the Agency.

Suggested Proof of Compliance:

- Copy of written directive
- Receipt of case file to district attorney's office

CHAPTER 7 - MAJOR INCIDENTS

While the majority of law enforcement work does not involve major incidents, some circumstances are of such a critical nature or magnitude that special responses are necessary. These may include barricaded subjects, bomb threats, or even natural disasters. Prior planning and training for these events and sound policy on how they should be handled are critical to the successful conclusion of an event. Standards in this section address the most critical of these situations.

7.01 Emergency Operations Plan

The Agency has a written Emergency Operations Plan (EOP) or is included in a city/county Emergency Operations Plan. The plan is accessible to all personnel and the agency trains appropriate personnel in the plan. **CALEA 46.1.2**

The Plan also includes provisions covering the following:

- A. Civil disturbances; **CALEA 46.1.2/46.1.10**
- B. Bomb threats; **CALEA 46.1.2/46.1.10**
- C. Response to natural and manmade disasters; **CALEA 46.1.2**
- D. Crisis negotiation; **CALEA 46.1.2/46.1.10/46.2.1**
- E. Mass arrests; **CALEA 46.1.2/46.1.4 D**
- F. Other incidents or events; **CALEA 46.2.5, 46.2.6, 46.2.7**
- G. Provisions for alternative locations for functions and facilities to ensure continuity of operations **CALEA 46.1.13**
- H. Annual review of the Emergency Operations Plan. **CALEA 46.1.9, 46.1.10 E TIME SENSITIVE: ANNUAL = 1**

Suggested Proof of Compliance:

- Observation that plan is accessible by all command level personnel and communications personnel (On-Site)
- Training documentation
- Copy of plan (or multiple plans) covering all listed bullets (A-G)
- Documentation of annual review of the EOP (H)

7.02 Incident Command

The Agency specifies an incident command system that includes the following:

- A. Activation of command and setting up a command post; **CALEA 46.1.3 A/B**
- B. Requesting additional personnel or assistance from other agencies; **CALEA 46.1.3 C/D**
- C. Set up a staging area; and **CALEA 46.1.3 B/F**
- D. Handling media and public information requests. **CALEA 46.1.3 G**

Suggested Proof of Compliance:

- Copy of plan(s) covering all listed bullets (A-D)
- Observation that plan is accessible by all command level personnel and communications personnel (On-Site)

7.03 After Action Report **CALEA 46.1.3 I**

The Agency has a written directive that requires an after-action report for any natural or man-made disaster, any major incident as defined by the Agency, and any tactical team deployment.

Suggested Proof of Compliance:

- Copy of After Action reports for disaster, major incident, and tactical team deployment

7.04 Tactical Team

If the Agency has a tactical team or has an Agency member on a tactical team, a written directive must establish the following:

- A. Criteria for selection of members; **CALEA 46.2.2**
- B. Situations/circumstances under which the team may be deployed; **CALEA 46.2.1 B**
- C. Requirements to be a member and continued training of all team members; **CALEA 33.6.2**
- D. Requirement for deployment of less lethal options specific to the team; **CALEA 4.3.1 A/B**
- E. Requirement that protective vests be worn by personnel; **CALEA 41.3.6**
- F. At least annually, a documented inspection of equipment; **CALEA 46.2.3 TIME SENSITIVE: ANNUAL = 1**
- G. Provisions for placing medical and/or fire assistance on standby. **CALEA NA**

Suggested Proof of Compliance:

- Request or email to agency members about open positions on a tactical team (A)
- Selection of members and criteria met in selection (A)
- Observation and/or picture of equipment designated by the agency (vests) (E)
- Copy of quarterly/annual documented inspections (F)
- Copy of Team members' certifications (C)
- Copy of Team members' training record or roster from team continued training (C)
- Ops Plan/After Action detailing deployment (B) and less lethal weapons (D)

7.05 Hazardous Materials **CALEA 46.3.2 AND 81.2.5 F/G**

The Agency has a written directive that provides resources regarding whom to contact for an immediate response to large-scale hazardous materials and biohazard situations.

Suggested Proof of Compliance:

- Copy of written directive
- Contact or email for immediate response
- Copy of report, if any

CHAPTER 8 - TELECOMMUNICATIONS

Basic communications operations are necessary to provide fast, efficient, and reliable service to the citizens of a community. It is also essential to ensure the safety of the responding officers and employees. Reliability and access to state and national databases are required to provide officers with the information necessary to perform their job and protect them from harm. For the purpose of this chapter, a Telecommunications Center is defined as any location where the primary function is to receive and or dispatch calls for service.

8.01 Telecommunication Centers (24-hour access) **CALEA 81.2.1**

The agency has a telecommunications system in place that addresses 24-hour call receipt capability. If officers are not working 24 hours per day, the system addresses communication with the back-up agency to ensure response to calls for service.

Suggested Proof of Compliance:

- Observation and tour of the Communication Center
- Copy of staffing schedule
- Interview with staff
- Posting of 24-hour contact or recording

8.02 Back-up Telecommunications Center **CALEA 81.3.1 C**

The Agency has a back-up plan in place in the event the Telecommunications Center becomes inoperable.

Suggested Proof of Compliance:

- Observation of the back-up power system during a tour
- Observation of security measures to protect back -up power during the tour
- Documentation of periodic testing

8.03 Facility Security **CALEA 81.3.1 A**

If the Agency operates a Telecommunications Center, the area is secured from the general public and allows only those persons designated with access to be in the communications area.

Suggested Proof of Compliance:

- Observation and tour of the Communication Center
- Interview staff regarding security procedures
- Photographs of security measures

8.04 Playback System **CALEA 81.2.7 C**

The Telecommunications Center has a playback system for telephones and radios to allow information to be retrieved when necessary.

Suggested Proof of Compliance:

- Demonstration of the playback system is functioning properly

- Interview communications personnel about training and proper operation
- Electronic copy of recorded audio

8.05 Back-Up Power Source **CALEA 81.3.2**

The Telecommunications Center has access to a backup power source, or other alternate means of communications, in order to maintain the operation of radios and telephones during a power failure. The backup power source or alternate means of communication has security measures preventing unauthorized access or tampering. A minimum of quarterly documented testing of the backup system is required. **TIME SENSITIVE: QUARTERLY = 2**

Suggested Proof of Compliance:

- Observation of the back-up power system during a tour
- Observation of security measures to protect back -up power during the tour
- Documentation of quarterly testing

8.06 24-Hour Two-Way Radio Capability **CALEA 81.2.2**

The Agency has 24-hour two-way radio capability between the Telecommunications Center and officers on duty in the field.

Suggested Proof of Compliance:

- Observe radio communication has the 24-hour capability

8.07 Access to Criminal Justice Information Systems **CALEA 81.2.8**

The Agency has access to state criminal justice information systems.

Suggested Proof of Compliance:

- Observe access to systems in a communication center or through another agency
- Copy of entry/removal request
- Screenshot of secure access by agency TAC, if applicable

CHAPTER 9 - DETAINEE PROCESSING AND TRANSPORTATION

Detainees in custody must be safely transported to a detention facility and held in a manner that meets constitutional standards. Proper transportation procedures also ensure the safety of law enforcement officers and detention personnel. The applicability of these standards depends on the type of holding area an agency employs.

If an agency operates a holding area in which individuals can be secured, the agency must comply with all standards in this chapter. An interview room where a law enforcement officer is always present would not be considered a holding facility.

9.01 Searching and Transport

The Agency has a written directive addressing searching and transporting a detainee before transportation. The written directive includes, at a minimum:

- A. All detainees must be searched before any transport; **CALEA 70.1.1**
- B. The Agency approved methods to transport detainees safely; **CALEA 70.1.3**
- C. Methods or actions for transporting sick, injured, or disabled detainees; **CALEA 70.3.1**
- D. Requirement that the transporting vehicle be searched before and after the transport; **CALEA 70.1.2**
- E. The proper use of any restraining devices; **CALEA 70.1.6, 70.2.1**
- F. Monitoring of the detainee to observe any medical difficulties that arise en route; and **CALEA 70.1.4**
- G. The reporting process or procedures following an escape of a detainee while being transported. **CALEA 70.1.7**

Suggested Proof of Compliance:

- Copy of written directive
- Report stating detainee searched before transport (A)
- Photo/report of transport in compliance with policy; e.g. 2 detainees, in vehicle without cage, etc. (B)
- Report of circumstances for transporting sick, injured, or disabled detainee (C)
- Report stating vehicle searched (D)
- Report of handcuffing or leg restraints, etc. (E)
- Report stating officer or additional officer in vehicle to monitor detainee, need to stop vehicle for treatment, etc., if occurs (F)
- Documentation of escape in accordance with policy (G)

9.02 Temporary Custody of Juveniles **CALEA Statement AND 44.2.2 C/D/E**

The Agency has a written directive addressing juveniles in temporary custody in accordance with North Carolina law.

Suggested Proof of Compliance:

- Copy of written directive or North Carolina Law
- Report highlighting transport of juvenile, including restraints, etc.
- Proof of notification to parent/guardian, school, etc.

9.03 Separation of Detainees **CALEA 71.3.1 E AND 72.5.3**

The Agency has a written directive that requires the separation of adult male and adult female detainees. The written directive also requires sight and sound separation between adult detainees and juveniles in temporary custody.

Suggested Proof of Compliance:

- Copy of written directive
- Report or photo/screenshot of male, female, and/or juvenile put in separate rooms
- Observe location for holding demonstrating sight and sound separation for between adult and juvenile detainees

9.04 Medical Assistance for Detainees **CALEA 72.6.1**

The Agency has a written directive instructing personnel when and how to obtain medical assistance for ill or injured persons in custody.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of report calling for medical assistance for detainee
- Interview staff regarding how to summon aid

9.05 Strip Searches and Body Cavity Searches

The Agency must have a written directive regarding strip searches and body cavity searches that shall include, at a minimum:

- A. Authority for conducting strip and body cavity searches with or without a warrant; **CALEA 1.2.8 A**
- B. Provisions for privacy and search by gender or gender identity/expression; **CALEA 1.2.8 B**
- C. Provisions for dealing with juveniles in this circumstance; and **CALEA 1.2.8 C**
- D. Reporting requirements for strip and body cavity searches. **CALEA 1.2.8 D**

Suggested Proof of Compliance:

- Copy of written directive
- Copy of Strip or Body Cavity Searches with and without warrant, show gender of officers related to detainee (A/B/D)
- Copy of any supervisory approved Strip or Body Cavity Searches, show gender of officers related to detainee (A/B/D)
- Copy of Strip or Body Cavity Searches of juvenile, show authority, privacy, and reporting (A/B/C/D)
- Interview personnel on approved Strip or Body Cavity Searches procedures
- Note if no occurrence

9.06 Weapons in Holding Areas /Processing Areas **CALEA 71.3.3 A AND 72.4.1**

The Agency has a written directive on when weapons, including less-than-lethal weapons, are allowed in the holding cell and processing areas of the Agency and provisions on when and how they must be secured.

Suggested Proof of Compliance:

- Copy of written directive
- Observe approved weapon storage lockers
- Any exceptions of lethal weapons are authorized in writing

9.07 Consular Notifications **CALEA 1.1.4**

The Agency has a written directive ensuring their compliance with all consular notification requirements for any foreign nationals in accordance with federal requirements.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of notification actual completed and advised right of consular contact

CHAPTER 10 - COURT SECURITY

Agencies that provide security for the courts within our judicial system must ensure the courts are safe to protect the integrity of the criminal justice system and those who work or visit them. Security systems should be designed to protect the physical facilities and all participants in the court proceedings.

10.01 Courthouse/Courtroom Security **CALEA 73.1.1 B, 73.3.1, 73.3.2 AND 73.5.1**

If the Agency provides security for a courthouse/courtroom, the Agency has written directives and trains appropriate personnel on searches of persons entering, security measures, including the carrying of weapons in a courthouse/courtroom, and the use of restraints on persons in custody.

Suggested Proof of Compliance:

- Documentation of training for personnel
- Copy of written directive regarding courtroom security
- Copy of written directive regarding searches of persons entering
- Observations of security measures in courtroom/courthouse
- Observe secured weapon storage area (if required)
- Observe any special equipment available

10.02 External Emergency Communications **CALEA 73.4.2**

If the Agency provides security for a courthouse/courtroom, at least one means of external communication is available to a member of the court security staff for emergency situations for each courtroom.

Suggested Proof of Compliance:

- Photograph of external communication method
- Observation and testing of at least one means of external communications (On-Site)

10.03 Emergency Response and Evacuation Plans **CALEA 73.5.10**

If the Agency provides security for a courthouse/courtroom, the Agency shall have written emergency response protocols and evacuation plans for each courthouse/courtroom that are reviewed with Court employees at least annually. **TIME SENSITIVE: ANNUAL = 1**

Suggested Proof of Compliance:

- Copy of protocol and evacuation plans
- Documentation if plan is executed, if occurs
- Observe that the plan is reviewed annually with Court staff
- Copy of documented review for Court employees of Emergency Response and Evacuation Plans

CHAPTER 11 - PROPERTY AND EVIDENCE MANAGEMENT

The proper collection, preservation, and storage of evidence is crucial to the accomplishment of any law enforcement mission. Presentation of reliable evidence is required for the successful prosecution of criminal defendants. The property control function of the Agency must be beyond reproach, with frequent audits, inspections, and inventories essential to ensuring these high standards are met.

11.01 Property and Evidence – Chain of Custody **CALEA 83.2.1**

The Agency has a written directive for taking property and evidence into custody, including assets seized for forfeiture, to ensure proper inventory, storage, and chain of custody.

Suggested Proof of Compliance:

- Copy of written directive
- System used to track evidence screenshots
- Observation of property and evidence is properly stored
- Observation of a proper chain of custody for evidence

11.02 Access to Crime Scene Personnel **CALEA 83.1.1**

The Agency has on staff or has access to trained crime scene personnel to assist with major crime scene investigations when necessary.

Suggested Proof of Compliance:

- Training records of investigators, and
- Copy of on-call list from dispatch for crime scene staff or agencies to call
- Copy of offense report with supplement/report from crime scene personnel

11.03 Property and Evidence Submission **CALEA 84.1.1**

The Agency has a written directive that requires all property and evidence seized by agency personnel to be submitted to the property/evidence technician or placed in the property and evidence area by the end of their shift. Employees shall not personally retain property or evidence.

Suggested Proof of Compliance:

- Copy of written directive
- Proof of evidence submitted
- Discipline related to evidence not submitted within policy

11.04 Property and Evidence Storage/Access and Security **CALEA 84.1.2**

The Agency has a written directive that identifies personnel authorized to enter the property and evidence storage area(s). The property and evidence storage area will be secure, with restricted access for unauthorized personnel unless they are escorted and sign in and out in a book or register or a digital agency-approved tracking system. If another entity stores property and evidence for the Agency, that entity must comply with all the requirements of this standard.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of logs or tracking system (screenshots of key log, electronic access list, etc.)
- Photographs of security of the storage area
- Observation of security of the storage area

11.05 High-Risk Property and Evidence **CALEA 84.1.1 E AND 84.1.2**

The Agency has a written directive that requires high-risk property and evidence to be stored separate from other property in locked storage areas inside the Property Room and requires additional security measures. This includes guns, drugs, money, or any other item of high value or significant risk of loss as determined by the Agency. If another entity stores high-risk items for the Agency, that entity must comply with all requirements of this standard.

Suggested Proof of Compliance:

- Copy of written directive
- Photographs of the Evidence Room noting separation and additional security (dual access safe, additional lock, etc.)

11.06 Disposal of Property and Evidence **CALEA 84.1.7**

The Agency has a written directive for the documentation of the proper disposal of property and evidence stored in the Agency property and evidence storage area.

Suggested Proof of Compliance:

- Copy of written directive
- Interview staff on the disposal process
- Documentation of disposals in accordance with policy

11.07 Release of Property and Evidence **CALEA 84.1.1 G**

The Agency has a written directive for the release of property or evidence. The directive shall detail the difference between property and evidence and when and how items may be released to the complainant or owner. All releases will be documented and signed for on a property and evidence release form.

Suggested Proof of Compliance:

- Copy of written directive
- Copies of Releases documented on appropriate forms (to owner, to court, etc.)

11.08 Annual Unannounced Inspection of Property and Evidence **CALEA 84.1.6 D**

The Agency has a written directive for a documented unannounced inspection of property and evidence at least annually, to be conducted by someone not assigned to the property and evidence function. **TIME SENSITIVE: ANNUAL = 1**

Suggested Proof of Compliance:

- Copy of written directive

- Copy of documentation of inspections and corrections

11.09 Annual Audit of Property and Evidence **CALEA 84.1.6 C**

The Agency has a written directive that requires an annual written audit (as required by Appendix B) of property and evidence, to be conducted by someone not assigned to the property and evidence function.

TIME SENSITIVE: ANNUAL = 1

Suggested Proof of Compliance:

- Copy of written directive
- Copy of documentation of audit
- Email or memo regarding researching or investigating a discrepancy in the audit

11.10 Change of Assignment Inventory of Property and Evidence **CALEA 84.1.6 B**

The Agency has a written directive requiring a written audit to be conducted by someone not assigned to the property and evidence function (as required by Appendix B) when a new property and evidence custodian is assigned to oversee the property and evidence room. The Agency shall also conduct an audit of high-risk items when a new CEO is assigned to lead the agency.

Suggested Proof of Compliance:

- Copy of written directive
- Copy of inventories within the past year if warranted
- Conduct a review of a small sample of items to determine items are stored properly, and paperwork for those items has been properly filed

11.11 Hazardous and Biohazardous Materials **CALEA NA**

The Agency has a written directive addressing safety procedures for the receipt, management, storage, and disposal of hazardous and biohazardous materials.

Suggested Proof of Compliance:

- Copy of written directive
- Photographs of hazardous storage
- Documentation show the receipt, management, storage, and disposal of hazardous and biohazardous materials

APPENDIX A – DEFINITIONS

Agency Jurisdiction: The territory within which an agency's authority may be exercised.

Appeal: To resort to a higher authority or greater power, as for sanction, corroboration, or a decision that could reverse a decision.

Audit: A comprehensive examination to verify compliance with established standards, written directives, and operational procedures, and to recommend any indicated changes.

Biased-free Policing: Not engaging in bias-policing, which is the unlawful consideration of individual demographics while enforcing the law or providing law enforcement services.

Biohazardous Materials (Potentially Infectious Material): Any human body fluid, tissue, or organ other than intact skin. Any biologic agent or other disease-causing agent which upon exposure, ingestion, inhalation, or assimilation into any person, will or may reasonably be anticipated to cause disease or death.

Capital Assets: Property of any kind assigned for use to or owned by an agency, including moveable or immoveable property.

Chief Executive Officer (CEO): The duly authorized Agency Head who is the highest-ranking executive for the law enforcement agency and possesses ultimate command authority for the operation of the agency. Examples would include Chiefs, Sheriffs, Colonels, and Directors.

Chain of Command: An organization's hierarchy with formal lines of communication through each level of command.

Chokeholds: A physical maneuver that restricts an individual's ability to breathe for the purposes of incapacitation.

Confidential Informants: An individual who cooperates with a law enforcement agency to assist with intelligence gathering or investigative efforts and:

1. Requests to do so without using their name in order to protect their identify and safety; and
2. The individual seeks to avoid arrest or prosecution for a crime, or mitigate punishment for a crime for which a sentence will be or has been imposed; and
3. Is able, by reason of his or her familiarity or close association with suspected criminals, to:
 - a. Make a controlled buy or controlled sale of contraband, controlled substances, or other items that are material to a criminal investigation;
 - b. Supply regular or constant information about suspected or actual criminal activities to a law enforcement agency; or
 - c. Otherwise provide information important to ongoing criminal intelligence gathering or criminal investigative efforts.

Commission: Refers to the North Carolina Sheriff's Education and Training Standards Commission or the Criminal Justice Education and Training Standards Commission as defined in North Carolina law.

Deadly Force: The use of force that is likely to cause death or great bodily harm.

De-escalation: An attempt to stabilize a situation where possible force would be used by communicating, verbally or non-verbally, in order to reduce threat so that more resources can be used to resolve the situation and reduce or eliminate the amount of force required.

Disabled Detainee: A person who has been arrested or is in the custody of the agency who has any physical or mental condition that limits movement, senses, or activities.

Discrimination: The unjust/prejudicial treatment of individuals.

Duty to Intervene: An officer's responsibility to prevent or stop the use of excessive force by another officer when it is objectively reasonable to do so.

Early Warning System: A system to document and track the actions and behaviors of law enforcement officers for the purpose of intervening and improving performance.

Emergency Response: An actual or potential situation that has an immediate threat to life or property.

Employee Assistance Program (EAP): The program designated to assist in concerns or problems (personal or job related), that could affect an employee's personal or professional well-being. The program may be done in-house, including Human Resources, or may be outsourced to a private or public entity.

Ethics: Moral principles that govern an individual's or an agency's conduct.

Extra-duty Employment: Any secondary employment where the actual or potential use of law enforcement authority is a condition of employment.

Field Training: A program that trains newly hired personnel in application of skills and knowledge previously learned in the academy, or previous experience that relates to their current employment.

Field Training Officer: An experienced or senior officer with specialized training who is responsible for the training and evaluation of newly hired line personnel.

Follow-up Investigation: An extension of the preliminary investigation intended to close the case, often conducted by specially trained personnel.

Gender Identity/Expression: Gender identity is a person's internal sense of their own gender. Gender expression is how a person publicly expresses or presents their gender by personality and/or appearance.

Harassment: Conduct that is intimidating, hostile or offensive, and interferes with an individual's or group's work performance.

Hazardous materials: Substances of chemicals that pose of health hazard, a physical hazard or harm to the environment.

Holding Area: Any locked area, space, or enclosure where a prisoner/detainee is placed to prohibit freedom of movement.

Incident Command System (ICS): Organization and coordination of members and agencies to stabilize an incident while protecting life, property, and the environment. There are five major components: command, planning, operations, logistics, and finance/administration.

In-service Training: Specified formal/informal training that enhances personnel's knowledge, skills and/or abilities. This can be in the form of State mandated training, specialized training, advanced training, officer professional development training, or less formal types of training.

Lateral Vascular Neck Restriction: A technique that is used to incapacitate individuals by restricting blood flow to the brain.

No Knock Search Warrants: A search warrant authorized by a judicial official permitting officers to enter a location without immediate notification to the occupants.

Non-sworn: An employee of an agency that supports the agency but has no arrest powers.

Off-duty Employment: Any secondary employment that does not use actual or potential law enforcement authority as a condition of employment.

Performance Evaluation: An assessment of an individual's day-to-day conduct that addresses any positive or negative performance and behavior pertaining to the individual's work.

Property and Evidence Custodian: The person who holds authority for the day-to-day supervision and operation of the property and evidence function.

Reasonable Belief (Objectively Reasonable): An officer's evaluation of their current situation in totality and their determination of the necessity of force needed. A reasonable level of force is that which a reasonably prudent officer would use if under the same or similar circumstances.

Recruitment Plan: A written plan describing methods to be utilized for recruiting, hiring, and retaining qualified personnel.

Reserve Officer: A paid or unpaid, individual sworn as a Reserve Police Officer or Reserve Deputy, whose function is to augment the law enforcement efforts of the agency in the performance of their duties.

Review: To examine or study; less formal than an analysis.

Rolling Roadblocks: Authorized vehicles leading traffic in order to slow movement for reasons such as a funeral, construction, OR may include enforcement techniques using police vehicles as defined in agency policy.

Search Warrants: A court order and process directing a law-enforcement officer to search designated premises, vehicles, or persons for the purpose of seizing designated items and accounting for any items so obtained to the court which issued the warrant.

Secondary Employment: Any employment other than primary employment by the Agency, to include extra-duty and off-duty employment.

Selection Criteria: The rules, standards, or minimum requirements used to fill a specific position.

Selection Process: Procedures utilized to determine which candidate will fill a specific position.

Serious Bodily Injury: Bodily injury that creates a substantial risk of death, or that causes serious permanent disfigurement, coma, a permanent or protracted condition that causes extreme pain, or permanent or protracted loss or impairment of the function of any bodily member or organ, or that results in prolonged hospitalization.

Special Use Vehicle: A specified vehicle utilized due to weather, terrain, or special operational needs, etc. Includes SWAT trucks, bomb disposal vehicles, mobile command posts, all-terrain vehicles (ATVs), personal watercraft, boats, aircraft, prisoner transport vehicles, motorcycles, bicycles, and animals.

Specialized Training: Specific training that enhances skills and knowledge.

Standards: A compilation of law enforcement practices and requirements determined by the NCLEA Accreditation Committee to be the most appropriate for North Carolina Law Enforcement agencies.

Standards Divisions: As used in this document, refers to either or both the Criminal Justice Standards Division and/or the Sheriffs' Standards Division.

Stationary Roadblocks: An unmoving roadblock intended to prohibit motorist from evading arrest OR as used in agency policy to conduct investigatory check points.

Strip Search/Body Cavity Search: Visual or manual internal inspection of an individual's body to make sure there is no illegal/prohibited materials. This search must be done in private and by an officer or official of the same identifying sex.

Stop Sticks/Road Spikes: Device utilized to impede or stop the movement of an individual in a wheeled vehicle by puncturing the tires.

Sworn Officer: An employee certified by the appropriate Standards Divisions who possesses full law enforcement and arrest powers and is employed either full-time or part-time by a law enforcement agency. This individual may or may not be compensated.

Tactical Team: A specific group of personnel who are specially trained and equipped to handle high-risk and unique situations, e.g., snipers, barricaded persons, hostage takers. This does not include units whose primary purpose is to handle HazMat, Hurricane/Disaster response or WMD incidents.

Transport Vehicle: Any Agency vehicle used to transport a prisoner.

Warning Shots: Firing a firearm with no intention of harm but only to intimidate individual(s) into compliance.

Written Directives: Policy/procedure, plan, rule, general/special order, state law or local ordinance, etc. that applies to an agency.

APPENDIX B – PROPERTY AND EVIDENCE AUDITS

(revised August 23, 2024)

ANNUAL AUDIT

A random representative sample of general evidence and property items held by the Agency in the minimum and maximum numbers listed below must be audited annually. These numbers represent a minimum standard that can be exceeded by the individual agency, if desired by the Agency CEO.

High-Risk Items:

- Drugs – 10% of all drugs or 25 items, whichever is less
- Guns – 10% of all guns or 25 items, whichever is less
- Money – 10% of total money held or 25 items, whichever is less
- High value or sensitive items (as designated by the Agency) – 10% or 25 items, whichever is less

Remaining General Property and Evidence:

- 20% of total remaining property and evidence or 50 items, whichever is less

If during the audit an error rate of more than five percent (5%) of the audited items is discovered, a complete inventory of all property items must be performed.

CHANGE IN EVIDENCE CUSTODIAN/CEO AUDIT

A random representative sample of high-risk evidence and property items held by the Agency in the minimum and maximum numbers listed below must be audited when there is a change of Evidence Custodian or Agency CEO. This only applies in those circumstances when this is a change in Evidence Custodian or Agency CEO and represents a minimum standard that can be exceeded by the individual agency, if desired by the Agency CEO.

High-Risk Items:

- Drugs – 75% of all drugs or 100 items, whichever is less
- Guns – 75% of all guns or 100 items, whichever is less
- Money – 75% of total money held or 100 items, whichever is less
- High value or sensitive items (as designated by the Agency) – 75% or 100 items, whichever is less

Remaining General Property and Evidence:

- 40% of total remaining property and evidence or 100 items, whichever is less

If during the audit an error rate of more than five percent (5%) of the audited items is discovered, a complete inventory of all high-risk property items must be performed.

APPENDIX C—SPREADSHEET CROSSWALK

CALEA (v6.17) STANDARD	NCLEA (v1.0) STANDARD	COMMENTS
CHAPTER 1 - ADMINISTRATION / ORGANIZATION / PROFESSIONAL STANDARDS		
12.2.1 AND 12.2.2	1.01 Written System of Agency Directives	1.01 B CALEA DOES NOT REQUIRE TIMELINE PROCEDURES FOR REVIEW
11.1.1	1.02 Organization	
12.1.3	1.03 Duty to Obey Lawful Orders	
1.2.1 AND 2.1.1 (NOT LE1)	1.04 Agency Jurisdiction	
1.1.1 AND 31.4.8 (NOT LE1)	1.05 Sworn Personnel	
17.4.2	1.06 Cash Transactions	1.06 A - CALEA DOES NOT SPECIFY A CUSTODIAN FOR EACH ACCOUNT 1.06 C - CALEA DOES NOT ADDRESS HOW OR WHERE CASH IS MAINTAINED 1.06 E - CALEA REQUIRES "ACCOUNTING" NOT "AUDIT" AND DOES NOT REQUIRE AN INDEPENDENT AUDITOR
17.5.1 A (NOT LE1)	1.07 Inventory for Capital Assets	CALEA DOES NOT HAVE: ANNUAL REQUIREMENT, A SPECIFIC CASH VALUE LIKE NCLEA DOES + \$5000, OR RESULTS OF THE INVENTORY TO CEO
41.3.4 (NOT LE1)	1.08 Approval for Personally Owned Equipment	CALEA DOES NOT REQUIRE WRITTEN APPROVAL FROM CEO
17.5.1 B (NOT LE1)	1.09 Agency-Issued Property/Equipment	CALEA DOES NOT REQUIRE PERSONNEL SIGN FOR EQUIPMENT OR A PROCESS FOR RECOVERING EQUIPMENT
11.4.3 (NOT LE1)	1.10 Continuing Compliance with NCLEA Standards	CALEA DOES NOT SPECIFIC PERSON RESPONSIBLE
1.2.9	1.11 Bias-free Policing	
1.1.2	1.12 Ethics Training	
26.2.1 AND 26.3.8 (NOT LE1)	1.13 Investigation of Complaints	
26.3.3	1.14 Time Limit on Internal Investigations	CALEA DOES NOT REQUIRE A TIME LIMIT BE SET FOR COMPLETION OF DISCIPLINARY ACTION
26.3.2	1.15 Notification of the Agency CEO	NCLEA INCLUDES VOLUNTEERS WHICH WAS NOT INCLUDED IN 1.13 (ONLY STATES EMPLOYEES)
NA	1.16 Reporting Required to Applicable Standards Division	CALEA NOT NC SPECIFIC
NA	1.17 Critical Incident Reporting	CALEA NOT NC SPECIFIC
26.1.6 (NOT LE1)	1.18 Appeal Procedures for Disciplinary Actions	CALEA DOES NOT SPECIFY ACTIONS OR LEVEL/POSITION FOR APPEAL
26.2.2	1.19 Records and Security of Complaints and Investigations	
26.3.4 (NOT LE1)	1.20 Notification to Complainant	CALEA DOES NOT REQUIRE NOTIFICATION OF RESULTS, ONLY THAT INVESTIGATION HAS CONCLUDED
26.1.3	1.21 Harassment and Discrimination	DISCRIMINATION ONLY MENTIONED IN CALEA COMMENT; CALEA DOES NOT ADDRESS WHEN TO REPORT OUTSIDE THE AGENCY
26.1.1	1.22 Professional Conduct	CALEA DOES NOT REQUIRE TRAINING ON CODE OF CONDUCT
22.1.6 (NOT LE1)	1.23 Appearance	
NA	1.24 Emergency Operations	CALEA DOES NOT HAVE A SPECIFIC STANDARD
1.2.10	1.25 Duty to Intervene	CALEA NOT NC SPECIFIC
CHAPTER 2 - TRAINING FUNCTIONS		
4.3.3	2.01 Annual Firearms Qualifications and Training	
4.1.2	2.02 Use of Force Training	
4.3.3	2.03 Use of Force Training and Proficiency for Intermediate Weapons	CALEA REQUIRES ANNUAL TRAINING ON CEW BUT BIENNIAL TRAINING ON OTHER LESS LETHAL AND WEAPONLESS CONTROL TECHNIQUES
33.1.6	2.04 Training Records	
33.5.1	2.05 In-Service Sworn Officer Training	
33.7.2 (NOT LE1) AND 45.3.2 (NOT LE1)	2.06 In-Service Non-Sworn Training	
33.8.2	2.07 Supervisor Training	CALEA REQUIRES TRAINING UPON PROMOTION BUT DOES NOT ADDRESS WITHIN 12 MONTHS.
33.6.2	2.08 Specialized Tactical Team Training	CALEA DOES NOT REQUIRE TRAINING PRIOR TO PARTICIPATION OR 8HRS MONTHLY TRAINING
33.4.3	2.09 Field Training Program	
33.4.3 G	2.10 Field Trainee Evaluations	
31.5.2 (NOT LE1)	2.11 Background Investigator Training	CALEA DOES NOT SPECIFY TRAINING PRIOR TO CONDUCTING BACKGROUND INVESTIGATION
33.7.2 (NOT LE1)	2.12 Required Telecommunications Training	CALEA GENERIC REFERENCE TO NON-SWORN TRAINING

CALEA (v6.17) STANDARD	NCLEA (v1.0) STANDARD	COMMENTS
CHAPTER 3 - PERSONNEL		
31.4.1, 31.4.3 (NOT LE1, 31.4.7 AND 31.4.8 (NOT LE1)	3.01 Employee Selection Procedures	CALEA ADDRESSES FULL-TIME AND PART-TIME; NCLEAN ADDRESSES SWORN AND NON-SWORN;
31.5.1, 31.5.3 (NOT LE1), 31.5.4 (NOT LE1) AND 31.5.7	3.02 Background Investigations for Selection of Employees	NCLEA REQUIRES PROCEDURES FOR USING CONTRACTUAL SERVICES;
NA	3.03 Personnel Files	CALEA DOES NOT HAVE A SPECIFIC STANDARD
22.2.4 (NOT LE1) AND 22.2.5	3.04 Secondary Employment	3.04 D CALEA DOES NOT ADDRESS INSURANCE
34.1.2 (NOT LE1) AND 34.1.4 (NOT LE1)	3.05 Promotion Process	
34.1.5 (NOT LE1)	3.06 Promotional Eligibility Lists	
35.1.2	3.07 Annual Performance Evaluations	CALEA DOES NOT REQUIRE SIGNATURE AND EXEMPTS AGENCY CEO FROM EVALUATION
35.1.9	3.08 Early Warning System	CALEA NOT SPECIFIC IN IDENTIFIERS/CALEA NOT NC SPECIFIC/CALEA REQUIRES ANNUAL EVALUATION NOT REVIEW
1.2.1 AND 31.4.8 (NOT LE1) AND 33.4.4	3.09 Reserve Officer Program	
31.2.1, 31.2.2 (NOT LE1) AND 31.2.3 (NOT LE1)	3.10 Recruitment Plan	
CHAPTER 4 - RECORDS AND INFORMATION MANAGEMENT		
82.1.1, 82.1.2, AND 82.1.3 (NOT LE1)	4.01 Privacy and Security of Records	CALEA DOES NOT REQUIRE TRAINING/ CALEA 82.1.3 ADDRESSES RETENTION
54.1.1 (NOT LE1) AND 82.1.1C	4.02 Release of Information	
54.1.1 (NOT LE1)	4.03 Public Information Officer (P.I.O.)	CALEA REFERS TO ASSIGNMENT AND TRAINING OF PIO/CALEA STANDARDS ARE OTHER THAN MANDATORY
CHAPTER 5 - USE OF FORCE		
4.1.1	5.01 Authorization of Use of Force	
4.1.6 AND 4.1.7	5.02 Neck & Choke Holds	
4.1.2	5.03 Authorization of Deadly Force	CALEA NOT NC SPECIFIC
4.2.1 AND 4.2.2	5.04 Use of Force Review	
4.3.1 A/B	5.05 Weapons and Ammunition	CALEA INCLUDES LETHAL AND LESS LETHAL
4.2.1 A AND 4.2.2	5.06 Documenting the Discharge of Firearm	
4.1.5	5.07 Rendering Medical Aid after Using Force	
4.2.3	5.08 Removal from Line of Duty Assignment	
4.1.3	5.09 Warning Shots	CALEA DOES NOT PROHIBIT IN STANDARD BUT SUGGEST IN COMMENTARY
CHAPTER 6 - LAW ENFORCEMENT OPERATIONS		
41.1.1 A(NOT LE1)	6.01 24-Hours Law Enforcement Response to Emergency Situations	
1.2.3 A, 42.2.1 D AND 44.2.3 B	6.02 Investigative Interviews	CALEA NOT NC SPECIFIC
1.2.4 AND 1.2.5	6.03 Search Warrants/ No Knock Warrants / Warrantless Searches	CALEA DOES NOT REFERENCE NO KNOCK
42.2.1	6.04 Preliminary Investigations	
42.1.2 (NOT LE1), 42.1.3 A/C AND 42.1.4 (NOT LE1)	6.05 Follow-Up Investigations	6.05 C - CALEA DOES NOT ADDRESS TRAINING
42.2.6	6.06 Informants	
17.4.2, 43.1.2 (NOT LE1)	6.07 Confidential and/or Narcotics Funds and Audits	CALEA NOT AS DETAILED AS NCLEA - CALEA DOES NOT SPECIFY PERSON RESPONSIBLE, STORAGE OF FUNDS, RETURNING UNUSED; CALEA REQUIRES ACCOUNTING NOT AUDIT
41.2.2 AND 41.2.3	6.08 Vehicle Pursuits	
41.2.2 K	6.09 Vehicle Pursuit Documentation	
41.2.1	6.10 Non-Emergency and Emergency Response	
61.2.1 (NOT LE1) AND 61.2.2 (NOT LE1)	6.11 Crash Investigations	6.11 E - CALEA DOES NOT ADDRESS TAKING ENFORCEMENT ACTIONS
61.3.2 B	6.12 Reflective Vests	CALEA DOES NOT SPECIFY ANSI/ISEA STANDARDS NOR SPECIFY CRASH
41.2.3	6.13 Roadblocks	
61.1.6 (NOT LE1)	6.14 Checking Stations and Roadblocks	
41.2.3	6.15 Stop Sticks/Road Spikes	
41.3.3 (NOT LE1)	6.16 Seatbelts	CALEA NOT NC SPECIFIC
41.3.2	6.17 Inspection of Patrol Vehicle and Equipment	CALEA ONLY REFERENCES INSPECTION IN COMMENTARY

CALEA (v6.17) STANDARD	NCLEA (v1.0) STANDARD	COMMENTS
41.1.3 (NOT LE1) AND 46.1.8 (NOT LE1)	6.18 Special Use Equipment and Vehicles	CALEA NOT NC SPECIFIC
	61.1.2 6.19 Traffic Enforcement Operations	
42.2.9 (NOT LE1) AND 42.2.10 (NOT LE1)	6.20 Eyewitness Identification	CALEA DOES NOT REQUIRE TRAINING
41.2.5 AND 41.2.6	6.21 Missing Persons	6.22 A - CALEA DOES NOT REQUIRE A STATEMENT OF NO WAITING PERIOD
41.3.8	6.22 In-Car and/or Body-Worn Audio / Video	CALEA NOT NC SPECIFIC
41.3.5	6.23 Ballistic Vests	CALEA DOES NOT ADDRESS INSPECTION
42.1.6 AND 42.2.2 (NOT LE1)H	6.24 Providing Discovery to Prosecutor	CALEA NOT NC SPECIFIC
CHAPTER 7 – MAJOR INCIDENTS		
46.1.2, 46.1.4, 46.1.9, 46.1.10, 46.2.1, 46.2.5 (NOT LE1), 46.2.6 (NOT LE1) AND 46.2.7	7.01 Emergency Operations Plan	CALEA REFERS TO AS ALL HAZARDS PLAN
46.1.3	7.02 Incident Command	
46.1.3	7.03 After Action Report	
4.3.1 A/B, 33.6.2, 41.3.6, 46.2.1 (NOT LE1), 46.2.2 (NOT LE1), AND 46.2.3 (NOT LE1)	7.04 Tactical Team	7.04 G - CALEA DOES NOT ADDRESS STANBY
46.3.2 AND 81.2.5 F/G	7.05 Hazardous Materials	
CHAPTER 8 – TELECOMMUNICATIONS		
81.2.1	8.01 Telecommunication Centers (24-hour access)	
81.3.1 C	8.02 Back-up Telecommunications Center	
81.3.1 A	8.03 Facility Security	
81.2.7 C	8.04 Playback System	
81.3.2	8.05 Back-Up Power Source	
81.2.2	8.06 24-Hour Two-Way Radio Capability	CALEA REFERS TO IT AS CONTINUOUS CAPABILITY
81.2.8 (NOT LE1)	8.07 Access to Criminal Justice Information Systems	
CHAPTER 9 – DETAINEE PROCESSING AND TRANSPORTATION		
70.1.1, 70.1.2, 70.1.3 (NOT LE1), 70.1.4 (NOT LE1), 70.1.6, 70.1.7, 70.2.1, AND 70.3.1 (NOT LE1)	9.01 Searching and Transport	CALEA DOES NOT ADDRESS MONITORING TO AVOID MEDICAL DIFFICULTIES
44.2.2 C/D/E	9.02 Temporary Custody of Juvenile	CALEA NOT NC SPECIFIC
71.3.1 E AND 72.5.3	9.03 Separation of Detainees	
72.6.1 (NOT LE1)	9.04 Medical Assistance for Detainees	
1.2.8	9.05 Strip Searches and Body Cavity Searches	
71.3.3 A AND 72.4.1	9.06 Weapons in Holding/Processing Areas	
1.1.4 (NOT LE1)	9.07 Consular Notifications	
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73.4.2	10.02 External Emergency Communications	
73.5.10 (NOT LE1)	10.03 Emergency Response and Evacuation Plans	CALEA DOES NOT REQUIRE REVIEW ANNUALLY
CHAPTER 11 - PROPERTY AND EVIDENCE MANAGEMENT		
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83.1.1	11.02 Access to Crime Scene Personnel	
84.1.1	11.03 Property and Evidence Submission	
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84.1.1 E AND 84.1.2	11.05 High-risk Property and Evidence	CALEA MENTIONS SEPARATION IN COMMENTARY
84.1.7 (NOT LE1)	11.06 Disposal of Property and Evidence	CALEA IS OTHER THAN MANDATORY
84.1.1 G	11.07 Release of Property	
84.1.6 D	11.08 Annual Unannounced Inspection of Property and Evidence	AUDIT NUMBERS DIFFER
84.1.6 C	11.09 Annual Audit of Property and Evidence	AUDIT NUMBERS DIFFER

CALEA (v6.17) STANDARD	NCLEA (v1.0) STANDARD	COMMENTS
84.1.6 B	11.10 Change of Assignment Inventory of Property / Evidence	AUDIT NUMBERS DIFFER/ CALEA DOES NOT REQUIRE A HIGH-RISK AUDIT WITH NEW CEO
NA	11.11 Hazardous and Biohazardous Materials	CALEA DOES NOT HAVE A SPECIFIC STANDARD CALEA 84.1.1 ADDRESSES EXTRA SECURITY MEASURES FOR SENSITIVE ITEMS CALEA 84.1.4 ADDRESSES CONTROLLED SUBSTANCES/WEAPONS FOR TRAINING