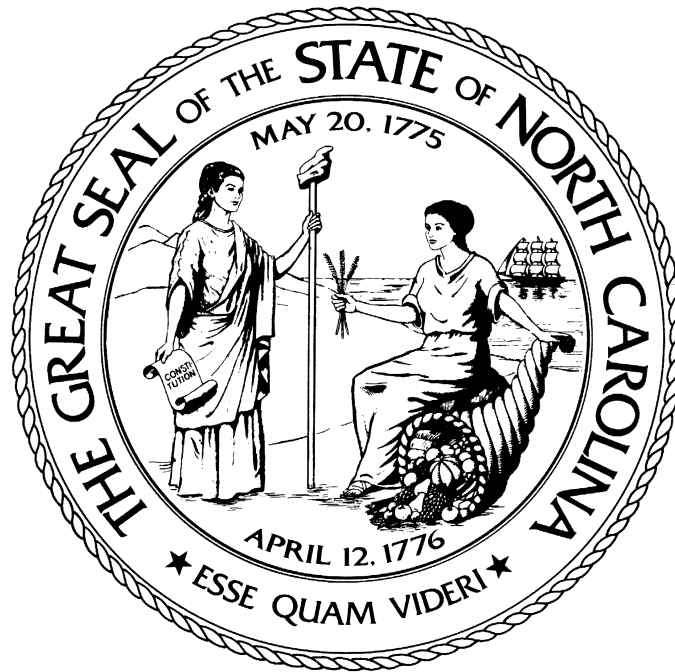


**IMPLEMENTATION MANUAL**

**MEDICAL SCREENING GUIDELINES FOR THE  
CERTIFICATION OF CRIMINAL JUSTICE OFFICERS IN THE  
STATE OF NORTH CAROLINA**



**NORTH CAROLINA CRIMINAL JUSTICE EDUCATION  
AND TRAINING STANDARDS COMMISSION**

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**\*Medical History Statement [Form F-1(LE)]**

**\*Medical Examination Report [Form F-2(LE)]**

## INTRODUCTION

This implementation manual is offered as a guide to qualified medical professionals\* who will be conducting medical examinations for criminal justice officer applicants and lateral transfer employees of criminal justice agencies for those positions which require certification by the North Carolina Criminal Justice Education and Training Standards Commission or the North Carolina Sheriffs' Education and Training Standards Commission.

Effective January 1, 1996, the Criminal Justice Education and Training Standards Commission and the Sheriffs' Training Standards Commission implemented new **Medical Screening Guidelines** for assessing criminal justice officer applicants. A completely revised **Medical History Statement** [Form F-1(LE)] was developed which must be completed by each applicant no more than one year prior to employment by the hiring agency [12 NCAC 9B .0104(a)]. The applicant must be examined, also within that one year period, by a qualified medical professional. This examination is designed to help determine the applicant's fitness for carrying out the physical requirements of the criminal justice officer position [12 NCAC 9B .0104(a)]. The examining qualified medical professional is required to record the results of this examination on the Commission's **Medical Examination Report** [Form F-2(LE)], which was revised with the assistance of a distinguished panel of medical practitioners [12 NCAC 9B .0104(b)].

**\*Qualified medical professional is defined as a physician licensed to practice medicine in North Carolina, physician's assistant or nurse practitioner authorized to practice in North Carolina, or physician and/or surgeon authorized to practice medicine in accordance with the rules and regulations of the U.S. Armed Forces. [12 NCAC 9B .0104(a)].**

## **POST-OFFER MEDICAL REVIEW**

The qualified medical professional shall assess each candidate on a case-by-case basis to evaluate whether the candidate can, with or without reasonable accommodations, perform the essential job functions of an inexperienced criminal justice officer for the agency that is seeking to employ the candidate.

Upon the conclusion of the medical review, the qualified medical professional shall render a medical opinion to the employing agency as to whether or not the candidate can perform the essential job functions of the position, noting all relevant medical information.

The examining qualified medical professional shall complete the **Medical Examination Report** [Form F-2(LE)] based upon a medical review of the candidate. The existence of a potentially disqualifying condition will **not** automatically prevent the qualified medical professional from recommending that the candidate is able to perform the essential job functions. A qualified medical professional is one who meets the standards as set out in 12 NCAC 9B .0104(a). Nothing herein shall preclude the qualified medical professional from noting the existence of any other potentially disqualifying conditions not specifically set forth in this manual, which in the opinion of the qualified medical professional, may render the candidate unable to perform the essential job functions or course objectives.

The qualified medical professional shall evaluate whether or not each candidate can, with or without reasonable accommodations, perform the essential job functions of an entry-level officer position based upon the results of the clinical tests as set forth in this manual and based upon other relevant medical criteria.

Based upon the recommendations of the qualified medical professional, the criminal justice agency wishing to employ the candidate shall render the final decision as to whether or not the conditional offer of employment shall be revoked.

## **REASONABLE ACCOMMODATIONS**

It shall be the affirmative responsibility of each criminal justice agency to assess the type(s) of reasonable accommodations which may be requested by an applicant and necessary to allow the applicant to perform the essential job functions of a criminal justice officer candidate for such agency and to provide such necessary reasonable accommodations to a qualified candidate with a recognized disability under the Americans with Disabilities Act (ADA), provided however, that nothing herein shall be construed to require the provision of accommodations if doing so will impose an undue hardship on the employing agency or a direct threat to the safety of the applicant or others. An accommodation may not be reasonable if it abolishes or diminishes an essential job function. An agency should consult with its legal counsel when making any determination on a recognized disability or a requested accommodation.

**MEDICAL SCREENING GUIDELINES FOR THE  
CERTIFICATION OF CRIMINAL JUSTICE OFFICERS**  
(Potentially Excludable Conditions)

The following medical conditions, although explicitly related to one or more essential tasks, do **not** necessarily comprise an exclusive list. If the examining qualified medical professional identifies a condition not included below which could adversely affect the ability of the candidate to perform any or all of the essential job functions of a criminal justice officer, that condition should be noted.

Secondly, because many of the tasks listed below involve physical exertion and danger in their performance, we ask that the qualified medical professional, to the extent possible, assess on an individualized basis whether or not the candidate is able to perform the essential job functions of the position safely, and whether or not the candidate's inabilities or limitations may pose a "direct threat to the health and safety of the candidate or others." As Equal Employment Opportunity Commission guidance suggests, "this assessment shall be based on a reasonable medical judgment that relies on the most current medical knowledge and/or the best available objective evidence." The examining qualified medical professional should consider, in identifying a "direct threat," whether or not "performing the particular functions of a job would result in a high probability of substantial harm" to the individual or others.

**MINIMUM COMPONENTS OF THE CLINICAL TESTS**

The qualified medical professional shall conduct a medical history (based on review of the applicant's completed **Medical History Statement[Form F-1(LE)]**) and administer a medical examination which includes, but is not limited to, the following components:

- 1) urinalysis (Dipstick);
- 2) tuberculosis (Mantoux) - chest x-ray if allergic to serum; and
- 3) electrocardiogram (ECG) Resting - only if indicated by history or if resting pulse is less than 50 or greater than 100.

**MEDICAL SCREENING GUIDELINES**  
(Potentially Disqualifying Conditions)

**SECTION ONE - EYES AND VISION**

**The examining qualified medical professional is to note any condition which may interfere with the candidate's ability to perform the essential tasks of the job in question. If any of these conditions are controlled, then they may be non-excludable.**

**1.1 Visual Acuity**

Corrected vision should be at least 20/30 (Snellen) and should be for both eyes together. Due to the likelihood of dislodgement or breakage, candidates for law enforcement and detention officer positions who are able to wear only glasses should meet an uncorrected standard not worse than 20/100 (Snellen) for both eyes together.

Those law enforcement and detention officer candidates who use soft contact lenses (SCLs) and who have had successful use for at least one year, and provided the employing agency uses replacement agreements and will monitor compliance, should have uncorrected vision not worse than 20/200 (Snellen) for both eyes together.

The examining qualified medical professional should take note of relevant OSHA and NFPA 1500 rules and prohibitions concerning use of contact lenses other than "soft" lenses and use of hard frames.

**1.2 Visual Acuity - Color Vision**

Any color vision deficiency should be noted for further examination. However, total color blindness may be grounds for withdrawal of a conditional offer of employment. This does not apply to telecommunicator applicants.

**1.3 Visual Acuity - Depth Perception**

For law enforcement and detention officer applicants, Depth Perception should be sufficient to demonstrate normal stereo depth perception with or without correction to the standard: 80 ARC seconds.

**1.4 Peripheral Vision**

Adequate to perform the essential tasks of entry-level law enforcement detention and telecommunicator applicants.

**1.5 Night Blindness**

A history of night blindness should be evaluated to determine candidate's capacity to perform essential tasks at night or in dark settings. If candidate has a history of night blindness, a Night Blindness test must be conducted by a qualified ophthalmologist. This does not apply to telecommunicator applicants.

## **1.6 Radial Keratotomy**

If candidate has undergone the procedure, and has a history of night blindness, a Night Blindness Test must be conducted by a qualified ophthalmologist. This does not apply to telecommunicator applicants.

### **Exemplar Relevant Essential Tasks for Law Enforcement Applicants**

- 1) Process Crime Scene/Collect Evidence
- 2) Operate Vehicle at High Speeds
- 3) Use Deadly Force
- 4) Physically Struggle with Persons/Use Physical Force
- 5) Conduct Searches
- 6) Work in Low Light Settings
- 7) Read Legal Papers and Reports
- 8) Identify Characteristics of Motor Vehicles, License Plates, Clothing, Gang Insignia, as well as physical characteristics of individuals, etc.
- 9) Work Extended Rotating Shifts Without Relief
- 10) Apply First Aid Techniques

### **Exemplar Relevant Essential Tasks for Detention Applicants**

- 1) Observe/Monitor inmates, visitors, and groups
- 2) Conduct Searches
- 3) Inspect Cell Housing, Fire Doors, and Duty Stations
- 4) Read/Write/Sort Mail, Reports, Legal Papers
- 5) Identify, Inventory, Issue Jail Supplies and Equipment
- 6) Apply First Aid Techniques
- 7) Work Extended Rotating Shifts Without Relief
- 8) Work in Low Light Settings

### **Exemplar Relevant Essential Tasks for Telecommunicator Applicants**

- 1) Work at Computer Screen for Extended Periods of Time
- 2) Work in Low Light Settings
- 3) Work Extended Rotating Shifts Without Relief

## **SECTION TWO - EARS AND HEARING**

**The examining qualified medical professional is to note any condition which may interfere with the candidate's ability to perform the essential tasks of the job in question. If any of these conditions are controlled, then they may be non-excludable.**

### **2.1 Hearing Acuity**

The candidate must have hearing in both ears sufficient to perform essential tasks without posing a direct threat to themselves or others. An acceptable test is a whispered conversation at 15 feet or, preferably, using an audiometer, the candidate should have no average loss of 25 or more decibels at the 500, 1000, 2000, and 3000 Hertz (Hz) levels in either ear with no single frequency loss in excess of 40. Use of a hearing aid is acceptable for telecommunicator applicants.

### **2.2 Otitis Media, Otitis Externa, And Mastoiditis**

If the candidate meets Hearing Acuity guidelines and the condition is resolved or improving under adequate medical care, then the condition is non-disqualifying.

### **2.3 Any Inner/Middle/Outer Ear Disorder Affecting Equilibrium, (E.G. Meniere's Disease)**

If the candidate has historically had episodes of vertigo, further evaluation may be required.

#### **Exemplar Relevant Essential Tasks for Law Enforcement Applicants**

- 1) Conduct Searches in Low Light or Dark
- 2) Use Deadly Force
- 3) Conduct High Risk Stops
- 4) Work with Loud Sounds from Multiple Directions
- 5) Operate Emergency Vehicles at High Speeds
- 6) Control Crowds, Domestic Disputes, etc.
- 7) Control Traffic, etc.
- 8) Communicate Over Radio or Telephone (including mobile)
- 9) Communicate Directly with Public or Other Officers
- 10) Work Extended Rotating Shifts Without Relief
- 11) Use Physical Force
- 12) Apply First Aid Techniques
- 13) Investigate Unusual Sounds

#### **Exemplar Relevant Essential Tasks for Detention Applicants**

- 1) Communicate Directly with Inmates, Visitors, Other Officers and Individuals
- 2) Communicate Over Radio or Telephone (including mobile)
- 3) Investigate Unusual Sounds
- 4) Conduct Searches
- 5) Monitor Inmates
- 6) Apply First Aid Techniques
- 7) Work Extended Rotating Shifts Without Relief
- 8) Work Amid Loud Sounds from Multiple Directions



### **Exemplar Relevant Essential Tasks for Telecommunicator Applicants**

- 1) Work with Loud Sounds from Multiple Directions
- 2) Communicate Over Radio or Telephone (including mobile)
- 3) Communicate Directly with Public, Officers, or Other Telecommunicators
- 4) Work Extended Rotating Shifts Without Relief

## **SECTION THREE - NOSE, THROAT AND MOUTH**

**The examining qualified medical professional is to note any condition which may interfere with the candidate's ability to perform the essential tasks of the job in question. If any of these conditions are controlled, then they may be non-excludable.**

### **3.1 Loss of Sense of Smell**

Test may be recognition of water and rubbing alcohol. If problem occurs, candidate should be referred for further testing.

### **3.2 Aphonia, Speech Loss or Speech Defects**

### **3.3 Abnormalities of The Nose, Throat or Mouth**

If the abnormality does not interfere with the candidate's breathing, or the proper fitting of a gas mask, then the condition is non-excludable. This does not apply to telecommunicator applicants.

#### **Exemplar Relevant Essential Tasks for Law Enforcement Applicants**

- 1) Recognize DWI
- 2) Recognize Hazardous Materials
- 3) Come into Contact with Toxic Gases, Liquids, etc.
- 4) Conduct Searches
- 5) Wear Protective Gear to Prevent Contact with Riot Gases, Infectious Diseases, etc.
- 6) Present Testimony
- 7) Use Verbal Communications Skills to Defuse Unruly Crowds, Domestic Disputes, etc.
- 8) Communicate Over Radio or Telephone (including mobile)
- 9) Communicate Directly with Public or Other Officers
- 10) Work Extended Rotating Shifts Without Relief
- 11) Apply First Aid Techniques
- 12) Put Out Small Fires
- 13) Investigate Unusual Odors

#### **Exemplar Relevant Essential Tasks for Detention Applicants**

- 1) Use Verbal Communications Skills to Settle Inmate Disputes and Resolve Disciplinary Problems
- 2) Communicate Over Radio or Telephone (including mobile)
- 3) Communicate Directly with Inmates, Visitors, Other Officers and Individuals
- 4) Investigate Unusual Odors
- 5) Conduct Searches
- 6) Put Out Small Fires
- 7) Apply First Aid Techniques
- 8) Work Extended Rotating Shifts Without Relief

### **Exemplar Relevant Essential Tasks for Telecommunicator Applicants**

- 1) Present Testimony
- 2) Use Verbal Communications Skills to Defuse Disputes, Calm Confused and Irate Callers, etc.
- 3) Communicate Over Radio or Telephone (including mobile)
- 4) Communicate Directly with Public, Officers, or Other Telecommunicators
- 5) Work Extended Rotating Shifts Without Relief

## **SECTION FOUR - PERIPHERAL VASCULAR SYSTEM**

**The examining qualified medical professional is to note any condition which may interfere with the candidate's ability to perform the essential tasks of the job in question. If any of these conditions are controlled, then they may be non-excludable.**

### **4.1 Hypertension**

Resting Blood Pressure should be less than, or equal to, 150 mmHg systolic and 94 mmHg diastolic. If Systolic Blood Pressure is greater than 150 mmHg or Diastolic Blood Pressure is greater than 94 mmHg, applicant should provide documentation from a qualified medical professional that blood pressure is treated and controlled and should be asymptomatic for any headaches or other disabling conditions. If the candidate has controlled hypertension not exceeding the above standard and is on medication with side effect profiles which do not interfere with performance of duty, then the condition may not be excludable.

**Candidate must have a functional and therapeutic cardiac classification no greater than Heart Association Class 1A, (i.e., Functional Capacity I): Patients with cardiac disease and no limitations of physical activity. Ordinary physical activity does not cause discomfort. Patients in this class do not have symptoms of cardiac insufficiency, nor do they experience anginal pain. Therapeutic Classification A: Patients with cardiac disease whose physical activity need not be restricted. This may be determined by an in-office agility or stress test. This does not apply to telecommunicator applicants.**

### **4.2 Peripheral Vascular Abnormality**

Any condition which is severe and/or symptomatic may be excludable, e.g.:

- \*Arterial Insufficiency
- \*Deep or Superficial Vein Thrombosis
- \*Thrombophlebitis
- \*Reynaud's Disease

#### **Exemplar Relevant Essential Tasks for Law Enforcement Applicants**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Carry, etc.
- 2) Endure Emotionally Stressful Circumstances, e.g. Domestic, Death Scene, Deadly Force, etc.
- 3) Exposure to Numerous Environmental Circumstances, e.g. Cold, Heat, Chemicals, Hazardous Materials, etc.
- 4) Work Extended Rotating Shifts Without Relief
- 5) Put Out Small Fires
- 6) Apply First Aid Techniques
- 7) Stand/Walk/Sit For Long Periods of Time, e.g. more than four hours

### **Exemplar Relevant Essential Tasks for Detention Applicants**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Drag, Carry, Restrain, etc.
- 2) Stand/Walk/Sit For Long Periods of Time, e.g. more than four hours
- 3) Put Out Small Fires
- 4) Apply First Aid Techniques
- 5) Endure Emotionally Stressful Circumstances
- 6) Control Struggling Persons

### **Exemplar Relevant Essential Tasks for Telecommunicator Applicants**

- 1) Endure Emotionally Stressful Circumstances, e.g. Domestic, Death, Extreme Situations, etc.
- 2) Work Extended Rotating Shifts Without Relief

## **SECTION FIVE - HEART AND CARDIOVASCULAR SYSTEM**

**The examining qualified medical professional is to note any condition which may interfere with the candidate's ability to perform the essential tasks of the job in question. If the candidate's functional work capacity is unimpaired, then the condition is non-excludable.**

**Candidate must have a functional and therapeutic cardiac classification no greater than Heart Association Class 1A, (i.e., Functional Capacity I): Patients with cardiac disease and no limitations of physical activity. Ordinary physical activity does not cause discomfort. Patients in this class do not have symptoms of cardiac insufficiency, nor do they experience anginal pain. Therapeutic Classification A: Patients with cardiac disease whose physical activity need not be restricted. This may be determined by an in-office agility or stress test. This does not apply to telecommunicator applicants.**

### **5.1 Congenital Heart Disease**

If the candidate's functional work capacity is unimpaired, then the condition is non-excludable.

### **5.2 Valvular Heart Disease**

Examples are:

- \*Significant Valvular Insufficiency or Stenosis
- \*Significant Septal Defects

### **5.3 Coronary Artery Disease**

### **5.4 ECG Abnormalities (If associated with organic heart disease)**

Including, but not limited to:

- 5.4.1** WPW Syndrome
- 5.4.2** 3 Degree A-V Block
- 5.4.3** Mobitz Type II A-V Blocks
- 5.4.4** Sinoatrial Block or Sick Sinus Syndrome
- 5.4.5** Ventricular Extrasystoles (Frequent - 20/minute with exercise, 10/minute without exercise)
- 5.4.6** Ventricular Tachycardia
- 5.4.7** Atrial Fibrillation or Flutter
- 5.4.8** Episodic Supraventricular Tachycardia or Consistent Supraventricular Tachycardia (At rest or persistent after exercise even if asymptomatic)

### **5.5 Angina**

### **5.6 Congestive Heart Failure**

### **5.7 Cardiomyopathy**

### **5.8 Pericarditis, Endocarditis, and Myocarditis**

### **Exemplar Relevant Essential Tasks for Law Enforcement Applicants**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Carry, etc.
- 2) Endure Emotionally Stressful Circumstances, e.g. Domestic, Death Scene, Deadly Force, etc.
- 3) Exposure to Numerous Environmental Circumstances, e.g. Cold, Heat, etc.
- 4) Work Extended Rotating Shifts Without Relief
- 5) Apply First Aid Techniques
- 6) Stand/Walk/Sit For Long Periods of Time, e.g. more than four hours
- 7) Put Out Small Fires
- 8) Wear Protective Gear to Prevent Contact with Riot Control Agents, Infectious Diseases, etc.

### **Exemplar Relevant Essential Tasks for Detention Applicants**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Drag, Carry, Restrain, etc.
- 2) Stand/Walk/Sit For Long Periods of Time, e.g. more than four hours
- 3) Put Out Small Fires
- 4) Apply First Aid Techniques
- 5) Endure Emotionally Stressful Circumstances

### **Exemplar Relevant Essential Tasks for Telecommunicator Applicants**

- 1) Endure Emotionally Stressful Circumstances, e.g. Domestic, Death, Extreme Situations, etc.
- 2) Work Extended Rotating Shifts Without Relief

## **SECTION SIX - RESPIRATORY SYSTEM**

**The examining qualified medical professional is to note any condition which may interfere with the candidate's ability to perform the essential tasks of the job in question. If any of these conditions are controlled, then they may be non-excludable.**

- 6.1 Infectious or Potentially Infectious Pulmonary Tuberculosis and/or Other Mycotic Diseases**
- 6.2 Chronic Bronchitis (ATS Guidelines)**
- 6.3 Chronic Obstructive Pulmonary Disease**
- 6.4 Emphysema - Moderate or Worse (ATS Guidelines)**
- 6.5 Restrictive Lung Diseases**
- 6.6 Pneumonectomy**
- 6.7 Malignant Diseases**

Any condition which may interfere with the candidate's ability to perform the essential tasks of the job must be noted.

### **Exemplar Relevant Essential Tasks for Law Enforcement Applicants**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Carry, etc.
- 2) Endure Emotionally Stressful Circumstances, e.g. Domestic, Death Scene, Deadly Force, etc.
- 3) Endure Exposure to Numerous Environmental Circumstances, e.g. Cold, Heat, etc.
- 4) Work Extended Rotating Shifts Without Relief
- 5) Apply First Aid Techniques
- 6) Stand/Walk/Sit For Long Periods of Time, e.g. more than four hours
- 7) Put Out Small Fires
- 8) Wear Protective Gear to Prevent Contact with Riot Control Agents, Infectious Diseases, etc.

### **Exemplar Relevant Essential Tasks for Detention Applicants**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Drag, Carry, Restrain, etc.
- 2) Stand/Walk/Sit For Long Periods of Time, e.g. more than four hours
- 3) Put Out Small Fires
- 4) Apply First Aid Techniques
- 5) Work Extended Rotating Shifts Without Relief
- 6) Endure Emotionally Stressful Circumstances

### **Exemplar Relevant Essential Tasks for Telecommunicator Applicants:**

- 1) Endure Emotionally Stressful Circumstances, e.g.
- 2) Domestic, Death, Extreme Situations, etc.
- 3) Work Extended Rotating Shifts Without Relief



## **SECTION SEVEN - GASTROINTESTINAL SYSTEM**

**The examining qualified medical professional is to note any condition which may interfere with the candidate's ability to perform the essential tasks of the job in question. If any of these or other GI conditions are controlled, then they may be non-excludable.**

### **7.1 Colitis**

Including but not limited to Crohn's Disease, Ulcerative Colitis, Irritable Bowel Syndrome (symptomatic or needing medication), Bacterial Colitis. If the candidate's condition is controlled and the candidate is on medication with side effect profiles which do not interfere with performance of duty, then the condition may not be excludable.

### **7.2 Esophageal Disorders**

Including, but not limited to, Esophageal Stricture, Lower Esophageal Ring and Esophageal Spasm. If the candidate's condition is controlled, then the condition is non-disqualifying.

### **7.3 Pancreatitis**

### **7.4 Gall Bladder Disorders**

### **7.5 Active Peptic Ulcer Disease**

### **7.6 Symptomatic Inguinal, Umbilical, Ventral, Femoral, Or Incisional Hernias**

### **7.7 Malignant Disease of the Liver, Gall Bladder, Pancreas, Esophagus, Stomach, Small or Large Bowel, Rectum, or Anus**

### **7.8 Gastrointestinal Bleeding**

### **7.9 Active or Chronic Hepatitis**

### **7.10 Cirrhosis of the Liver**

### **7.11 Motility Disorders, E.G. Scleroderma**

#### **Exemplar Relevant Essential Tasks for Law Enforcement Applicants**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Carry, etc.
- 2) Endure Emotionally Stressful Circumstances, e.g. Domestic, Death Scene, Deadly Force, etc.
- 3) Endure Exposure to Numerous Environmental Circumstances, e.g. Cold, Heat, etc.
- 4) Sit or Drive in Automobile for Long Periods of Time without Relief
- 5) Work Extended Rotating Shifts Without Relief
- 6) Stand/Walk/Sit For Long Periods of Time, e.g. more than four hours
- 7) Put Out Small Fires
- 8) Apply First Aid Techniques

### **Exemplar Relevant Essential Tasks for Detention Applicants**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Drag, Carry, Restrain, etc.
- 2) Stand/Walk/Sit For Long Periods of Time, e.g. more than four hours
- 3) Put Out Small Fires
- 4) Apply First Aid Techniques
- 5) Work Extended Rotating Shifts Without Relief

### **Exemplar Relevant Essential Tasks for Telecommunicator Applicants**

- 1) Endure Emotionally Stressful Circumstances, e.g. Domestic, Death, Extreme Situations, etc.
- 2) Sit in a Chair, at a Terminal, for Long Periods of Time Without Relief
- 3) Work Extended Rotating Shifts Without Relief

## **SECTION EIGHT - GENITOURINARY SYSTEM**

**The examining qualified medical professional is to note any conditions which may interfere with the candidate's ability to perform the essential job in question. If any of these conditions are controlled, then they may be non-excludable.**

### **8.1 Pregnancy**

Examining physician should record if there is a pregnancy.

### **8.2 Nephrectomy**

If a candidate possesses this condition with normal natural renal function, then the condition is non-disqualifying.

### **8.3 Acute Nephritis**

### **8.4 Nephrotic Syndrome**

### **8.5 Acute Renal/Urinary Calculi**

### **8.6 Renal Transplant**

### **8.7 Renal Failure**

### **8.8 Hydrocele and Varicocele (Symptomatic)**

### **8.9 Malignant Diseases of Bladder, Kidney, Ureter, Cervix, Ovaries, Breasts, Prostate, Etc.**

### **8.10 Active Venereal Diseases**

### **8.11 Urinary Tract Infection**

### **8.12 Polycystic Kidney Disease**

### **8.13 Pelvic Inflammatory Disorder**

### **8.14 Endometriosis**

### **8.15 Inflammatory Disorders, E.G.**

- \*Prostatitis
- \*Orchitis
- \*Epididymitis

### **Exemplar Relevant Essential Tasks for Law Enforcement Applicants**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Carry, etc.
- 2) Endure Emotionally Stressful Circumstances, e.g. Domestic, Death Scene, Deadly Force, etc.

- 3) Endure Exposure to Numerous Environmental Circumstances, e.g. Cold, Heat, Chemicals, Hazardous Materials, etc.
- 4) Work Extended Rotating Shifts Without Relief
- 5) Stand/Walk/Sit For Long Periods of Time, e.g. more than four hours
- 6) Put Out Small Fires
- 7) Apply First Aid Techniques
- 8) Ability to Wear Duty Equipment
- 9) Ability to Use Duty Equipment
- 10) Ability to Carry Duty Equipment

**Exemplar Relevant Essential Tasks for Detention Applicants**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Drag, Carry, Restrain, etc.
- 2) Stand/Walk/Sit For Long Periods of Time, e.g. more than four hours
- 3) Put Out Small Fires
- 4) Apply First Aid Techniques
- 5) Work Extended Rotating Shifts Without Relief
- 6) Endure Emotionally Stressful Circumstances

**Exemplar Relevant Essential Tasks for Telecommunicator Applicants**

- 1) Endure Emotionally Stressful Circumstances, e.g. Domestic, Death, Extreme Situations, etc.
- 2) Work Extended Rotating Shifts Without Relief

## **SECTION NINE - ENDOCRINE AND METABOLIC SYSTEMS**

**The examining qualified medical professional is to note any condition which may interfere with the candidate's ability to perform the essential tasks of the job in question. If any of these conditions are controlled, then they may be non-excludable.**

### **9.1 Uncontrolled Thyroid Disease**

### **9.2. Diabetes Mellitus**

Potential excludability requires a case-by-case assessment as to the control of diabetes and presence and severity of symptoms and complications.

### **9.3 Adrenal Dysfunction**

Including, but not limited to, Addison's Disease and Cushing's Disease.

### **9.4 Insulin Reactions**

### **9.5 Any Malignancy**

Potential excludability requires a case-by-case evaluation of relevance to performance of essential tasks.

### **Exemplar Relevant Essential Tasks for Law Enforcement Applicants**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Carry, etc.
- 2) Endure Emotionally Stressful Circumstances, e.g. Domestic, Death Scene, Deadly Force, etc.
- 3) Endure Exposure to Numerous Environmental Circumstances, e.g. Cold, Heat, etc.
- 4) Work Extended Rotating Shifts Without Relief
- 5) Perform without Dysfunction During Irregular Work Schedules
- 6) Stand/Walk/Sit For Long Periods of Time, e.g. more than four hours
- 7) Put Out Small Fires
- 8) Apply First Aid Techniques

### **Exemplar Relevant Essential Tasks for Detention Applicants**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Drag, Carry, Restrain, etc.
- 2) Stand/Walk/Sit For Long Periods of Time, e.g. more than four hours
- 3) Put Out Small Fires
- 4) Apply First Aid Techniques
- 5) Work Extended Rotating Shifts Without Relief
- 6) Endure Emotionally Stressful Circumstances

### **Exemplar Relevant Essential Tasks for Telecommunicator Applicants**

- 1) Endure Emotionally Stressful Circumstances, e.g. Domestic, Death, Extreme Situations, etc.
- 2) Perform without Dysfunction During Irregular Work Schedules
- 3) Work Extended Rotating Shifts Without Relief

## **SECTION TEN - MUSCULOSKELETAL SYSTEM**

**The examining qualified medical professional is to note any condition which may interfere with the candidate's ability to perform the essential tasks of the job in question. If any of these conditions are controlled, then they may be non-excludable.**

### **10.1 Disorders That Limit Motor Performance**

### **10.2 Cervical Spine or Lumbosacral Fusion**

### **10.3 Degenerative Cervical or Lumbar Disc Disease (if Symptomatic)**

### **10.4 Extremity Amputation**

### **10.5 Osteomyelitis**

### **10.6 Muscular Dystrophy**

### **10.7 Loss In Motor Ability From Tendon or Nerve Injury/Surgery**

In an area relevant to the applicant's performing his essential tasks.

### **10.8 Arthritis**

If a candidate possesses this condition with no functional impairment, then the condition is non-excludable.

### **10.9 Coordinated Balance**

### **10.10 Symptomatic Herniated Disc**

### **10.11 Pinal Deviations**

### **10.12 Carpel Tunnel Syndrome**

#### **Exemplar Relevant Essential Tasks for Law Enforcement Applicants**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Carry, etc.
- 2) Endure Emotionally Stressful Circumstances, e.g. Domestic, Death Scene, Deadly Force, etc.
- 3) Work in Various Stressful Environments, e.g. Cold, Damp, etc.
- 4) Withstand Periods of Fatigue
- 5) Sit/Stand/Walk for Long Periods of Time Without Relief
- 6) Work Extended Rotating Shifts Without Relief
- 7) Put Out Small Fires
- 8) Apply First Aid Techniques
- 9) Ability to Wear Duty Equipment
- 10) Ability to Use Duty Equipment
- 11) Ability to Carry Duty Equipment
- 12) Data Entry/Keyboarding/Telephone (including mobile)

### **Exemplar Relevant Essential Tasks for Detention Applicants**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Drag, Carry, Restrain, etc.
- 2) Stand/Walk/Sit For Long Periods of Time, e.g. more than four hours
- 3) Operate Levers and Buttons to Let Inmates In and Out of Cells or Secure Areas
- 4) Put Out Small Fires
- 5) Apply First Aid Techniques
- 6) Work Extended Rotating Shifts Without Relief
- 7) Withstand Periods of Fatigue
- 8) Ability to Wear Duty Equipment
- 9) Ability to Use Duty Equipment
- 10) Ability to Carry Duty Equipment
- 11) Data Entry/Keyboarding/Telephone (landline and mobile)

### **Exemplar Relevant Essential Tasks Telecommunicator Applicants**

- 1) Endure Emotionally Stressful Circumstances, e.g. Domestic, Death, Extreme Situations, etc.
- 2) Withstand Periods of Fatigue
- 3) Data entry/Keyboarding/Telephone (including mobile)
- 4) Sit for Long Periods of Time Without Relief
- 5) Work Extended Rotating Shifts Without Relief



## **SECTION ELEVEN - HEMATOPOIETIC AND LYMPHATIC SYSTEMS**

**The examining qualified medical professional is to note any condition which may interfere with the candidate's ability to perform the essential tasks of the job in question. If any of these conditions are controlled, then they may be non-excludable.**

### **11.1 Symptomatic Anemia or Other Major Hematopoietic Disorders**

### **11.2 Hemophilia**

#### **Exemplar Relevant Essential Tasks for Law Enforcement Officers**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Carry, etc.
- 2) Endure Emotionally Stressful Circumstances, e.g. Domestic, Death Scene, Deadly Force, etc.
- 3) Work in Various Stressful Environments, e.g. Cold, Damp, etc.
- 4) Stand and/or Walk for Long Periods of Time
- 5) Withstand Periods of Fatigue
- 6) Work Extended Rotating Shifts Without Relief
- 7) Put Out Small Fires
- 8) Apply First Aid Techniques
- 9) Data Entry/Keyboarding/Telephone (including mobile)

#### **Exemplar Relevant Essential Tasks for Detention Applicants**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Drag, Carry, Restrain, etc.
- 2) Stand/Walk/Sit For Long Periods of Time, e.g. more than four hours
- 3) Put Out Small Fires
- 4) Apply First Aid Techniques
- 5) Endure Emotionally Stressful Circumstances
- 6) Withstand Periods of Fatigue
- 7) Work Extended Rotating Shifts Without Relief
- 8) Data Entry/Keyboarding/Telephone (landline and mobile)

#### **Exemplar Relevant Essential Tasks Telecommunicator Applicants**

- 1) Endure Emotionally Stressful Circumstances, e.g. Domestic, Death, Extreme Situations, etc.
- 2) Withstand Periods of Fatigue
- 3) Data entry/Keyboarding/Telephone (landline and mobile)
- 4) Sit/Stand/Walk for Long Periods of Time Without Relief
- 5) Work Extended Rotating Shifts Without Relief

## **SECTION TWELVE - NERVOUS SYSTEM**

**The examining qualified medical professional is to note any condition which may interfere with the candidate's ability to perform the essential tasks of the job in question. If any of these conditions are controlled, then they may be non-excludable.**

### **12.1 Seizure Disorder (All Types)**

### **12.2 Cerebral Palsy**

### **12.3 Movement Disorders, E.G. Parkinson's, Tremors, Etc.**

### **12.4 Cerebral Aneurysms**

### **12.5 Syncope**

### **12.6 Progressive Neurological Diseases**

Including, but not limited to, Multiple Sclerosis and Huntington's Chorea.

### **12.7 Peripheral Nerve Disorder**

Including, but not limited to, Polyneuritis, Mononeuritis and Neurofibromatosis.

### **12.8 Narcolepsy**

### **12.9 Cerebral Vascular Accident**

### **12.10 Central Nervous System Infections**

#### **Exemplar Relevant Essential Tasks**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Carry, etc.
- 2) Endure Emotionally Stressful Circumstances, e.g. Domestic, Death Scene, Deadly Force, etc.
- 3) Work in Various Stressful Environments, e.g. Cold, Damp, etc.
- 4) Stand and/or Walk for Long Periods of Time
- 5) Withstand Periods of Fatigue
- 6) Perform without Dysfunction During Irregular Work Schedules
- 7) Work Extended Rotating Shifts Without Relief
- 8) Put Out Small Fires
- 9) Apply First Aid Techniques
- 10) Ability to Wear Duty Equipment
- 11) Ability to Use Duty Equipment
- 12) Ability to Carry Duty Equipment

### **Exemplar Relevant Essential Tasks for Detention Applicants**

- 1) Perform Numerous Physically Demanding Duties, e.g. Fight, Run, Pull, Drag, Carry, Restrain, etc.
- 2) Stand/Walk/Sit For Long Periods of Time, e.g. more than four hours
- 3) Operate Levers and Buttons to Let Inmates In and Out of Cells or Secure Areas
- 4) Put Out Small Fires
- 5) Apply First Aid Techniques
- 6) Ability to Wear Duty Equipment
- 7) Ability to Use Duty Equipment
- 8) Ability to Carry Duty Equipment

### **Exemplar Relevant Essential Tasks Telecommunicator Applicants**

- 1) Endure Emotionally Stressful Circumstances, e.g. Domestic, Death, Extreme Situations, etc.
- 2) Withstand Periods of Fatigue
- 3) Data Entry/Keyboarding/Telephone (including mobile)
- 4) Sit/Stand/Walk for Long Periods of Time Without Relief
- 5) Work Extended Rotating Shifts Without Relief

## **APPENDICES**

**Essential Job Functions for Law Enforcement Officers - Updated 2008**

**Essential Job Functions for Detention Officers - Updated 2007**

**Essential Job Functions for Telecommunicators - Updated 2003**

**Medical History Statement [Form F-1(LE)] - Rev. November 2008**

**Medical Examination Report [Form F-2(LE)] - Rev. November 2008**

**NOTE:**

The successful applicant must be able to perform ALL of the job functions listed below, unassisted, and at a pace and level of performance consistent with the actual job performance requirements.

## **LAW ENFORCEMENT COMPETENCIES**

Since law enforcement officers are required to enforce the law and they are exposed to certain temptations to show favoritism, corruption, or unlawful monetary gain, it is a "business necessity" that officers exhibit a history and characteristics of honesty, reliability, ability to manage personal finances, interpersonal skill, and integrity.

Additionally, law enforcement officers are frequently placed in a position of physical and mental stress. Therefore, a history of mental or physical disability may be grounds for denying an application; or these factors might be a consideration in the hiring process. Applicants posing a substantial risk to themselves, other officers, and the public are at a substantial disadvantage in the hiring process.

### **Decision Making**

- Exercise discretion (choice) in selecting appropriate enforcement action.
- Review facts of case to determine whether case is criminal or civil matter.
- Review statute of limitations to ensure proper enforcement action.
- Review facts of case to identify elements and ensure proper charges.
- Review/consider facts of case and Motor Vehicle Law to select most appropriate charge and/or enforcement action at crash scene or vehicle stop.
- Receive and evaluate requests for law enforcement service.
- Conduct legal research in state and local laws, etc. to determine proper charges or practice.
- Warn or counsel offenders instead of arresting them.
- Recognize laws and limits on law enforcement powers crossing jurisdictional lines.
- Respond to mutual aid request.

### **Ethics and Professionalism**

- Exercise discretion (choice in selecting appropriate enforcement action).
- Apply ethical standards while performing law enforcement duties.
- Recognize and report misconduct of other officers.

### **Enforcement Tactics/Use of Force**

- Use of force as necessary and appropriate in apprehension of criminal suspects.
- Carry authorized firearm when off duty.
- Clean and inspect weapon.
- Carry "secondary" firearm on duty.
- Fire weapon in self-defense at attacking or dangerous animal.
- Use less lethal munitions, e.g. bean bag, rubber pellets, etc.
- Participate in firearms training.
- Discharge firearm from moving vehicle (not including training).
- Discharge firearm in low light conditions, e.g. at night, in darkened room, etc. (not including training).
- Discharge firearm at person.
- Discharge firearm from protective cover position (not including training).
- Draw weapon to protect self or third party.
- Recognize disguised weapons, e.g. belt buckle, knife.
- Detain person at gunpoint.

- Carry knife on duty.
- Unload various firearms (including seized firearms) safely.
- Clear malfunction of various firearms (not including training).
- Reload firearms under combat conditions (not including training).
- Fire weapon in dark environment while using flashlight (not including training).
- Discharge shoulder weapons, e.g. rifle, shotgun, etc. (not including training).
- Defend oneself from position on ground.
- Use fists to defend one's self.
- Use conductive energy weapon, e.g. taser, to control or subdue person.

### **Judicial Responsibilities**

- Present evidence and testimony in legal and/or administrative proceedings, e.g. arraignment, Preliminary Hearing, Trial, Grand Jury, etc.
- Read/review case reports and notes to prepare for court testimony.
- Read/review warrants and affidavits to ensure completeness and accuracy.
- Confer with district attorney's office prior to testimony regarding case.
- Confer with district attorney's office regarding or to obtain warrant authorization from judge/magistrate.
- Read court and legal papers to determine meaning and proper law enforcement response, e.g. restraining and protection orders, etc.
- Obtain search warrant and/or make proper return.
- Obtain arrest warrant and/or make proper return.
- Maintain effective relations with court personnel/officials.
- Prepare and/or present facts of case to a judicial officer to obtain an arrest warrant.
- Confer with defense attorney to discuss a particular case.

### **Arrest and Detention**

- Advise persons of constitutional (Miranda) rights.
- Apprehend and place juvenile offenders in custody.
- Arrest persons with a warrant.
- Arrest persons without a warrant.
- Conduct full search of arrested persons.
- Conduct frisk or pat down.
- Handcuff suspects or inmate/detainees.
- Issue citations for non-traffic offenses (e.g. local ordinances and state laws).
- Hold person under investigative detention.
- Handcuff resisting person.
- Handcuff passive person.
- Observe persons in custody to determine whether they are intoxicated or in medical distress, i.e. diabetic reaction, etc.
- Check arrested person making bail for outstanding warrants.
- Examine physical condition of person in custody to assess need for medical attention.
- Conduct strip search of arrested person or inmate according to law and agency procedure.
- Witness cavity search to preserve potential chain of evidence.
- Restrain unruly or violent individuals, remove from public areas and arrest if necessary.
- Plan and organize service of high risk Arrest Warrant.

- Request verification of warrants before execution.
- Take into custody person detained by citizen or merchant.
- Make arrest without warrant at scene of domestic violence.

## **Technical Knowledge**

- Secure crime scene, i.e. establish security perimeter.
- Recognize and properly handle illegal and/or hazardous materials, e.g. drugs, chemicals, etc.
- Follow departmental procedure and state law to dispose of or release property or evidence no longer needed.
- Photograph and/or videotape crime or crash scene.
- Verify the identity of deceased persons.
- Look at and recognize vehicle placard and use appropriate resources, e.g. DOT Emergency Response Guide to identify hazardous material being transported.
- Take appropriate action to clean and decontaminate cell area, cruiser, etc.
- Identify/mark contaminated cell/cruiser with appropriate biohazard insignia.
- Follow agency policies or state statutes to impound and inventory vehicles.
- Contact hospital, lab, physician to obtain blood or other chemical tests.
- Operate video camera and equipment to record actions of criminal of motor vehicle suspects.
- Observe weather and road conditions to assess need for emergency equipment such as snowplows, sand trucks, etc.
- Look for and identify suspect vehicle by color and description.
- Conduct driving maneuver to physically force offending vehicle off roadway.
- Look at insignias, tattoos, clothing and their colors to identify possible gang affiliation, criminal suspects, etc.
- Operate computer keyboard and read screen to check for wants/warrants on persons through local, state and NCIC computer systems.
- Check and update status of wants, warrants, and stolen property through local, State and NCIC computer systems.
- Confront, in a riot formation, groups of agitated people.
- Test doorknobs, windows, etc. to check physical security of buildings.
- Use special protective equipment and weapons to participate in high-risk entries.
- Use Fire-extinguishing equipment to put out fires.
- Smell and investigate unusual odors.
- Follow department and state rules of privacy and security to control access to departmental records.
- Describe persons to other officers (e.g. suspects, missing person).
- Observe and evaluate performance of others (e.g. probationary officers).
- Plan and execute search warrants.
- Prepare affidavit for search warrant.
- Plan conduct of warrantless search.
- Request bystanders to assist in an apprehension.
- Search automobile under independent probable cause.
- Search automobile incident to arrest.
- Conduct search of premises or property without a warrant, in fresh or hot pursuit, with or without consent, incident to arrest, etc.
- Seize contraband, weapons and stolen property from suspects.
- Fill out affidavits and reports to document citizen's complaint.
- Use chemical agents and other riot equipment, e.g. Pepper Fogger.



- Use protective equipment when involved with weapons training and/or qualification.
- Use computer terminal to exchange information with other agencies.
- Perform basic troubleshooting functions related to computer use.

### **Evidence Collection**

- Examine evidence from crime scene to determine relevance.
- Use drug test kit to test evidence.
- Observe crime scene to determine need for processing by specialist, e.g. evidence technician.
- Locate and protect possible trace evidence.
- Fill out forms or tags to document chain of custody of evidence.
- Collect and package (bag and tag) evidence and/or lost and found property.
- Describe in written form the location of physical evidence at a crime scene.
- Fill out seized property inventory resulting from a search warrant.
- Prepare evidence for lab analysis, e.g. questioned documents, fingerprints, etc.

### **Interview and Interrogation**

- Interrogate/interview suspects.
- Observe suspect/interviewee behavior to recognize deception, deceit, manipulation, etc.
- Interview complainants, witnesses, etc.
- Use basic listening skills while conducting interviews to ensure full understanding of person's words.
- Use digital or video tape recorder to record statement or confession.
- Conduct field interview of suspicious person.

### **Community Policing**

- Advise crime victims of the procedures to pursue prosecution.
- Advise citizen on techniques to enhance personal safety.
- Advise businesses on ways to detect and respond to workplace violence.
- Perform directed (e.g. planned/structured) patrol assignments.
- Recognize, refer and/or investigate hate crimes or State Civil Rights violations.
- Recognize refer and/or investigate potential harassment violations (sexual/racial).
- Enforce and explain passenger restraint laws.

### **Collision Investigation**

- Search for, protect and collect evidence at motor vehicle crash scene.
- Investigate motor vehicle crash to determine causes or factors contributing to a crash.
- Collect facts of motor vehicle crash to determine charges.
- Field sketch non-scale diagram of motor vehicle crash.
- Control traffic at scene of crash investigation.
- Identify, locate and interview owners, witnesses, and others involved in motor vehicle crash.
- Instruct persons in motor vehicle crash to exchange necessary information to ensure proper reporting.
- Investigate motor vehicle crash involving law enforcement vehicles or other emergency vehicle.
- Determine whether crash is reportable or non-reportable.
- Operate and read mobile data terminal (MDT) or laptop.

- Describe motor vehicle damage in motor vehicle crash to complete report.
- Assess need for and organize emergency assistance for motor vehicle crash (e.g. wrecker, ambulance, sand truck).
- Take measurements at motor vehicle crash scene (e.g. triangulation, baseline, coordinate and combination, etc.)

## **Emergency Response**

- Administer cardio-pulmonary resuscitation (CPR) to adult.
- Administer mouth-to-mouth resuscitation.
- Apply basic first aid to control bleeding.
- Apply basic first aid to treat for abrasions.
- Apply basic first aid for amputations.
- Apply basic first aid to treat for animal bites.
- Apply basic first aid to treat for broken bones.
- Apply basic first aid to unresponsive/unconscious person.
- Apply basic first aid to treat for fire burns.
- Apply basic first aid to treat for chemical burns.
- Apply basic first aid to treat for convulsions.
- Apply basic first aid to treat for diabetic reaction.
- Apply basic first aid to treat for electric shock.
- Apply basic first aid to treat for eye injuries.
- Apply basic first aid to treat for frostbite.
- Apply basic first aid to treat for gunshot wounds.
- Apply basic first aid to treat for heart attack.
- Apply basic first aid to treat for OC/Pepper Spray.
- Apply basic first aid to treat for heat stroke/heat exhaustion, etc.
- Apply basic first aid to treat for lacerations.
- Apply basic first aid to treat for drug overdose.
- Apply basic first aid to treat for poisoning.
- Apply basic first aid to treat for stabbing or puncture wounds.
- Apply basic first aid to treat for seizure.
- Apply basic first aid to treat for shock.
- Apply basic first aid to treat for sprains and strains.
- Apply basic first aid to treat for stroke.
- Apply basic first aid for choking, e.g. Heimlich Maneuver.
- Deliver a baby.
- Use airway pocket mask to help resuscitate person.
- Participate in evacuation of areas endangered by toxic gases, liquids, chemical hazards or other spilled materials.
- Participate in evacuation of buildings and surrounding areas in response to threat of explosion, e.g. bomb, natural gas, radiological, etc.
- Recognize signs of suicide risk in inmate/detainee or arrested person.
- Take mentally ill persons into protective custody for involuntary mental health evaluation.
- Conduct rescues of stranded persons during floods, ice storms, and other disasters.
- Talk with persons attempting to commit suicide to get them to stop their attempt.
- Use personal protective equipment, e.g. gloves, masks, glasses, etc. to prevent contact with communicable diseases or blood-borne pathogens, etc.

- Use personal protective equipment, e.g. protective suit, millennium mask, boots, etc. to prevent contact with Hazmat/WMD.
- Participate in search for escaped person(s).
- Participate in large-scale area search and rescue operations.
- Dispose of contaminated clothing, sharps, etc. according to standard practice.
- Administer CPR to a child or infant.
- Respond to and control scene involving barricaded subject.
- Conduct search of area or building to locate bomb or other explosive device.
- Confront barricaded subjects to force them to surrender.
- Respond to active shooter situations.
- Observe and report possible terrorist activity.
- Respond to and control critical incident, e.g. shooting, hazmat, terrorist event, natural disaster, etc.

### **Conflict Resolution/Management**

- Use verbal de-escalation techniques to communicate with person.
- Use body language to project control and influence situation.
- Observe person's body language to assess attitude, intentions, etc.

### **Criminal Investigations**

- Conduct full investigations of various serious crimes.
- Study crime scene to identify modus operandi (M.O.) of perpetrator.
- Examine dead bodies visually to identify wounds and injuries.
- Conduct neighborhood canvass to collect crime-related information, identify witnesses, etc.
- Use state, local and NCIC criminal information systems to obtain crime/suspect related information.
- Use public records, e.g. motor vehicle, school, tax, police, etc. to locate missing or wanted persons.
- Select photographs to conduct photographic line-up.
- Conduct intelligence activities, e.g. computer checks, backgrounds, on known or suspected offenders.
- Conduct "drive-by" ID with victim or witness to identify a suspect.
- Organize and conduct "show-up" to identify suspect.
- Talk with law enforcement personnel to obtain or provide assistance in investigations and to exchange information.
- Talk with supervisor to determine if follow-up investigation is necessary.
- Review law enforcement records to determine whether recovered property is linked with a previous crime.
- Sketch crime scene.
- Conduct stationary surveillance of individuals, locations vehicles, etc.
- Conduct moving surveillance of individuals, vehicles, etc.
- Review records and pictures to identify suspects.
- Use identifying numbers (e.g. serial, product, etc.) and descriptions to trace stolen goods.

## Patrol Operations

- Respond to crime-in-progress call.
- Serve as back-up officer at scene.
- Search for missing children.
- Conduct preliminary investigation (be first responder to) various felony and/or misdemeanor crimes.
- Be first responder to various non-criminal calls for service.
- Operate vehicle to transport inmate/detainees.
- Erect emergency traffic control signs/signals to divert traffic.
- Place barricades on roadway to protect or secure crime or crash scene.
- Operate law enforcement vehicle to escort hazardous materials.
- Control spectator/media access at scene of law enforcement action.
- Administer field sobriety tests, e.g. Standardized Field Sobriety Test, Horizontal Gaze Nystagmus, Walk and Turn, One-leg Stand, etc.
- Advise appropriate agency or traffic control/roadway repair needs.
- Select locations and position oneself to conduct selective traffic enforcement duties.
- Identify and advise vehicle owners to remove abandoned vehicles.
- Arrest/summons DWI suspects.
- Use speed enforcement devices to clock vehicle speed.
- Fill out DWI arrest and administrative reports.
- Execute stop of motor vehicle and approach and talk to operator and passengers.
- Use flashlight, illuminated baton or hand signals to direct traffic.
- Observe operator's eyes, body movements, actions, etc. to evaluate capability to operate vehicle.
- Follow suspect vehicle to observe traffic violations.
- Inspect driver's license to determine if valid or altered.
- Activate emergency equipment and direct violator's vehicle out of moving traffic to execute unknown risk stop.
- Perform DMV check on violator's vehicle while operating law enforcement vehicle.
- Conduct/execute high-risk vehicle stop.
- Establish and conduct a stationary roadblock.
- Watch occupants of stopped vehicle to identify unusual or suspicious actions.
- Operate intoxilyzer/breathalyzer to test blood alcohol content.
- Stand traffic control post at special functions, e.g. VIP visit, parade, etc.
- Observe moving vehicles to identify possible criminal activity, e.g. drug transportation.
- Use spoken radio codes to communicate verbally.
- Inventory and test assigned patrol equipment and vehicle, e.g. lights, siren, radio, computer, etc.
- Engage in high-speed pursuit in congested area.
- Engage in high-speed response in congested area.
- Engage in high-speed pursuit off road.
- Engage in high-speed response off road.
- Engage in high-speed pursuit on open road.
- Engage in high-speed response on open road.
- Operate law enforcement vehicle to escort emergency vehicles.
- Escort money, valuables, or people to provide security.
- Inspect law enforcement vehicle for weapons and contraband (i.e., before and after prisoner/detainee transport, shift change, etc.).
- Monitor (listen to) CB and/or other radio channels to hear assistance needed calls.

- Monitor (listen to) department radio communications to stay aware of law enforcement activity.
- Conduct low speed pursuit of motorist refusing to stop.
- Intercede in domestic disputes to resolve, maintain peace, protect persons, etc.
- Observe crowds at large gatherings (e.g., concerts, fairs, athletic events, strikes) to detect problems or illegal activity.
- Operate law enforcement vehicle in heavy rain.
- Operate law enforcement vehicle on dirt/gravel-covered road.
- Operate law enforcement vehicle on ice/snow-covered road.
- Operate law enforcement vehicle at night.
- Patrol area containing labor pickets, marchers, or demonstrators to maintain peace, traffic flow, prevent property damage, etc.
- Perform law enforcement duties in all weather and temperatures.
- Patrol locations that are potentially physically hazardous (e.g. construction sites, prohibited areas, etc.).
- Track persons from scene (e.g. footprints in snow or mud).
- Consult with social service agencies to resolve/clarify problem or get help for child, adult, family, senior citizen, etc.
- Direct actions of law enforcement or public service personnel arriving to assist.
- Develop field contacts and intelligence sources.
- Guard person in custody outside detention facilities, e.g. court, medical facility, etc.
- Investigate suspicious vehicle.
- Locate and observe crowd agitators.
- Transport juveniles to home or detention facility as appropriate.
- Patrol schools and school property to provide security.
- Take control of publicly intoxicated/disruptive person.
- Search for person in darkened building or environment.
- Hold flashlight while performing various law enforcement duties.
- Use flashlight to defend one's self.
- Use illuminators to safeguard scene.
- Transport battered spouse/domestic partner to shelter.
- Accompany spouse/domestic partner to pick up belongings.
- Conduct sobriety checkpoint.
- Recognize and report indicators of an individual's illegal alien status.
- Recognize common, over the counter products that are used in production of Methamphetamines and other illegal drugs.
- Recognize standard and improvised laboratory equipment used in the production of Methamphetamines and other illegal drugs.
- Recognize and respond to a reported or discovered clandestine laboratory.
- Recognize and properly handle potential electronic evidence, e.g. computer files, cell phone, PDA, etc.
- Interact with and assist people with developmental disabilities.
- Interact with and assist people with cognitive disabilities.
- Interact with and assist people with physical disabilities.

## **Public Contact**

- Recognize person's culture and adjust manner of communication accordingly to ensure understanding.
- Speak to hostile groups to quiet them.
- Use voice and words to calm a situation, send message, etc.
- Control non-violent crowds.
- Speak confidently to project control, self-assurance, etc.
- Speak plainly/clearly to encourage understanding.
- Deliver emergency messages (e.g. injuries, death).
- Use and adjust language appropriate to listener.
- Maintain concentration while many people speak to you simultaneously.
- Maintain personal calm to prevent making situation worse.
- Talk with families of adult suspects or defendants to advise, inform, notify, etc.
- Talk with families of juvenile suspects or defendants to advise, inform, notify, etc.
- Contact Mental Health resource (program, facility, etc.) to obtain help for mentally ill person.
- Communicate with non-English speaking persons.
- Mediate civil disputes, e.g. landlord/tenant disputes.
- Communicate with deaf and/or mute persons.
- Talk with people on beat, patrol area, district, etc. to establish positive relationship.
- Offer alternatives to resolve conflict between disputants.
- Negotiate agreements to solve conflict.
- Advise battered spouse/domestic partner of rights.

## **Report Writing**

- Write in-depth narrative reports containing complete sentences and paragraphs (e.g. investigative reports, supplemental/follow-up reports).
- Write reports consisting primarily of check-off boxes or fill-in blanks (e.g. incident report, accident report, etc.).
- Prepare arrest-related paperwork, e.g. Criminal Summons, Criminal Complaints and Affidavits, Offense and Incident Report, Arrest Form, Fingerprint cards, etc.
- Write down confessions or other statements from suspects, victims, and witnesses.
- Summarize in writing the statements of witnesses and complainants.
- Prepare written reports to record injuries to persons in custody.
- Review other officers' incident reports for completeness and accuracy.
- Fill out Field Intelligence/Interview Report.
- Write personal field notes to record actions, interviews, etc.

## **Reading and Comprehension**

- Read and comprehend municipal/county/tribal codes and ordinances.
- Read and comprehend State Criminal Law.
- Read and comprehend Motor Vehicle Law.
- Read and comprehend departmental bulletins.
- Read and comprehend training manuals, e.g. handouts.
- Read and comprehend department rules and regulations, policies and procedures, and operations manuals.

- Read and comprehend textbooks on policing or legal matters.
- Read and comprehend articles in professional publications (IACP, FBI, etc.).
- Read and comprehend U.S. codes.
- Read and comprehend Rules of Criminal Procedure and Evidence, e.g. Search and Seizure, Rules of Arrest, etc.
- Read and comprehend Technical and Owner's Manuals for Assigned Equipment.
- Read and comprehend First Aid Manual.
- Read, comprehend and apply various written materials under stressful circumstances demanding rapid response.
- Read and comprehend legal documents, e.g. orders, pleadings, disposition, etc.
- Read and comprehend judicial case law.
- Read and comprehend witnesses' affidavits, sworn statements and testimony.
- Read and comprehend U.S. Constitution.
- Read and comprehend the Constitution of the State of North Carolina.
- Read and comprehend North Carolina Law Enforcement Officers' Bulletins.
- Read and comprehend Law Enforcement Code of Ethics.
- Read and comprehend standard business/professional correspondence.
- Read and comprehend road signs, controls and markings.
- Read and comprehend Physician's Desk Reference.
- Read and comprehend DOT Emergency Response Guide.
- Read and comprehend standard desk reference books, e.g. dictionary, Thesaurus, etc.

### **Technical/Work Related Equipment**

- Automobile
- Straight Baton
- Binoculars
- Body armor (hidden vest, exterior vest)
- Alco-sensor
- Business directory
- Pepper spray
- Chemical agents
- Drug and Narcotic I.D. field kit
- Evidence processing kit (fingerprint, impressions)
- Video equipment
- gasoline pump
- Blood-borne pathogen protection equipment
- First aid kit
- Road flares
- Flashlight
- Flexi-cuffs
- Gas mask (Bio-hazardous mask)
- Handcuffs
- Portable police radio (walkie-talkie)
- Illuminated traffic baton
- Photocopier (e.g. Xerox machine)
- Video recording equipment
- Fire extinguisher-agents

- Public address system
- Traffic cones
- Alley light
- Speed measurement instrument
- Semi-automatic
- Shotgun
- Cellular phone
- Spotlight
- Stationary computer terminal
- O.C. Products
- Law Enforcement vehicle radio equipment
- Fax
- Photographic equipment, e.g. 35mm
- Lights and sirens
- Rubber gloves
- Tape measure
- Barrier tape
- Ballistics body armor

### **Physical Abilities**

- Perform strenuous physical activities in a series, e.g. sprint, run upstairs, wrestle, pull, carry, etc.
- Perform duties wearing full duty gear.
- Perform duties wearing body armor for extended periods of time.
- Push open a door with your shoulder.
- Kick open a door with your foot.
- Break up fights between two or more persons.
- Carry by yourself an immobile child.
- Carry by yourself an immobile adult.
- Carry with someone else an immobile child on a stretcher or other device.
- Carry with someone else an immobile adult on a stretcher or other device.
- Drag by yourself an immobile child.
- Drag by yourself an immobile adult.
- Drag with someone else an immobile child.
- Drag with someone else an immobile adult.
- Climb a ladder.
- Crawl under an obstruction.
- Jump down from a height.
- Climb over a fence.
- Jump/vault over a fence or other barrier.
- Climb through a window or other such opening.
- Work in a confined, closed-in area.
- Drag or push heavy objects other than a vehicle.
- Push a motor vehicle out of a lane of traffic with another person.
- Jump across ditch or other such obstacle.
- Lift while in a stationary position a heavy object or person.
- Perform duties while wearing heavy equipment other than gun belt.
- Subdue person resisting arrest.



- Jump over obstacles while running.
- Stand for more than 4 hours of work shift.
- Walk for more than 4 hours of work shift.
- Sit for more than 4 hours of work shift.
- Use body pressure points to control person.
- Catch a falling person to prevent his/her injury.
- Bend over/kneel to search under vehicle.
- Grip person tightly to prevent escape/control movement.
- Disarm violent armed suspect.
- Physically remove person from vehicle who is resisting arrest.
- Climb fire escapes.
- Climb stairs in multiple story buildings.
- Strike person with expandable baton.
- Strike animal with expandable baton.
- Extend arm to reach and search tight spaces.
- Use controlling technique to gain compliance.
- Use submission holds to control person.
- Twist at waist to direct traffic.
- Hold person upright to prevent their falling, e.g. drunk.
- Crawl to search under car/residence, etc.
- Support person while walking to prevent their falling.
- Bend/kneel to apply shackles, cuffs, etc.
- Use chemical/OC spray to control person(s).
- Change tire on law enforcement or citizen's vehicle.
- Continue functioning while under effects of OC spray/chemical agents.
- Use face mask to prevent contact with chemical agents.
- Perform physically demanding duties for extended periods of time without meal or comfort breaks.
- Recognize and differentiate among sounds from multiple, simultaneous direction

## **Detention Officer Competencies**

Since detention officers are required to uphold judgments of the law and they are exposed to certain temptations to show favoritism, corruption, or unlawful monetary gain, it is a "business necessity" that officers exhibit a history and characteristics of honesty, reliability, ability to manage personal finances, interpersonal skill, and integrity.

Additionally, detention officers are frequently placed in a position of physical and mental stress. Therefore, a history of mental or physical disability may be grounds for denying an application; or, these factors might be a consideration in the hiring process. Applicants posing a substantial risk to themselves, inmates, other officers, and the public are at a substantial disadvantage in the hiring process.

### **Physical Activities**

- Help carry a person on a stretcher.
- Run short distances at full sprint.
- Run after a fleeing prisoner.
- Run up stairs.
- Run down stairs.
- Stand for long periods of time e.g. more than 4 hours.
- Subdue attacking persons.
- Subdue prisoner resisting restraint.
- Use weaponless defense tactics.
- Tackle or take down fleeing inmate.
- Jump over obstacles while running.
- Walk for long periods of time e.g. more than 4 hours.
- Sit for long periods of time e.g. more than 4 hours.
- Break up fights between two or more persons.
- Carry, by yourself, an unconscious or immobile person.
- Carry, with another person, an unconscious or immobile person.
- Apply restraints.
- Climb ladders.
- Extend arm into tight spaces to search.
- Climb or crawl through small openings e.g. window, crawl space etc.
- Drag, by yourself, an unconscious or immobile person.
- Drag, with another person, an unconscious or immobile person.
- Drag or push heavy objects.
- Fire a weapon at a person.
- Fire weapon in training.
- Grip person tightly with hand to control their behavior or to prevent their escape.
- Physically restrain a group of people.
- Perform duties while wearing heavy equipment, e.g. Scott Air Pack.
- Physically remove from or place in a cell a resisting person.

### **Administrative Activities**

- Prepare documents or records for filing, e.g. label, alphabetize, list or arrange in chronological order.
- Search inmate mail and parcels.

- Censor inmate mail.
- Sort and/or deliver inmate mail.
- Type or word process reports.
- Dictate reports or statements.
- Write in-depth, detailed narrative reports, e.g. major incident report.
- Write brief reports using short phrases or sentence fragments; e.g. minor incident reports.
- Confer with supervisor to clarify facility rules, procedures or post matters.
- Maintain personal notebook, i.e. keep notes on unusual matters, problems, etc.
- Read and comprehend post orders, facility rules, regulations, SOPs etc.
- Read and comprehend daily log and shift activity report.
- Conduct intake/receiving interviews and fill out relevant forms.
- Prepare inmate movement/traffic/transport sheets e.g. Court list.
- Read court papers (commitments, releases, writs, summonses detainers etc.) and explain to prisoners.
- Read court papers and follow their instructions, e.g. detainer, release, etc.
- Fill out jail intake reports, cards, data entry forms, and other standardized forms.
- Update prisoner status boards.
- Record shift activities in log book.
- File and retrieve reports/records in records system.
- Identify supply and equipment needs and request they be ordered.
- Inventory jail supplies and equipment.
- Issue linens, bedding etc. to prisoners.
- Issue personal hygiene supplies to prisoners.
- Take custody of and record lost and found property.
- Maintain record (log) of prisoner's visitors.
- Read "release orders" to ensure accuracy and completeness.
- Collect receipt and return prisoner's property.
- Take ID photos of prisoners.
- Roll prisoner fingerprints.
- Suggest changes in facility rules or procedures.
- Consider prisoner age, sex, charges etc. to make housing arrangements.

## **Human Relations**

- Talk with inmates to settle disputes.
- Talk with prisoners to resolve disciplinary problems.
- Provide short-term crisis intervention counseling to emotionally upset prisoners.
- Refer prisoner to outside source, e.g. minister, mental health, etc. to help with his/her personal or emotional problems.
- Provide advice to prisoner concerning non-emergency personal problem, e.g. home issues.
- Answer prisoner's questions concerning court system, procedures and sentencing.
- Identify and monitor inmates showing signs of possible mental or emotional disturbance.
- Identify inadequate levels of prisoner's personal hygiene and encourage personal cleanliness.
- Identify inmates showing signs of homosexual behavior.
- Identify signs of homosexual panic in prisoners and respond to such behavior.
- Recognize (identify) inmate groups and their composition.
- Recognize behavioral characteristics of violent inmates.
- Instruct prisoners in facility rules and regulations.

- Arrange for professional assistance for prisoner's personal problems.
- Refer prisoners for assistance in areas such as reading, GED, etc.
- Observe inmate group behavior to identify unrest and the causes thereof.
- Apply principles of progressive discipline.
- Identify stress causing factors in facility and act to reduce them.
- Observe person to recognize medical/emotional problems at time of initial incarceration.
- Explain legal/judicial terminology to prisoner, e.g. split sentence.
- Explain criminal justice system and practices.
- Explain their legal rights to inmates.
- Help prisoners contact legal counsel.
- Help prisoner contact bondsman.
- Call court clerk to check status of prisoner's case.
- Plan, coordinate and supervise special inmate activities, e.g. religious services, seminars, etc.
- Answer questions from public concerning prisoners.
- Escort prisoners to appointments inside facility.
- Work with elderly and/or disabled prisoners.

### **Facility Security**

- Count silverware, kitchen utensils and other equipment or tools.
- Test emergency alarms.
- Test emergency generator.
- Test and use communication equipment.
- Maintain watch of high risk inmates.
- Maintain key control.
- Count heads.
- Inspect security devices, e.g. bars, keys, locks, windows, doors, fences, gates, etc.
- Participate in facility lockdown.
- Search cells, dorms, etc.
- Use physical force to maintain order or protect life.
- Conduct camera surveillance of specific locations.
- Conduct physical surveillance of specific locations.
- Compare photograph to identify prisoners prior to transport or release.
- Search visitors by hand.
- Use metal detectors to search persons.
- Search property left for prisoners.
- Supervise inmates during recreation and or exercise periods.
- Conduct fire drills.
- Verify identity of person entering or leaving facility.
- Conduct strip search of prisoners.
- Perform walking watch duty inside and outside facility.
- Conduct pat down or frisk of prisoners.
- Control physical conflict between prisoners.
- Search delivery or transport vehicle for contraband or escapees.
- Examine inmate passes to ensure proper movement.
- Plan strategy for conducting facility search.
- Seize contraband and or weapons.
- Conduct prisoner roll call.

- Recognize prisoner's deception and/or diversionary tactics.
- Establish contacts and/or "snitches" among prisoners.
- Use voice orders to control inmate movements.
- Search visiting rooms, cells and other areas for contraband and weapons.
- Control movement of persons to blocks, cells common areas, etc.
- Control non-violent crowds.
- Operate levers and buttons to let inmates in and out of cells or secure areas.
- Separate individuals and groups to resolve or prevent conflict.
- Patrol cell blocks and secure areas.
- Calm distraught persons.
- Recognize stealth weapons.

### **Prison/Jail Emergency**

- Use physical force to break up fights.
- Put out small fires.
- Investigate unusual odors.
- Investigate unusual sounds.
- Identify and observe group agitators.
- Respond to and control hostage situations.
- Report irregular or unusual incidents to supervisor in a timely manner.
- Secure scene of possible crime.
- Collect evidence and property from scene of crime.
- Diagram crime scene.
- Document chain of evidence.
- Package evidence.
- Prepare complete report of criminal incident.
- Take statements from victims, witnesses etc.
- Participate in large scale search i.e. lockdown.
- Reason with prisoners in tense situations.
- Notify supervisors of potential emergencies or hazards.
- Move prisoners to evacuate area/facility in accordance with emergency plans.

### **General**

- Receive and process bond related paperwork.
- Check individual making bond for outstanding wants and warrants.
- Record changes in bonds.
- Inform bonding agents of conditions for bonding.
- Check license of bondman.
- Speak to court personnel concerning bail and bonding arrangements relating to specific prisoners.
- Serve food to prisoners.
- Detect/recognize prisoner's suicidal tendencies.
- Distribute reading material to inmates.
- Distribute cleaning materials to trustees.
- Collect and/or distribute inmate canteen orders.
- Inspect cell housing areas for combustible materials.
- Inspect all fire doors for proper operation, both manually and electrically.

- Receive and record money for prisoners' trust accounts.
- Place holds on prisoners and notify departments requesting the holds.
- Perform general housekeeping duties on common areas.
- Inspect duty station for fire and security hazards.
- Receive and release inmate property.
- Prepare uniform and personal equipment for inspection.
- Maintain Security watch at hospital or doctor's office.
- Train new jailers.
- Investigate and report injuries occurring to prisoners.
- Classify inmates in accordance with facility classification process.
- Supervise prisoners at meals.
- Supervise disposal of food and collection of utensils.
- Supervise prisoners in day room.
- Escort prisoner to appointment outside facility.
- Guard prisoner in court.
- Escort prisoner to funeral home or hospital to visit a relative.
- Release prisoner according to facility procedures.
- Process release papers of prisoner.
- Observe prisoners and visitors for passage of contraband in visiting room or during visit.
- Observe prisoners and visitors to prevent inappropriate behavior.
- Operate vehicles to transport prisoners.
- Supervise prisoner work details.
- Assign inmates to work details.

### **Emergency Medical Assistance**

- Apply basic first aid to control bleeding.
- Apply basic first aid to treat abrasions.
- Apply basic first aid to treat broken bones.
- Apply basic first aid to treat heat burns.
- Apply basic first aid to treat chemical burns.
- Apply basic first aid to treat convulsions.
- Apply basic first aid to treat diabetes reaction/coma.
- Apply basic first aid to treat electrical shock.
- Apply basic first aid to treat amputations.
- Apply basic first aid to treat eye injuries.
- Apply basic first aid to treat gunshot wounds.
- Apply basic first aid to treat heart attack.
- Apply basic first aid to treat heat stroke.
- Apply basic first aid in response to a hanging.
- Apply basic first aid to treat lacerations.
- Apply basic first aid to treat drug overdose.
- Apply basic first aid to treat poisoning.
- Apply basic first aid to treat choking, e.g. Heimlich Maneuver
- Apply basic first aid to treat puncture/stab wounds.
- Apply basic first aid to treat alcoholic seizures.
- Apply basic first aid to treat shock.
- Apply basic first aid to treat sprain and strain.

- Provide assistance to female prisoner for gynecological or obstetrical problems.
- Observe person to recognize symptoms of drug use or overdose.
- Observe person to recognize symptoms of alcohol overdose or poisoning.
- Observe person to recognize symptoms of drug or alcohol withdrawal.
- Apply CPR.
- Apply mouth to mouth resuscitation.
- Dispense non-prescribed medication to prisoners.
- Dispense prescribed medication to prisoners.
- Talk with nurse or physician concerning prisoner's medical condition or treatment.
- Observe prisoner to ensure medication is taken.
- Observe prisoner to assess general physical condition.
- Maintain inmate medication records or logs.
- Respond to special needs of disabled prisoners.
- Describe prisoner's medical symptoms to obtain professional advice or assistance.
- Use mouth dam.
- Observe prisoner's physical and emotional condition to fill out medical screening form.
- Use personal protection equipment to prevent contact with communicable disease, blood borne pathogens, etc.
- Follow standard procedures related to controlling/cleaning spills of bodily fluids.

## **Telecommunicator Essential Job Tasks**

### **General Statement Of Duties:**

Under regular supervision, performs public safety telecommunications duties in accordance with the policies and procedures of the employing agency and in compliance with governing federal, state and local laws and/or ordinances.

### **Dispatches Public Safety Personnel and Equipment**

- Activates communication equipment to transmit voice message
- Uses appropriate dispatch priorities (e.g. crime in progress) to assign units
- Speaks clearly and distinctly on radio/telephone to communicate effectively
- Exercises calm and reasoned judgement in stressful situations
- Communicates effectively in crisis and/or panic situations
- Provides information about incidents to authorized personnel
- Identifies/Evaluates potential risks to units responding to incident and transmits such information, e.g., person with a weapon, hazardous material spill, etc.
- Recognizes situation and necessity to notify specific persons or agencies of unusual situations, e.g., multiple casualties, hazardous material spills, etc.
- Identifies necessity to notify specialized resources, e.g., poison control center, hazardous materials team, etc.
- Describes persons to law enforcement officers, e.g., missing persons, suspects
- Follows standard “scripts” to respond to bank alarms, bomb threats, etc.
- Applies policy related to “stacking” or “holding” calls of lesser importance to ensure efficient flow of work
- Transmits radio messages to police and public safety units to inform of need, location and other relevant data
- Assigns/Dispatches specialty support units, e.g., crime scene, investigations, etc.
- Coordinates multiple units and their response to emergency, e.g. hostage, crisis, suicide, etc.
- Assigns personnel to “in-progress” calls and monitors response
- Remains conscious of job stress to maintain self control and effectiveness
- Assigns priority code to dispatch to ensure proper response
- Coordinates telecommunications related to high speed pursuit
- Listens to phone caller, reads screen, operates foot pedal, keys-in information and speaks to response unit to complete the dispatch process

### **Collects Information to Facilitate Emergency Response**

- Receives and records information accurately
- Communicates with people in emotional situations
- Establishes effective communications with person requesting assistance
- Communicates with and reacts appropriately to hostile callers
- Contacts and maintains communications with all agency personnel involved in a disaster situation
- Practices telephone courtesy, e.g., maintains a calm, competent, decisive voice
- Takes charge of the conversation to determine who, what, where, why, when and weapons
- Terminates calls positively and courteously



- Establishes and maintains effective communication with hysterical caller
- Tolerates abusive callers to continue effective dispatching
- Interviews complainant/caller to collect information necessary to dispatch unit and determine level of response, e.g. code, additional units, fire, rescue, etc.
- Talks with caller to determine whether call is minor and can be resolved over phone
- Takes charge of phone or in person conversation to collect necessary information and ensure proper public safety response
- Operates computer keyboard to access various state and national information systems, e.g. NCIC/DCI, DMV, RAM, etc.
- Takes appropriate steps to confirm location of emergency and call back number
- Listens in on other telephone conversation to gather information necessary to dispatch units
- Conducts interview of caller to collect information necessary to dispatch appropriate EMS personnel and vehicle
- Recognizes indicators that a call is coming from someone using a TDD or TTY
- Operates “hearing impaired” (TDD/TTY) equipment to communicate with hearing or speech impaired person

### **Maintain Contact with Public Safety Personnel and/or Scene**

- Monitors computer screens to keep up with status of field units, activities, etc.
- Monitors location of units to select unit which is closest and available, to handle call for service and dispatches accordingly
- Records/Reviews roster of units and their districts to assign work efficiently
- Dispatches/ Communicates with police units other than patrol, e.g. detectives, administration, animal control, etc.
- Monitors multiple voice channels to maintain awareness of personnel and activities
- Assigns back-up personnel as necessary
- Pulls assigned personnel off call to assign to new, higher priority call for service
- Announces All Points Bulletins, ATL, BOLO, and other messages over radio
- Recognizes “duress” signal and initiates proper response
- Conducts “welfare check” of field personnel to determine status
- Receives call from arriving units for additional, specialized units and complies
- Maintains knowledge of unit availability and location to facilitate most efficient and effective response

### **Coordinates Emergency Response**

- Reads and comprehends local/area disaster response plans to determine roles and responsibilities for the telecommunicator in the plan
- Reads/Comprehends specific procedures and protocols to follow in a disaster situation
- Screens requests for service to judge whether mobile unit response is necessary
- Uses phones and radio channels in the mutual aid and coordination of services, e.g. Traffic Control, Extrication, etc.
- Contacts other emergency service/public safety agencies to inform of emergency, request assistance, warrant verification, etc.
- Dispatches and/or coordinates response of various public safety units, e.g. EMS, Fire
- Organizes and coordinates public safety response to prison/jail/detention facility escape
- Maintains contact with barricaded person or other crisis to calm and soothe person until specialized units can take over

- Receives from and sends messages to County and North Carolina Emergency
- Management and makes proper dissemination of state and local emergency management information

### **Uses Computers and Computerized Information**

- Reads computer (printer) messages and transmits information to field
- Uses ANI and ALI systems to identify and locate caller
- Uses computer system manuals/help menus to identify and follow proper entry/ retrieval/ deletion requirements
- Uses computer keyboard to continually update computerized dispatch screens
- Uses computer keyboard to collect, record and update information related to officer initiated action
- Operates computer to verify outstanding warrant or other legal documents
- Uses computer to identify premises history and notify responding unit(s) of danger

### **Performs Various Duties to Support Effective Dispatch Function**

- Advises caller on appropriate action to take prior to arrival of response unit(s)
- Comprehends and adheres to relevant Federal Communication Commission Rules and Regulations
- Uses maps, street files, etc., to identify locations
- Maintains confidentiality of records and files
- Speaks with caller to ensure he/she understands caller's pre-arrival responsibilities or role
- Reads North American Emergency Guide Book (NFPA) to identify possible hazardous material
- Briefs oncoming telecommunications personnel to ensure their awareness of current activities
- Uses basic map reading skills to facilitate dispatch process
- Checks stolen car sheet to provide information
- Receives calls from cell phones and transfers and responds as appropriate
- Listens carefully to background noise at caller's location to assess actual situation