

POLICE DEPARTMENT HANOVER PARK, ILLINOIS



DIRECTIVE: 127-A

REFERENCE STANDARDS: 1.2.2 17.5.1 22.1.6 22.1.8 41.3.4

SUBJECT: Uniforms and Equipment - General Regulations

POLICY: To establish regulations for the proper wearing of apparel for both uniformed and plainclothes police department personnel. Employees are placed in uniform so that they all appear in the same neat, clean and orderly clothing. The uniform represents both dignity and authority. Any ornamentation deemed necessary for the uniform will be described. Any additional articles intended to dress up the uniform will not be allowed or permitted except by direct authorization of the Chief of Police. (41.3.4)

PURPOSE: To establish a uniform dress code for all members of the department and to set forth the guidelines for the issue and maintenance of equipment and uniforms supplied by the department under the quartermaster system.

I. QUARTERMASTER SYSTEM (17.5.1b)

A. The Quartermaster System will provide uniforms and related equipment to all sworn and civilian personnel required to wear department uniform or equipment.

B. General Guidelines

1. All uniforms and related equipment issued by the department are the property of the Village of Hanover Park.
2. Newly appointed sworn officers and civilian personnel shall be issued those uniform and equipment items as set forth in this directive.
3. The department will conduct an inspection at least once per year to determine the need for replacement or repair of any department issued uniform or equipment.
4. Personnel needing uniform items outside the annual inspection will request replacement or repair of their department issued uniform or equipment to their immediate supervisor.

C. Procedure

1. The Deputy Chief of Support Services, or designee, will conduct an annual inspection as follows:

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VILLAGE OF HANOVER PARK

Rescinds: 027-A

Auth:

- a. Class "A" (winter) uniforms and Class "B" (summer) uniforms will be inspected during the month designated by the Deputy Chief of Support Services. Unless otherwise directed by a supervisor, personnel may wear either the Class A or Class B uniform at their own discretion.
2. The Deputy Chief of Support Services or designee will be responsible for:
 - a. maintaining the records of the quartermaster system;
 - b. ordering uniforms and equipment from designated vendors;
 - c. maintaining the uniform and equipment specifications lists, updating as required;
 - d. preparing the bid materials for the annual vendor selection process.
3. The department reserves the right to determine the style, color, make, model, quantity and the useful life or replacement of any items included in this directive. The Deputy Chief of Support Services, with the approval of the Chief of Police, will be responsible for determining these specifications

II. UNIFORM DESCRIPTION AND SPECIFICATIONS

A. Shirts

1. Material, style or brand name as described in the uniform specifications.
2. Color
 - a. Navy blue or white for Chief, Deputy Chiefs Lieutenants, Sergeants and officers assigned to the Honor Guard Unit.
 - b. Navy blue for Police Officers.
 - c. Light blue for civilian supervisors and civilian employees.
 - 1) Embroidered polo shirts and dress shirts may be worn in lieu of light blue shirt as authorized by the Deputy Chief of Support Services.
2. Sleeve length
 - a. Short sleeve shirts will be issued to full time uniformed department members.
 - 1) Short sleeve shirts will be worn open at the neck.
 - b. Long sleeve shirts will be issued to sworn members of the department as well as Community Service Officers (CSOs), Code Enforcement Officers (CEOs) and the Code Enforcement Supervisor.

- 1) Long Sleeve shirts will be worn with a a tie, mock turtleneck, dickie or undershirt.
- c. Buttons on breast pockets and epaulettes of white dress uniform shirts will be:
 - 1) Silver color for Police Officers
 - 2) Gold color for Command Officers and Supervisors.
3. Turtlenecks/Dickies
 - 1) Color - Navy blue
4. Undershirts
 - a. Exposed undershirts will be white or black in color for civilians and sworn personnel in short sleeve shirts and black in color for sworn personnel in long sleeve shirts.
 - b. Optional polo or tee shirt may be worn with approval of the Chief of Police.

B. Trousers

1. Material or brand name as specified in the uniform specifications.
2. Color- Navy blue.
3. Standard Dress Trousers -belt loops to accommodate a 1 1/2 inch garrison belt; two side and two hip pockets, no cuffs, unless otherwise specified.
 - a. Will be worn by Records Unit personnel.
4. Utility Trousers meeting above specifications and an exterior cargo pocket on each thigh constructed of material matching the trousers may be worn by sworn members of the department as well as Community Service Officers (CSOs), Code Enforcement Officers (CEOs) and the Code Enforcement Supervisor.
5. Utility Trousers will not be worn to ceremonial or formal events.
6. Each uniformed employee will be required to maintain at least one pair of standard dress trousers.

C. Outerwear

1. Coats and Jackets
 - a. Summer and Winter Uniform Coats:

- b. Material, style or brand name as described in the uniform specifications.
 - 1) Color- Navy blue
 - a) Style-Waist length,
 - 2) Buttons on breast pockets and epaulettes of coats and jackets will be:
 - a) Silver color for Police Officers and uniformed civilian employees
 - b) Gold color for Supervisors.
 - 3) Optional Winter Coat as specified in collective bargaining agreements:
 - a) Material-Leather
 - b) Color-Black
 - c) Style-Waist length,
 - d) Buttons on breast pockets and epaulettes of coats and jackets will be:
 - 1. Silver color for Police Officers
 - 2. Gold color for Supervisors.
 - 4) Dress Coat/Blouse
 - a) Issued to police officers assigned to the Honor Guard, Sworn Supervisors and Command Staff
 - b) Material, style or brand name as described in the uniform specifications.
 - c) Buttons on breast pockets and epaulettes of coats and jackets will be:
 - 1. Silver color for Police Officers assigned to the Honor Guard
 - 2. Gold color for Command Officers and Supervisors
 - 5) Administrative personnel may wear coats and jackets other than described above with supervisory approval.
 - 6) Raincoats
 - a) Full length, black/fluorescent color reversible, with badge holder.
 - b) Fluorescent color will be worn while directing traffic

2. Sweaters

a. Fleece Lined Zip Front Sweater

- 1) Issued to uniformed Support Services personnel as designated by the Deputy Chief of Support Services.
- 2) Material, style or brand name as described in the uniform specifications.
- 3) Color – Navy Blue

b. Wool pull over Sweater

- 1) Optional for sworn patrol personnel
- 2) Material: acrylic, wool
- 3) Style: V-Neck Commando, 2x2 rib knit, shoulder elbow patches
- 4) Color: Navy Blue

D. Footwear

1. Shoes

- a. Issued to uniformed department personnel.
- b. Material, style or brand name as described in the uniform specifications.
- c. Color-Black

2. Boots/Hi-Top Footwear

- a. Issued to sworn members of the department as well as Community Service Officers (CSOs), Code Enforcement Officers (CEOs) and the Code Enforcement Supervisor.
- b. Material- style or brand name as described in the uniform specifications.
- c. Color-Black
 - 1) Style-plain toe per specifications

3. Socks

- a. Color-Black

E. Neckties

1. Material, style, or brand name as described in the uniform specifications
2. Color-Navy blue
3. Style-Plain, clip-on
4. Length-the bottom of the tie shall be near the area of, but not below, the service belt.

F. Tiebar

1. Material, style or brand name as described in the uniform specifications.
2. Issued to members of the department that are issued long sleeved uniform shirts.
3. Tie bar will be worn with the tie, and will be centered midline with the top of the shirt pockets, when wearing a long sleeve shirt.

G. Hats

1. Uniform duty hat - Issued to sworn members of the department as well as Community Service Officers (CSOs), Code Enforcement Officers (CEOs) and the Code Enforcement Supervisor.
 - a. Material, style or brand name as described in the uniform specifications.
 - b. Color-Navy blue
 - c. Worn with hat shield – silver color for officers, Community Service Officers (CSOs), Code Enforcement Officers (CEOs); Gold color for supervisors
 - d. Worn with braid band - silver color for officers, gold color for supervisors.
2. Black, mouton fur cap, with hat shield, may be worn with the Class "B" uniform.
3. Approved baseball cap may be worn at any time.
4. Approved winter stocking cap embroidered with HPPD, black in color with white lettering for officers and gold lettering for supervisors.

H. Raincoats

- a. Full length, black/fluorescent color reversible, with badge holder.
- b. Fluorescent color will be worn while directing traffic.

I. Belt

1. Garrison Belt

- a. Material-Leather
- b. Color-Black, silver color buckle for non-supervisory uniformed personnel, gold color for supervisors.
- c. Style-Basket weave

2. Duty Belt

- a. Issued to sworn members of the department.
- b. Required to be worn by Patrol Division sworn personnel.

3. Radio holder

- a. Material, style or brand name as determined by the Deputy Chief of Support Services.
- b. Issued to sworn personnel, Community Service Officers (CSOs), Code Enforcement Officers (CEOs) and the Code Enforcement Supervisor.
- c. May be worn on or sewn onto the outer vest carrier in lieu of belt.
- d. The radio antenna shall not be removed from the radio when worn.

4. OC spray and black basketweave holder (1.2.2)

- a. Leather or Nylon. (41.3.4)
- b. Issued by the Department to OC trained sworn and civilian personnel. (1.2.2)

5. CEW Holster

- a. Make, Model and Style: Blackhawk Serpa #44HT01BK
- b. Issued by the Department to trained sworn personnel.

6. Other authorized Duty Belt equipment

- a. Issued to sworn personnel:
 - 1) Belt keepers-Supplied in a sufficient number to secure the equipment belt to the underbelt.

- 2) Expandable baton case - black basket weave.
- 3) Handcuff case-Open or closed style, black basket weave.
- 4) Ammunition Pouch- black basket weave, holding two magazines.
- b. Optional equipment
 - 1) Key holder
 - 2) Flashlight holder
 - 3) Latex glove case
- 7. Department shoulder patch
 - a. The authorized shoulder patch shall be worn on the left sleeve of all uniform shirts and coats.
 - b. The patch shall be positioned ½ inch below the shoulder seam.
 - c. Uniforms purchased after May 1, 2002, will have an American Flag patch worn on the right sleeve of all uniform shirts and shall be positioned ½ inch below the shoulder seam.
- 8. Sergeant Chevrons
 - a. Color-gold on a navy blue background with a navy blue border.
 - b. Chevrons shall be worn on both sleeves of all shirts and coats (except dress uniform coat), ½ inch below the shoulder patch.
- 9. Collar Rank Insignia
 - a. Assistant Team Leaders - Silver colored metal with two Chevrons shall be worn on shirt collar and coat shoulder straps.
 - b. Sergeants - Gold colored metal with three Chevrons shall be worn on shirt collar and coat shoulder straps.
 - c. Lieutenants – Gold colored bars shall be worn on shirt collar and coat shoulder straps.
 - d. Deputy Chiefs – Two gold colored stars shall be worn on shirt collar and coat shoulder straps.

- e. Chief of Police – Three gold colored stars shall be worn on shirt collar and coat shoulder straps.

10. Service Plate

- a. A service plate shall be worn that is attached to the nameplate on the uniform shirt or on the outer vest carrier if worn over the uniform shirt that states:
 - 1. Top line - “Serving Since” Bottom line - “19__ (year of hire__)” or “20__ (year of hire__)”.
- b. Color-silver for officers and gold for supervisors.

11. Duty Equipment

- a. Required
 - 1) Badge shield
 - a) If badge embroidery is on item, badge is not required.
 - 2) Hat badge
 - 3) Name plate
 - a) If name embroidery is on item, name plate is not required.
 - 4) Service plate
 - a) If name embroidery is on item, service plate is not required.
 - 5) Rank insignia (as specified-when applicable)
 - 6) Shoes/boots (as authorized)
 - 7) Socks
 - 8) Handcuffs – certified by the National Institute of Justice with an approved N.I.J. standard handcuff key.
 - 9) Ammunition
 - 10) Flashlight
 - 11) Service weapon (1.2.2)
 - 12) Leather

13) Hat (as specified)

14) Expandable Baton (1.2.2)

b. Optional

1) Gloves

2) Sweater-Wooly pully style (patches and rank insignia same as uniform coat)
(41.3.4)

3) Bullet proof vest (ref. dir. 145-A)

4) Scarf, navy blue

5) Black rubber zipper boots or totes approved by the on-duty supervisor. (41.3.4)

Black or dark blue cloth ear warmers (41.3.4)

III. EXTERNAL VEST CARRIERS

A. Shall be identical to the uniform shirt when viewed from the front and back while being worn over a Class A or Class B uniform. This shall include: (41.3.4)

1. The buttons on the front of the shirt.
2. Two pockets of the same size and configuration as a uniform shirt with the appropriate buttons.
3. The department badge affixed above the left pocket.
 - a. If badge embroidery is above the left pocket, badge is not required.
 - b. Ray O'Herron is the only authorized vendor for embroidered badges. The badge design is determined by the Deputy Chief of Support Services. Personnel must obtain an embroidery authorization form the Sergeant of Support Services prior to having his or her vest carrier embroidered.
4. The name tag and serving since plate affixed above the right pocket.
 - a. If name embroidery is above the right pocket, name plate and serving since is not required. Name embroidery shall be silver block letters for non-supervisory personnel and 3/8 inch gold for supervisory personel. Ray O'Herron is the only authorized vendor. Personnel must obtain an embroidery authorization form from the Sergeant of Support Services prior to having his or her vest carrier embroidered.
5. Badge, Nametag and Serving Since plate shall not be worn in combination with embroidery.

6. "POLICE" emblazoning is permitted on the rear vest panel, provided that the panel is easily detached and reattached, (using Velcro or other system). The panel must be navy blue in color with white trim around the outside of the panel and white "POLICE" lettering. For non-supervisory personnel, the only patch that will be allowed is sold by Ray O'Herron and the item number is E807 (4X11 WHITE/NAVY). For supervisors, the only patch that will be allowed is sold by Ray O'Herron and the item number is E805 (4X11 GOLD/NAVY).
 7. Carriers provided by JG Uniforms, Ray O'Herron, Streichers, and VCG Uniforms that are in compliance with these standards are authorized for use.
- B. The vest carrier described above may also be worn when necessary while on duty and not in uniform.
- C. As an approved alternative for employees who are assigned to the Investigations Bureau and wish to wear an external vest carrier when not in uniform, the vest carrier shall be black in color and include:
1. Two pockets of the same size and configuration as a uniform shirt.
 2. The department badge affixed above the left pocket, unless expressly approved by a supervisor due to immediate operational needs.
 3. The name tag and serving since plate affixed above the right pocket, unless expressly approved by a supervisor due to immediate operational needs.
 4. "POLICE" emblazoning is permitted on the rear vest panel, provided that the panel is easily detached and reattached, (using Velcro or other system).
 5. Carriers provided by JG Uniforms, Ray O'Herron, Streichers, and VCG Uniforms that are in compliance with these standards are authorized for use.
- D. The external protective vest carriers worn by sworn members of the department may include the following, at the expense of the employee:
1. Pouches may be added to the lowest portion of the front panel of the vest carrier in a single row. The pouches and/or mounting system shall not extend onto the straps that secure the vest closed. The pouches or molle straps shall not extend above the bottom of the "shirt pockets", nor shall the size of the shirt pockets be reduced. These pouches are limited to what will reasonably fit in the area identified above and shall conform to the following standards:
 - a. Pouches may be sewn directly to the vest carrier utilizing the same material that the vest is constructed of, or

- b. Pouches that attach to a molle strap system and are specifically approved by the department may be used in lieu of sewn-on patches. The pouches and molle straps shall be black in color.
- c. Double pouches are not permitted, (a pouch attached to or sewn to a pouch or pocket).
- d. Only the following equipment may be relocated to the bottom of the front panel of the vest carrier in a pouch that meets the above standards and is specifically designed to carry that item:
 - 1) Up to 2 Glock pistol magazines
 - 2) Department issued OC spray
 - 3) Department issued extendable baton
 - 4) One set of handcuffs
 - 5) One flashlight
- E. A radio pouch for Motorola APX7000 radio may be permanently attached or attached to the molle straps on the external vest carrier, subject to the following restrictions:
 - a. The radio antenna shall not be removed from the radio when worn.
- F. A CEW holster may be mounted to the external vest carrier, subject to the following restrictions:
 - a. The holster shall be mounted on the “weak side” lower front panel of the vest carrier in a cross-draw configuration.
 - b. The holster and/or molle system straps shall not extend onto the straps that secure the vest closed.
 - c. The molle straps shall not extend above the bottom of the “shirt pockets”, nor shall the size of the shirt pockets be reduced.
 - d. The employee purchased holster and mounting hardware must be of a model and manufacturer specifically approved by the department and be black in color.
 - e. The holster shall be permanently mounted to the vest carrier. This means that the holster will be attached to the molle straps but will not be attached and removed repeatedly. This leads to a failure of the mounting system.

- G. It is permissible to attach the molle straps only to the “weak side” front panel of the vest if the employee only wishes to mount the CEW holster to the vest carrier and no other pouches.
- H. Pouches, pockets, or other attachments not expressly approved above are prohibited.
- I. All vest carriers must project a professional image. Therefore, pens, markers, and other equipment shall not be inserted in the molle straps without an approved pouch.

IV. UNIFORM CLASSIFICATIONS

A. Dress Uniform (Class “A”)

- 1. Uniform Duty Hat (5-Star)
- 2. White Short or Long sleeve shirt
- 3. Standard Dress Pants
- 4. Dress Coat
- 5. Required duty equipment

B. Winter uniform (Class "B")

- 1. Duty Hat (as specified)
- 2. Long sleeve shirt with tie or turtleneck
- 3. Pants (as specified)
- 4. Coat (optional-to include woolly pully sweater)
- 5. Required duty equipment
- 6. Optional uniform for specialized units by approval of Chief of Police.

C. Summer Uniform (Class "C")

- 1. Duty hat (as specified)
- 2. Short sleeve shirt
- 3. Pants (as specified)
- 4. Coat

5. Required duty equipment
6. Optional uniform for specialized units by approval of Chief of Police.

V. UNIFORM REGULATIONS

- A. All personnel shall maintain uniforms to ensure that they are always neatly dressed for duty.
- B. The designated uniform will be worn by all personnel while on duty.
 1. Civilian clothing is the designated uniform for staff personnel assigned to Support Services and those sworn officers assigned to the Investigations Bureau.
 - a. Suitable dress, as approved by the Chief of Police will be worn.
 - b. Sworn personnel assigned to the Investigative Unit shall be reimbursed for clothing expenses as provided by the fiscal year budget. (22.1.6)
 2. All non-uniformed personnel or as approved by Division Deputy Chiefs may wear casual dress clothing on each Friday.
 - a. The following information is intended to serve as a guide to help define appropriate casual business attire during the designated casual days within the Police Department. The primary objective is to have employees project a professional image while taking advantage of more casual and relaxed fashions. Not all casual clothing is appropriate for the office. Casual wear means neat, clean, professional clothing. Listed below is a general overview of acceptable casual wear to be worn in the office. These items should help set general parameters for proper casual attire.
 - 1) Examples of acceptable casual wear include, but not limited, the following.
 - a) Slacks (khaki's or corduroy slacks)
 - b) Jeans (in good condition, not heavily worn, no rips, frays or excessive discoloration)
 - c) Casual dresses and skirts
 - d) Casual blouses, no sleeveless
 - e) Casual button-down shirts or polo style short sleeve shirt
 - f) Turtlenecks and sweaters

g) Casual shoes and boots (no tennis shoes)

2) If personnel are attending court or representing the Department where this attire is not appropriate, casual dress shall not be worn.

- C. The uniform and accessories will be clean with no wrinkles, tears, holes, patches, or signs of wear. Leather goods shall be polished with no raw leather showing. In the event a part of the uniform becomes damaged or soiled during a tour of duty, that portion will be changed, conditions permitting, and with the approval of, or at the direction of, a supervisor.
- D. Each member of the Department will ensure that their uniforms fit properly. All parts of the uniform shall conform to the standards of this order. No other accessories may be worn on the uniform without the permission of the Chief of Police. (41.3.4)
- E. Changes in styles or the wearing of the uniform require the approval of the Chief of Police. This includes any special needs based on a medical condition.
- F. Deviations in the uniform may be approved by a supervisor for short periods of time for extenuating circumstances due to such things as severe changes in weather, special assignments, etc.
- G. Personnel assigned to Administration or station duties are not required to wear equipment specified in II.A.9.b. or conform to seasonal uniforms with the approval of the Chief.
- H. Uniform duty hats will only be required for ceremonial purposes or as specified by the Chief of Police.
- I. Supervisors are responsible to ensure that their assigned personnel are in compliance with this directive.

VI. DEPARTMENT-ISSUED PROPERTY

- A. Upon termination all Department issued police equipment shall be returned to the Department.
- B. Department issued property will not be duplicated without the expressed permission of the Chief of Police, including department keys.
- C. The wearing of the department uniform or the use of department equipment for the purpose of secondary employment, personal gain, personal recognition, or non-department functions is strictly prohibited without the prior approval of the Chief of Police.

VII. REPLACEMENT/REPAIR OF UNIFORM AND ACCESSORIES

- A. If any part of the uniform is lost or damaged in the line of duty not through neglect, the article will be replaced or repaired.
- B. Written documentation as to how the loss or damage occurred will be submitted to the Deputy Chief of Support Services through the chain of command.
- C. If the Deputy Chief of Support Services determines there was no neglect, the article will be repaired or replaced by the Village.

VIII. PURCHASE OF ADDITIONAL POLICE BADGES

- A. Non-Probationary sworn personnel may purchase a wallet-style badge after submitting a written request to the Chief of Police and only after having received written approval.
- B. Any additional badge must be a Blackington B879 style badge that is issued by the department. (41.3.4)
- C. Personnel must purchase the badge through the department approved uniform vendor.

IX. AWARDS/PINS

A. Awards

- 1. Awards will be worn centered over the right shirt pocket above the nametag. Awards will be worn three to a row with the highest award to the officer's left. Four awards will be worn with the fourth one centered on top of the other three. Five awards will be worn with the top row centered over the bottom row. (DIR 121-A)

B. Uniform Pins

- 1. The NIPAS pin will be worn centered over the right shirt pocket above the nametag. If worn with Award bar(s), the NIPAS pin will be above them. This pin is only authorized for wear by NIPAS members and shall be a required part of the uniform.
- 2. The Honor Guard Unit pin will be worn centered over the right shirt pocket above the nametag. If worn with Award bar(s), the Honor Guard pin will be above them. If worn with the NIPAS pin or other authorized pin, the Honor Guard pin will be above it. This pin is only authorized for wear by the Honor Guard Unit and while wearing the dress uniform.
- 3. The Crisis Intervention Team pin will be worn on the right shirt pocket flap below the nametag.

4. The above listed pins may only be worn during the period that the Department is involved in the particular programs.
 5. Any and all other pins may only be worn with approval by the Chief of Police.
- C. Only two pins shall be worn on the uniform at a time.
1. Microphone Strap Pins
 - a. One optional pin may be worn on the strap with approval of the Chief of Police or designee.
 - b. The pin must fit within the length and width of the strap. (41.3.4)

X. PERSONAL APPEARANCE (22.1.6)

- A. Every member and employee of the department, while on duty, must at all times be neat and clean in person; clothes must be clean and pressed; and one's uniform is in conformity with this Directive. The employee shall, as often as necessary, examine and clean all equipment/property possessed, keep it always in good serviceable condition, and when necessary to submit for repair or replacement.
- B. Male members and employees shall conform to the following additional standards of appearance:
1. Hair shall be evenly trimmed at all times while on duty. The maximum extension of the hair outward from the top of the head shall be two (2) inches. The hair may extend over the ear to a point no lower than to the top of the ear lobe, provided it gives an overall neat appearance. The hair shall at no point extend downward more than one-half (1/2) inch beyond the hairline at the back of the neck and in no event extend over the shirt collar in normal posture.
 2. Sideburns shall not extend below the bottom of the ear. The maximum width at the bottom of the sideburns shall not exceed one and three-quarters (1 3/4) inches.
 3. A clean-shaven appearance is required, except that mustaches are permitted. Mustaches shall be neatly trimmed and shall not extend more than one-half (1/2) inch beyond the corners of the mouth or more than one-quarter (1/4) inch below the corner of the mouth.
 4. Beards shall not be permitted.
 5. Personnel with a medical condition that precludes shaving shall be required to present a written statement signed by a licensed medical doctor of Illinois verifying such condition.

- C. Female member's hair shall be of a length and style that insures safety. The hairstyle and length shall not interfere with the proper wearing of a hat or interfere with the proper use of equipment.
- D. The Chief of Police may waive all requirements of personal appearance due to assignment or other exceptional circumstance.

XI. PERSONNEL IDENTIFICATION

- A. The Human Resources department will provide all police department employees with a photo identification card. The identification cards may also include the employee name, rank/position title, badge number (if applicable), employee identification number, and/or date issued. (22.1.8b)
- B. All employees in the performance of their duties are required to display their identification cards to other employees and/or members of the public upon request. This does not include situations when an employee is part of an undercover operation or other circumstances that would threaten the safety of the employee or others. (22.1.8a)
- C. All personnel will verbally identify themselves to callers when speaking over the telephone. (22.1.8c)