

**Raleigh/Wake City-County
Bureau of Identification**

**STANDARD OPERATING PROCEDURES
MANUAL**



July 2013

Raleigh/Wake City-County Bureau of Identification
Standard Operating Procedures

Issued By: Director

Chapter: TOC

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CHAPTER 1: Organization and Administration

1. Purpose:

The purpose of this directive is to establish formal structures by which the organization and its components are arranged, defined, directed and coordinated.

2. Policy:

The agency's organizational structure shall be designed to provide the most effective and efficient delivery of service possible.

3. Mission Statement of the Raleigh/Wake City-County Bureau of Identification

The Raleigh/Wake City-County Bureau of Identification will continuously strive for perfection while setting the highest standards in crime scene investigation, forensic analysis of evidence, and collection of criminal arrest information. (CALEA 12.2.1(a))

4. Values of the Raleigh/Wake City-County Bureau of Identification (CALEA 12.2.1(a))

Integrity:

CCBI employees will possess moral and ethical principles that no power or influence can impair.

Honor:

CCBI employees will have a bond and guarantee of their word.

Character:

CCBI employees will have moral and ethical excellence, which distinguishes their behavior.

Truthfulness:

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CCBI employees will always be truthful in all matters concerning their private and public life.

Fairness:

CCBI employees will strive to exhibit a disposition that is free of favoritism or bias.

Accountability:

CCBI employees will believe in accepting responsibility for their actions.

Professionalism:

CCBI employees are committed to being focused, confident, and competent while having respect for hierarchy and humanity.

Courage:

CCBI employees will strive to have the mental and moral strength to confront, persevere and overcome fear, pain, danger, uncertainty and intimidation.

Respect for Others:

CCBI employees will treat individuals with concern for their well-being.

Compassion:

CCBI employees will have a deep awareness of the suffering of another coupled with the wish to relieve it.

Public Trust:

CCBI employees will always remember the duty imposed in faith of those we are sworn to serve.

5. Service Area and Jurisdiction

5.1. The Raleigh/Wake Raleigh/Wake City-County Bureau of Identification has been established and operates under the authority granted in Chapter 535 of the North Carolina Public-Local Laws of 1937 of the North Carolina General Statutes. CCBI was created to provide services to the citizens of Wake County and law enforcement agencies having jurisdiction inside of Wake County, NC

5.2. CCBI services may only be provided to law enforcement agencies outside of Wake County on a case-by-case basis and only with the expressed permission of the Director. Any CCBI service provided to a law enforcement agency with jurisdiction outside of Wake County that has

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received approval from the Director shall be conducted in accordance with CCBI policy and procedures as if the service was being provided to a Wake County law enforcement agency. This includes all documentation, reporting, chain of custody, etc. All records relating to the service provided will also be maintained in the same manner as if the service was provided to a Wake County law enforcement agency.

6. Organizational Structure (CALEA 11.1.1)

6.1. The authority and responsibility of the Director has been established by the North Carolina General Assembly pursuant to Chapter 535 of the North Carolina Public-Local Laws of 1937. The Director will follow the direct leadership of the District Attorney of the Tenth Prosecutorial District and the Wake County Manager or his/her designee.

6.2. The Director heads the agency. There are three separate divisions within CCBI: The Support Services Division, the Investigations Division, and the Crime Laboratory Division. Each of the three divisions will be commanded by a Deputy Director who reports to the Director. The divisions are broken down in units based upon duties and responsibilities.

6.3. The Director has two additional units that report directly to his/her office. They are the Executive Assistant and the Office of Professional Standards. The duties of these sections include personnel, citizen complaints, investigations of misconduct, hiring, background investigations, and facility access and security.

6.4. The Support Services Division is comprised of a Civil Identification Services Unit, Central Records Unit, and Criminal Identification Unit. The duties of the Civil Identification Services and the Central Records Units include central records, civilian fingerprints, CALEA, budget, finance, and procurement services. The Criminal Identification Services Unit is composed of a Lead Criminal Identification Unit Supervisor and four squads with a Supervisor assigned to each squad. The duties of this section include data collection, fingerprinting, and photographing of arrestees. The Support Services Division shall be commanded by a Deputy Director who reports directly to the Director.

6.5. The Investigations Division consists of four squads of Agents with each squad reporting to a specified Investigations Supervisor and one squad of Property Crime Technicians reporting to specified squad supervisors. The duties of this division include forensic crime scene examinations and the handling of evidence in criminal investigations. The Investigations Division shall be commanded by a Deputy Director who reports directly to the Director.

6.6 The Crime Laboratory Division is composed of the Evidence Technician, the Forensic Drug Chemistry Unit, the DWI Blood Chemistry Unit, the Forensic Computer Examination Unit, the

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Forensic Photographic Services Unit, and a Latent Examination Services Unit. The duties of the Crime Laboratory Division include drug analysis, DWI blood analysis, forensic computer examinations, photographic services, impression evidence comparisons, and evidence management. Also in this division is a Forensic Latent Supervisor who oversees Forensic Latent Examiners conducting impression evidence comparisons. The Crime Laboratory shall be commanded by a Deputy Director who shall report directly to the Director.

7. Organizational Chart

7.1. CCBI's organizational structure is depicted graphically on an organizational chart and is reviewed and updated as needed. The organizational chart is available to personnel through the CCBI computer system shared drive. The Director's Executive Assistant will be responsible for updating the organizational chart when structural changes are made. As changes to the organizational chart are made, an updated version of the organizational chart will be posted on the shared drive by the Director's Executive Assistant. All employees shall be granted access to the CCBI shared drive. (CALEA 11.1.1)

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Revision History		
Effective Date	Version Number	Reason
January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP

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Version 3

CHAPTER 2: Command and Direction

1. Purpose

The purpose of this Directive is to establish the responsibilities of the Director and the command order when the Director is unavailable. This Directive will establish procedures for communication and coordination among agency functions.

2. Policy

It is the Policy of CCBI to provide personnel with a system of leadership to be used in absence of the Director. CCBI encourages and supports the exchange of information by the department for the purpose of coordinating activities.

3. Direction

3.1. Authority and Responsibility of the Director

3.1.1. The authority and responsibility of the Director has been established by the North Carolina General Assembly pursuant to Chapter 535 of the North Carolina Public-Local Laws of 1937. The Director will follow the direct leadership of the District Attorney of the Tenth Prosecutorial District and the Wake County Manager or his/her designee.

3.2 Order of Command

3.2.1. In the event the Director is unavailable due to leave, sickness, or other absences, the command of CCBI will rest with the senior Deputy Director on duty unless otherwise ordered in writing by the Director. If the Director or Deputy Directors are unavailable, the sequential order of command will be the senior Investigations Division Supervisor on duty followed by the Senior Agent on duty. (CALEA 12.1.2(a))

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3.2.2. Under normal conditions, organizational and divisional command will rest with the highest ranking official as indicated on the organizational chart. (CALEA 12.1.2(d))

3.2.3. In exceptional situations and/or unusual events involving personnel of different divisions of CCBI, the on-duty, senior Investigations Division Supervisor will be in command until relieved by someone of equal or higher rank. (CALEA 12.1.2(b))

3.2.4. When two or more divisions of CCBI are engaged in an operation, the senior highest-ranking Investigations Division employee will assume control unless the Agent in charge was pre-designated. (CALEA 12.1.2(c))

3.3. Organizational Structure Command

3.3.1. Each organizational component of CCBI shall be under the direct command of one direct Supervisor, however, every CCBI employee will obey the lawful order of any Supervisor. Each CCBI employee shall be accountable to only one Supervisor at a given time. Employees may be given special assignments or additional responsibilities for which they are to respond to a different Supervisor in regards to a specific task; however, when such tasks are delegated, the chain of command for these assignments should be clearly established at the onset of these responsibilities.

4. Authority and Responsibility

4.1. Positional Authority

Positional authority shall be that authority derived from the position held by such an employee as indicated on the organizational chart.

4.2. Granted Authority

4.2.1. Granted authority is that authority derived as a result of an assigned task or function. The authority may be limited in scope and nature for a prearranged period of time or may be indefinite based upon the assignment of functions to a person or position.

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Authority may be specifically predetermined or may arise as a result of the function or task assigned.

4.2.2. Any CCBI employee assigned a function or task is granted the commensurate authority to perform such assigned tasks. Each CCBI employee is and will be held accountable for the use of granted authority or the lack of use of granted authority.(CALEA 11.3.1)

5. Supervisory Authority

5.1. Criminal Identification Unit Supervisor

5.1.1. The Criminal Identification Unit Supervisor is responsible for the identification and documentation of superior employee performance and the identification and investigation of poor performance and employee misconduct. The Criminal Identification Unit Supervisor may conduct counseling sessions, recommend remedial training, institute emergency relief from duty, recommend pre-disciplinary conferences, and issue written warnings.

5.2. Lead Criminal Identification Unit Supervisor

5.2.1. The Lead Criminal Identification Unit Supervisor is responsible for the identification and documentation of superior employee performance and the identification and investigation of poor performance and employee misconduct. The Lead Criminal Identification Unit Supervisor may conduct counseling sessions, recommend remedial training, institute emergency relief from duty, recommend pre-disciplinary conferences, and issue written warnings.

5.2. Administrative Services Coordinator

5.2.1. The Administrative Services Coordinator is responsible for the identification and documentation of superior employee performance and the identification and investigation of poor performance and employee misconduct. The Administrative Services Coordinator may conduct counseling sessions, recommend remedial training, institute emergency relief from duty, recommend pre-disciplinary conferences, and issue written warnings.

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5.3. Forensic Supervisor

5.3.1. The Forensic Supervisor is responsible for the identification and documentation of superior employee performance and the identification and investigation of poor performance and employee misconduct. The Forensic Supervisor may conduct counseling sessions, recommend remedial training, institute emergency relief from duty, recommend pre-disciplinary conferences, and issue written warnings.

5.4. Investigations Supervisor

5.4.1. The Investigations Supervisor is responsible for the identification and documentation of superior employee performance and the identification and investigation of poor performance and employee misconduct. The Investigations Supervisor may conduct counseling sessions, recommend remedial training, institute emergency relief from duty, recommend pre-disciplinary conferences, and issue written warnings.

5.5. Deputy Director

5.5.1. The Deputy Director is responsible for the identification and documentation of superior employee performance and the identification and investigation of poor performance and employee misconduct. The Deputy Director may conduct counseling sessions, recommend remedial training, institute emergency relief from duty, recommend pre-disciplinary conferences, and issue written warnings.

5.6. Director

5.6.1. The Director is responsible for the identification and documentation of superior employee performance and the identification and investigation of poor performance and employee misconduct. The Director may conduct counseling sessions, recommend remedial training, institute emergency relief from duty, issue written warnings, and conduct pre-disciplinary conferences. The Director may, based on the requirements found in the [Wake County Human Resources Administration Manual](#), suspend, demote, or dismiss employees.

6. Relief from Duty

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6.1. CCBI Supervisors may relieve employees from duty for the remainder of a shift when the employee's physical or psychological fitness for duty is in question or for a significant policy violation that impedes the Supervisor's ability to effectively manage the shift. An employee being relieved under such circumstances will continue to receive compensation for the remainder of the scheduled shift. The employee's Deputy Director and the Director will be notified by telephone immediately following any relief from duty.

7 Accountability

7.1. Supervisory Accountability

7.1.1. Supervisory personnel may be held accountable for the activities of the employees under their immediate control.

7.1.2. By nature of the position, managers, administrators, and supervisors routinely are exposed to information that may not legally be disclosed to others or are ordered by an individual of a higher rank not to divulge specific information. Managers, administrators, or supervisors divulging any such information will be subject to any resulting legal remedies resulting from the disclosure and/or internal disciplinary action as a result of the disclosure.

7.2. Obey Lawful Orders (CALEA 12.1.3)

7.2.1. All CCBI personnel are required to obey any lawful order, directive, or reasonable assignment from a Supervisor, including any order relayed from a Supervisor by an employee of the same or lesser rank. Personnel who are given an otherwise proper order which is in conflict with a previous order, rule, policy, procedure, or directive shall respectfully inform the Supervisor issuing the order of the conflict. If the Supervisor issuing the order does not alter or retract the conflicting order, the order shall stand. If time and circumstance allow, the conflict should be resolved. Under these circumstances the responsibility for the conflict shall be upon the Supervisor.

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7.2.2. All CCBI personnel are expected to observe the chain of command. Questions or concerns related to policy, procedure, personnel matters or related considerations shall be referred to the employee's immediate Supervisor unless otherwise stated by CCBI policy.

7.2.3. In the event a CCBI employee receives an order from a Supervisor that they believe to be illegal, unethical or immoral, the employee will bring that to the attention of the Supervisor delegating the order. If the CCBI Supervisor does not rescind the order, the employee may request that a higher-ranking employee be consulted before proceeding with the order.

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July 12, 2013	2	Restructure and reorganization of SOP
February 2, 2014	3	Added 7.1.2.

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CHAPTER 3: Written Directive System

1. Purpose

The purpose of this directive is to establish the formal written directive system for CCBI.

2. Policy

CCBI shall maintain a formal written directive system to provide all employees with a clear understanding of the expectations and constraints relating to the performance of assigned duties. The Director, and others as approved, shall be vested with the authority to issue, modify, or approve agency-written directives.

3. Definitions

Administrative Orders – Administrative orders are any written order promulgated at the authority of the Director to be immediately carried out by agency staff members until a practical time for the incorporation into the written directive system.

Administrative Policy and Procedures - Administrative policies and procedures shall refer to those policies and procedures specific to the administration and management of CCBI employees. Administrative policy and procedural manuals will be titled so they are specifically identifying of the affected CCBI division(s).

CCBI Standard Operating Procedures - Agency standard operating procedures are those policies and procedures applicable to all CCBI employees.

Quality Manuals – A document stating the quality policy and describing the various elements of the quality system and quality practices of a specific CCBI division. Quality manuals will be titled so they are specifically identifying of the affected CCBI division.

Safety Manual – Policies, procedures, rules, or regulations applicable to CCBI employees regarding safety.

Standard Operating Procedures – General procedures designed to direct employee activity. Standard operating procedures will be titled so they are specifically identifying of the affected CCBI division or unit.

Technical Procedures – Procedures and/or protocols developed for analyses, examination, comparison, or identification that guides the good analytical practice in a forensic discipline or

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operational division/unit of CCBI. Technical procedures will be titled so they are specifically identifying of the affected CCBI division or unit.

Training Programs – Written instructions, procedures, guidelines, and/or documents used for the purpose of training personnel newly appointed to a CCBI position.

Written Directives – Written statements including all policies, procedures, orders, instructions, rules, or regulations approved by the Director and published with the expectation of directing and/or guiding employee activities, behavior, or performance.

4. Written Directive System

4.1. The Director shall have the sole authority to issue, modify, or approve agency written directives. The Director may appoint qualified personnel to review written directives for accuracy and/or revision, however, the Director maintains sole authority for the approval of changes or additions. Nothing in this section is designed to preclude Deputy Directors, Managers, or Supervisors from issuing work rules, regulations, or other directives in accordance with the authority provided to their position. However, such requirements will be considered as lawful orders and may not conflict existing written directives or law. (CALEA 12.2.1(b)(c)(g))

4.2. CCBI's formal written directive system shall consist of the agency mission statement and values, statements of agency policy, and procedures for carrying out agency activities. Written directives shall be maintained in the following formats: (CALEA 12.2.1(d)(f)(h))

1. Standard Operating Procedures
2. Administrative Orders
3. Quality Manuals
4. Administrative Manuals
5. Technical Procedures
6. Training Programs/Manuals
7. Safety Manuals

4.3. Administrative Orders will communicate changes or additions to CCBI written directives to affected personnel that require immediate action. The Director maintains sole authority for the issuance of Administrative Orders. Administrative Orders shall be maintained in accordance with established document control policies until such time as they are incorporated into existing written directives. Administrative Orders will be incorporated into existing written directives as soon as practical.

4.4. All written directives will be maintained in accordance with document control procedures. Written directives shall be maintained in such a manner to safeguard against unauthorized editing, deletion, and provide for a rapid recovery of any lost electronic information. Obsolete

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written directives shall be removed from circulation, labeled as archived, and maintained in accordance with document control policies. (CALEA 12.2.1(e))

4.5. Persons failing to comply with all written directives, standard operating procedures, or other orders, whether written or verbal, are subject to disciplinary action.

4.6. New employees shall be familiar with the department's written directives applicable to their position prior to release from any training phase or within thirty (30) days of employment. (CALEA 12.2.2(c))

5. Exception to Policy Approval Process

5.1. There are times when deviations to documented policies or procedures are necessary. This procedure specifies the actions required to approve exceptions from CCBI policies and procedures. A copy of any exception to policy approval documentation and supporting justification documentation will be placed in the case file for any such requests granted as part of an official CCBI investigation/**analysis** or that may affect a CCBI investigation/**analysis**.

5.2. Nothing in this section authorizes or should be construed to authorize an employee to make a decision or act outside of policy. Any exception to policy will only be authorized with appropriate approval and as outlined in this section.

~~5.3. CCBI Standard Operating Procedural Manual:~~

~~5.3.1. A request for an exception to any policy or procedure outlined in the CCBI Standard Operating Procedural Manual must be made to the Director.~~ **Unless otherwise stated, exceptions to any policies or procedures addressed in the CCBI Standard Operating Procedural Manual, division specific quality, administrative, safety, or training manuals that have been approved and adopted by the Director will be done only with prior written approval of the Director.**

5.4. The request will be documented on an exception to policy form and will identify the ~~standard operating~~ **affected policy or procedure reference number, an adequate description of the circumstances requiring the action, a statement of the proposed alternative policy or procedures if applicable, the intended duration of the exception, and any supporting documentation needed for evaluation.** The ~~Director~~ approving authority may require additional information be provided to help evaluate the request.

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5.5. All requests must be forwarded to the applicable Division Deputy Director for initial review and approval prior to being forwarded to the Director for final approval. Additionally, all Crime Laboratory Division Quality documents must have the review and approval of the Forensic Quality Manager.

5.6. The requesting party will be notified of approval or denial. The original request will be forwarded to the Office of Professional Standards to be maintained for a period of five years. Approved requests concerning policies specific to the Crime Laboratory Division will also be forwarded to the Forensic Quality Manager and maintained for a period of five years or one (1) ASCLD/LAB accreditation cycle, whichever is longer.

5.4. Division Specific Written Directives

~~5.4.1. Unless otherwise stated, exceptions to any policies or procedures addressed in the CCBI Standard Operating Procedural Manual, division specific quality, administrative, safety, or training manuals that have been approved and adopted by the Director will be done only with prior written approval of the Director. The request will be documented on an exception to policy form and will identify the written directive affected, the justification for the exception, and any supporting documentation needed for evaluation. The Deputy Director may require additional information be provided to help evaluate the request. The requesting party will be notified of approval or denial. The original request will be maintained by the approving Division Deputy Director or the Forensic Quality Manager for a period of five years~~

5.5. Division/Unit Technical Procedures

~~5.5.1. Each Division Deputy Director may determine a method and delegate authority as determined appropriate for exceptions to technical procedures affecting their divisions or units. However, any such exceptions made will be done so in writing and maintained with the approving authority for a period not less than five years.~~

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Revision History		
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February 2, 2014	3	All changes must have Director approval

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Chapter: CCBISOP4
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CHAPTER 4: Classification of Duties

1. Purpose:

A job task analysis is essential to establish proper minimum qualifications, position classification, supervision, and salary administration to ensure that qualified professional individuals are being hired and retained at CCBI.

2. Policy:

It will be the policy of CCBI to create a job task analysis (Wake County Position Description Questionnaire) for each position at CCBI, as required by the Wake County Human Resources Manual, and to participate in the Wake County Classification Plan.

3. Position Management System

3.1. CCBI shall have a position management system that will be coordinated through Wake County Human Resources and the Wake County Finance Department. The Director will be responsible for the supervision of this system.

3.2. CCBI's position management system shall provide the following information: the number and type of each position authorized in the agency's budget; the location of each authorized position within the agency's organizational structure; and position status information, whether filled or vacant, for each authorized position in the agency.

3.3. The authorized and actual staffing levels for CCBI shall be depicted graphically on charts that are reviewed and updated as any changes occur. Staffing level charts shall be accessible to all departmental personnel.

4. Position Classification Plan

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4.1. A position classification will be completed as set forth in [Wake County Human Resources Administration Manual Chapter 200](#) for each position at CCBI. The objectives of the position classification plan are to:

1. Serve as a basis for determining a position in the classification and compensation plan;
2. Provide a basis for establishing minimum qualification requirements for recruitment, selection and appointment;
3. Assist in the establishment of training curricula; and
4. Provide guidance to employees and their Supervisors concerning the duties and responsibilities for individual positions.

4.2. The classification plan includes:

1. Grouping of every job into classes based upon similarities in duties, responsibilities, and qualification requirements;
2. Existence of class specifications for every job within a class;
3. Provisions for relating compensation to classes; and
4. Provisions for reclassification.

4.3. The Classification Plan standardizes position titles, each of which is indicative of a range of duties and responsibilities. Each position is assigned to a class. Each class is assigned to a pay band in the Classification Plan.

4.4. All position classifications will include a description of:

1. Duties, responsibilities, and tasks of each position;
2. Frequency with which each task is performed, and
3. Minimum level of proficiency necessary in job-related skills, knowledge abilities, and behaviors.

4.5. Administration of the Classification Plan

4.5.1. Human Resources is responsible for making classification determinations in partnership with department heads. Classification appeals will be heard and decided upon by the County Manager or his designee.

4.5.2. Classification determinations will result in consistency across the organization with an emphasis on equity, fairness, and the business needs of the Department.

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5. Job Description Maintenance and Availability (CALEA 21.2.2)

5.1. Position classifications will be used to establish the job description for each position. The job description will include a list of the duties and responsibilities of each position in the agency. Wake County Human Resources will maintain a copy of all position classifications and job descriptions.

5.2. The City County Bureau of Identification maintains current job descriptions covering all employees. A job description of each position within CCBI is available to all personnel. Access can be obtained through a shared folder on the Wake County computer server or hard copies located in the Director's Office may be viewed. A job description and position classification will be maintain in each employee's personnel file for the position that they hold and positions they held during their employment at CCBI.

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Chapter: CCBISOP5
Version 2

CHAPTER 5: Mutual Aid and Contractual Agreements

1. Purpose:

The purpose of this directive is to establish guidelines for the jurisdiction of CCBI and rendering aid to law enforcement/government agencies when requested.

2. Policy:

The jurisdiction of CCBI shall be set forth by North Carolina General Statutes. Mutual aid will be provided in accordance with North Carolina General Statutes, all other applicable laws and regulations, and CCBI policy.

3. Mutual Aid

3.1. CCBI cannot provide nor request mutual aid under N.C.G.S. § 160A-288 (Cooperation between law-enforcement agencies) because the agency does not meet the definition of a law enforcement agency under that statute.

3.2. However, mutual aid may be provided to or requested from government agencies by following the procedures set forth in N.C.G.S. § 160A-460, § 160A-461, § 160A-462, § 160A-463, and § 160A-464. Any request for mutual aid from a law enforcement agency outside Wake County shall be forwarded to the Director. The Director is the only CCBI employee authorized to request mutual aid under this section.

3.3. Any agreement reached with outside agencies shall specify the following requirements in accordance with N.C.G.S. § 160A-464 as follows:

Any contract or agreement establishing an undertaking shall specify:

1. The purpose or purposes of the contract or agreement;
2. The duration of the agreement;
3. If a joint agency is established, its composition, organization, and nature, together with the powers conferred on it;

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4. The manner of appointing the personnel necessary to execute the undertaking;
5. The method of financing the undertaking, including the apportionment of costs and revenues;
6. The formula for ownership of real property involved in the undertaking, and procedures for the disposition of such property when the contract or agreement expires or is terminated;
7. Methods for amending the contract or agreement;
8. Methods for termination of the contract or agreement;
9. Any other necessary or proper matter.

4. Written Agreement for Services Provided (CALEA 3.1.1)

4.1. CCBI provides law enforcement services in accordance with Chapter 535, the Public-Local Laws of 1937 of the North Carolina General Statutes.

4.2. When the Raleigh/Wake City-County Bureau of Identification elects to receive or to provide law enforcement services for another agency and a fee is paid, elements of the agreement shall be in the form of a written agreement.

4.3. The written agreement shall include, at a minimum, the following:

- a. A statement of the specific services to be provided;
- b. Specific language dealing with financial agreements between the parties;
- c. Specification of the records to be maintained concerning the performance of services by the provider agency;
- d. Language dealing with the duration, modification, and termination of the contract;
- e. Specific language dealing with the legal contingencies;
- f. Stipulation that the provider agency maintains control over its personnel;
- g. Specific arrangements for the use of equipment and facilities;
- h. A procedure for review and revision, if needed, of the agreement.

4.4. If the agreement is with another governmental unit or agency, the above listed requirements shall be addressed as well as those outlined in N.C.G.S. § 160A-460, § 160A-461, § 160A-462, § 160A-463, § 160A-464. (see SOP 2.1.3)

5. Other Agreements and MOUs

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5.1. The Director shall retain full authority for entering into any agreements or MOUs on behalf of CCBI. Any such agreements or MOUs signed by the Director shall be maintained in the Director's Office.

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CHAPTER 6: Hiring and Selection

1. Purpose:

CCBI's mission of striving for perfection while setting the highest standards in crime scene investigation, forensic analysis of evidence and collection of criminal arrest information is directly dependent on the ability and quality of individuals employed by CCBI. As such, CCBI's recruitment and hiring efforts should ensure that the most qualified candidates are sought for employment.

2. Policy:

CCBI will work in conjunction with Wake County Human Resources to seek out the most qualified individuals for employment and ensure that such practices are carried out providing an equal employment opportunity for all people. The CCBI Director will make all final employment decisions.

3. Recruitment

3.1. Wake County Human Resources has the primary responsibility for CCBI's recruitment program. CCBI will actively be involved and coordinate with Human Resources in the recruitment effort. (See [Wake County Human Resources Manual](#) Section 401)

3.2. CCBI Recruitment Plan

3.2.1. CCBI's recruitment plan is designed to promote ethnic and gender composition of CCBI's workforce comparable to the available work force in CCBI's service community. Statistics available through the U.S. Department of Labor's Bureau of Labor Statistics [Civilian Labor Force](#) or available through the U.S. Census Bureau will be utilized to determine the demographic makeup of the [available work force](#) in Wake County.

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- A. The recruitment plan shall be evaluated and serve to support the following objectives: (CALEA 31.2.1(a))
1. To promote CCBI job opportunities to the broadest workforce possible.
 2. To specifically ensure that recruitment activities are directed towards minorities from the available workforce.
 3. To maintain a workforce ethnic, racial, and gender composition comparable to the available workforce.
- B. The following plan of action will be utilized to specifically meet the stated objectives: (CALEA 31.2.1(b))
1. CCBI will participate with Wake County Human Resources in posting job positions in such a manner as to be available to the largest workforce possible. This may be done through printed job listings made available through Wake County Human Resources or through internet postings.
 2. CCBI will participate in career fairs or other public service functions that by their nature promote CCBI as an employer. Career fairs or other public service functions promoting CCBI requested by schools, universities, or other institutions composed primarily of female or minority members, will be honored. CCBI will conduct a minimum of two (2) public service functions for minority institutions annually.
 3. Any school, university group, or other institution, composed of members who may provide CCBI with potential applicants as intended under this plan, who request a tour of CCBI for the purpose of understanding the work performed by CCBI will be honored. Any such tour conducted will provide the participants with information related to the positions at CCBI and the functions of those positions.
- C. Wake County Human Resources will maintain the primary recruitment responsibility for CCBI. The administration of the plan stated above shall remain the responsibility of the CCBI Deputy Directors and the CCBI Hiring Coordinator. All tours, career fairs, or other public service functions conducted by CCBI employees must be approved by the Director, prior to the scheduling of the event. The Support Services Division Deputy Director shall maintain the primary responsibility for the coordination of all career fairs, tours, and public service functions conducted by CCBI employees. Upon completion of any career

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fair, tour, or public service function, the CCBI Support Services Division Deputy Director shall be informed of the date, the type of event, the participating employee(s), and the name of hosting entity. (CALEA 31.2.1(c))

4. CCBI Recruitment Plan Annual Analysis

4.1. An annual analysis of CCBI recruitment efforts will be completed by the CCBI Hiring Coordinator and provided to the Director. The annual analysis will include a review of the progress made towards the stated objectives found in the recruitment plan and suggestions for revisions to the plan as necessary.

- A. Progress toward the stated objectives will be determined based upon a review of the agency's demographic composition and the adherence to the requirements found in the plan of action previously addressed. Both areas will be documented in the annual analysis. (CALEA 31.2.2(a))
- B. Based on the annual analysis, revisions to the plan, if needed, will be submitted to the Director. If CCBI's ethnic, racial, or gender composition are under-represented during the annual analysis, the annual analysis will include a documented review of the following data for the purpose of suggesting revisions to the recruitment plan:
 - 1. Statistical data collected by Wake County Human Resources regarding the race and sex of all applicants for each job posting.
 - 2. The race and sex of all applicants whose application is approved for consideration by Wake County Human Resources.
 - 3. The race and sex of all applicants interviewed.
 - 4. The race and sex of all applicants hired.
 - 5. The total number of recruitment engagements in the annual period and a list of the hosting/requesting entities.
- C. At the determination of the Director, approved revisions will be completed as a policy change and implemented in accordance with current procedures. (CALEA 31.2.2(b))

Note: As CCBI is required to adhere to current Wake County Personnel Administration Regulations and hiring practices, the collection of any gender or racial data from applicants must be done only on a voluntary basis.

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5. Equal Employment Opportunity Plan

CCBI will abide by the Wake County Human Resources Equal Employment Opportunity plan. The Equal Employment Opportunity plan is available on the Wake County Government Web Site at: <http://www.wakegov.com/employment/diversity>.

6. Selection Process (CALEA 32.1.1)

6.1. The Director and CCBI Hiring Coordinator will work in conjunction with Wake County Human Resources to design and implement the selection process for all CCBI positions. The selection process will be done in accordance with the [Wake County Human Resources Manual](#) Sections 402 and 403 and the below policies and procedures.

6.2. All elements of the selection process for personnel will use only those rating criteria or minimum qualifications that are job related. All elements of the selection process for all personnel will be administered, scored, evaluated, and interpreted in a uniform manner within the classification.

7. Position Vacancy Announcement

7.1. A Position Requisition will be generated in KRB (Kenexa Recruiter BrassRing) by the Executive Assistant and will be forwarded to Wake County Human Resources in accordance with Wake County Human Resources procedures. The KRB Position Requisition will be submitted to Wake County Human Resources in a time period at the discretion of the Director.

8. Job Posting

8.1. The KRB Position Requisition will be approved by Wake County Human Resources and subsequently posted. The Director of CCBI or his/her designee may also post the job listing with additional groups, listings, or resources at his/her discretion. The job posting period will be determined by the CCBI Hiring Coordinator and such information will be included on the KRB Position Requisition. The job posting shall include at a minimum:

1. The opening and closing dates for the position

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2. The minimum required qualifications
3. The job description
4. Instructions on how to apply for the position
5. The minimum salary for the position
6. An Equal Employment Opportunity Statement

All job vacancies will be posted on the Internet and a 24-hour Jobline posting accessible by telephone.

9. Applicant Screening Program

9.1. Upon the closing of the job posting, Wake County Human Resource personnel will review all of the received applications and determine which applicants meet the established minimum qualifications. In accordance with Wake County Human Resources Manual section 402, "All applicants must meet the minimum training, education and experience, certification or licensure requirements established for the position." When an applicant pool is composed of a large number of applicants meeting the minimum position requirements, applications may be screened according to preferred job qualifications.

9.2. Wake County Human Resources will screen the received applications to verify those that meet the minimum requirements of the position. The applicants whose applications meet the minimum requirements or preferred qualifications as previously determined will be referred for consideration to the CCBI Hiring Manager through the KRB System.

10. Applicant Contact

10.1. The CCBI Hiring Manager or his/her designee will contact all eligible applicants who have been referred for consideration by mail or email with a standardized letter advising them of the following information:

- The elements involved in the selection process;
- The expected duration of the selection process; and
- The agency's (Wake County) policy on reapplication.

10.2. Wake County Human Resources receives all applications for employment. Applications are only accepted electronically through accounts generated by applicants. Such accounts

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require an email address for notifications regarding the applicant process. Applicants receive email confirmation regarding their application. At any point during the application process, the applicant may view the status of their application through the Wake County website.

11. Preliminary Background Investigation (CALEA 32.2.1(a))

11.1. A preliminary background investigation will be conducted on all applications. This investigation will include at a minimum the review of each application to determine the applicants who meet or exceed the minimum qualifications and the applicants who meet or exceed the preferred qualifications.

11.2. The hiring manager or hiring coordinator shall submit a written list of all referred applicants, to include basic qualifications and preliminary background investigation results, along with recommendations for interviews to the Division's Deputy Director for approval. The list of applicants to be interviewed will be submitted to the Director for approval prior to interviews being scheduled. The number of applicants recommended for interview purposes should be in compliance with Wake County Human Resources procedures.

12. Oral Interview Board

12.1. An Oral Interview Board will be conducted for each interview. The Board will consist of at least two (2) members, but preferably three (3) members. Board members may be selected from inside or outside the agency. It is the intent of this standard that the same Board members be utilized for all of the interviews for a specific position to maintain uniformity during the process.

12.2. The Board Chairperson should ensure that all Board members are familiar with the CCBI Interview Board Procedures prior to initiating an interview.

12.3. A list of specific questions to be asked will be provided to the Board members. The questions should illicit responses specifically related to the job tasks or ability to perform such for the position sought. The same questions will be asked to each applicant in the same manner. Follow up questions may be asked to clarify responses from the applicant.

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12.4. Each Board member will record responses appropriately and then complete a grade sheet on each applicant. The grade sheet will rate the applicant based on responses during the interview and performance during the interview specifically in regards to job related tasks or functions.

12.5. Several positions at CCBI require applicant screening procedures beyond an oral interview. Each Division Deputy Director will approve any testing procedures conducted with applicants during the interview process. Any tests conducted will be designed to measure traits or characteristics that are a significant part of the job according to the job task analysis for each position.

12.6. Any testing process utilized will be conducted in the same manner and under the same conditions for each applicant. A written procedure for the application of such tests will be created and approved prior to implementation. A method for the objective scoring of each test will be designed and implemented.

13. Interview Board Procedures

13.1. Mission:

1. The Board will conduct a fair interview process and ensure objectivity and professionalism.
2. The Board should be united to further CCBI objectives rather than personal objectives.
3. The rank or seniority of Board members should not be a consideration as each member and member's opinion is valuable.
4. Applicants should be rated on their performance during the interview only.
5. Applicant's characteristics will be evaluated similarly for everyone.
6. The Board will not discuss any medical information provided by the applicant.
7. The process is confidential and any information developed as a part of the interview process is confidential and should not be discussed outside of the Board members.

13.2. Board Composition:

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1. The Board will consist of at least three members.
2. When available, the Board will contain at least one minority and/or one female member.
3. The Board members will be selected by the Director or the Division's Deputy Director.
4. All members assigned to the Board for the interview process for a specific position should be present and conduct all interviews for that position.
5. The Board Chairperson shall ensure that all board members are familiar with the CCBI Interview Board Procedures.

13.3. Overview of Selection Process:

1. The Board Chairperson is appointed from the Board members, but must be employed by CCBI.
2. The Board Chairperson will greet the applicant and introduce them to the Board.
3. The Board will ask the interview questions, any additional testing instrument will be administered, and the applicant will leave the room.
4. The Board members will complete the Oral Interview Evaluations without discussion.
5. The Board members will complete any evaluations of tests administered without discussion.
6. The Board Chairperson will lead the Board in consensus discussion about their comments and scores.
7. The Board Chairperson will complete the Oral Review Board Tally Form based on the interview.
8. If applicable, the Board Chairperson will complete a Written Examination Tally Form based on any test administered.
9. At the conclusion of the interview, the Board Chairperson adds scores for the interview and any tests conducted on the Applicant Overall Score Sheet.

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10. The Board will review the applicant rating forms to determine suitability for the current position and make a written recommendation for selection on the Applicant Overall Score Sheet.
11. The Board Chairperson will discuss the results and provide all selection materials to the appropriate Division's Deputy Director or the Director at the conclusion of all interviews.

13.4. Oral Interview:

1. Standard Interview Questions
 - a. Each Board member will be supplied with a list of interview questions.
 - b. The Board Chairperson will ask the applicant, "do you believe this Board can give you a fair evaluation?" The answer will be documented on the Board Chairperson's Interview Question Sheet.
 - c. Each Board member will select certain question numbers that they will ask of the applicant.
 - d. Each member will ask the same question of each applicant. The question should be asked with the same tone of voice and inflection throughout the entire process.
 - e. Board members should refrain from facial expressions that provide encouragement or discouragement
 - f. Board members should refrain from fidgeting during the interview.
 - g. Board members should hide any food or drinks from view during the interview.
 - h. If the applicant requests clarification on a specific question, simply repeat the question. Board members should not clarify questions in any manner that provides additional information to one applicant over another.
 - i. Write a brief description of what the applicant said on the Interview Question Sheet.
 - j. The Board member asking the question should maintain eye contact with the applicant during the response. Such can be documented on the Interview Question Sheet in the area designated for responses by the Board member asking the questions.

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- k. Any medical information provided by the applicant may only be documented on the Interview Question Sheet specifically as stated by the applicant.
2. Follow Up Questions
- a. Follow up questions are an excellent source of additional information.
 - b. Follow up questions should be based on clarification or expansion of information provided by the applicant.
 - c. No follow up questions will be asked in regards to medical information.
 - d. Any Board member may ask a follow up question at anytime.
3. Rating Sheets
- a. Mark the score on the rating sheet. If a different number between the provided range is assigned then write the number on the score sheet.
 - b. Initial any changes or corrections made on the score sheet.
 - c. Write specific comments on the rating sheet that corresponds to details provided by the applicant during the interview.
 - d. The comments provided should match the rating score provided.

13.5. Tests Administered

1. Implementation
- a. Written directions will be provided with any test administered. No verbal directions should be provided to an applicant unless for the purpose of clarification of the written directions.
 - b. A time limit should be set for each test and the applicant will be made aware of the limit.
 - c. All applicants will be held to the same time limit.
 - d. Any tests administered will be done so with the same circumstances and under the same conditions for each applicant.

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- e. All testing materials/documents will be the same for each applicant.
2. Rating Sheets
- e. Mark the score on the rating sheet. If a different number between the provided range is assigned then write the number on the score sheet.
 - f. Initial any changes or corrections made on the score sheet.
 - g. Write specific comments on the rating sheet that correspond to details observed on the testing document.
 - h. The comments provided should match the rating score provided.

13.6. Board Consensus

- 1. The Board members should think similarly, but not alike. Discussion is encouraged and it is okay to disagree.
- 2. Changes may be made on rating forms during group discussions, however, changes should not be made to appease or conform to other group members' opinions.
- 3. Discuss each portion of the selection process and rating forms separately. (i.e. interview, test)

13.7. Oral Review Board/Written Examination Tally Form

- 1. Write the names of each Board member.
- 2. Each Board member should write one overall comment about the applicant.
- 3. The total score given to each applicant by each board member should be recorded. The total should be added. Do not average the scores.

13.8. Applicant Overall Score Sheet

- 1. The Board Chairperson will write one summary comment for the applicant in regards to the oral interview and written exercise (if applicable).
- 2. The total score as recorded on the Oral Review Board/Written Examination Tally Forms will be recorded for each applicant.

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3. The total score will be added for each applicant.
4. The Board Chairperson will add a comment, based on Board consensus, as to a recommendation for the applicant's suitability for the position.
5. All interview question sheets, evaluation forms, and testing forms or instruments shall be compiled and attached together.
6. All documentation shall be provided to the Division Deputy Director or Director (if applicable) at the end of the interview process.

14. Background Investigation (CALEA 32.2.1(a)(b)(c))

14.1. Upon completion of the Oral Interview Board interviews, selected candidates will be approved by the Director. Each selected candidate will be notified prior to the initiation of a background investigation. Upon confirmation from the applicant, a background investigation will be conducted. The CCBI Hiring Coordinator shall coordinate all background investigations conducted. The following information will be collected:

1. A verification of qualifying credentials;
2. A review of any criminal record;
3. A on-line search of the applicant;
4. A verification of at least three personal references, and
5. Should include a home visit to the candidate when reasonable.

14.2. Background investigations for sworn positions will only be conducted by sworn CCBI personnel who have completed an appropriate Background Investigations course. Background investigations for non-sworn positions may be conducted by any CCBI employee as appointed by the Division Deputy Director, however, any employee assigned to a background investigation will have completed background investigation training.

15. Conditional Offer

15.1. The CCBI Hiring Coordinator will provide the director with an employment recommendation upon the completion of background investigations. The Director will approve/disapprove of such recommendations. Upon the Director's approval of selected

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candidates, the Director's Office will offer the applicant a conditional offer of employment in writing. The conditional offer of employment will inform the candidate that employment is based upon the successful completion of the following:

1. A favorable evaluation based upon the Psychological Examination if applicable to the position.
2. A successful medical evaluation based on standards required by the North Carolina Sheriffs' Education and Training Standards Commission (Sworn positions only).
3. A successful completion of a drug test.

16. Psychological Evaluation (CALEA 32.2.8)

16.1. Psychological fitness for duty examinations will be completed on all applicants for positions in the Investigations ~~Division~~ and **Crime Laboratory Divisions**. ~~that require crime scene response. Additionally, a psychological examination will be conducted for any applicants for the Computer Forensic Examiner position.~~ The Director may require psychological testing of additional positions at his/her discretion.

16.2. A psychological screening examination will be conducted by a clinical psychologist or psychiatrist licensed to practice in North Carolina to determine the applicant's mental and emotional suitability to properly fulfill the responsibilities of the position. Such examination will be conducted by an examiner chosen by CCBI.

17. Truth Verification Testing

17.1. Truth verification testing will be completed on all applicants pursuing positions in the Investigations and Crime Laboratory Divisions upon the acceptance of a conditional offer.

17.2. The truth verification operator will review areas from which relevant questions will be drawn with the applicant immediately prior to the testing. Truth verification examinations may only be administered by trained operators and, for those instruments utilized in which licensing is available and required by State law, the operator will possess a valid license for the type of testing administered.

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17.3. Scoring results based on instrumentation of a truth verification examination will not be used as the single determinant in the selection process. Results of an examination should be corroborated by either pre-test or post-test interviews, or through background checks.

18. Drug Test

18.1. All CCBI employees will submit to a pre-employment drug test administered by a medical provider chosen by CCBI.

19. Medical Examination (Sworn Candidates Only) (CALEA 3.2.7)

19.1. A medical examination will be completed in accordance with the requirements set forth by the North Carolina Sheriffs' Education and Training Standards Commission and documented on forms as required by the same. The medical provider conducting the examination will be chosen by CCBI.

20. Notification of Human Resources

20.1. Prior to the appointment of an applicant to a full-time position, the Director or his/her designee must make a written recommendation to Human Resources in accordance with [Wake County Human Resources Policy](#) Section 403, by completing the following:

- Update the selected applicant's status in the KRB System.
- Update the applicant status of all applicants referred for consideration.

21. Applicant Notification

21.1. Upon the appointment of an applicant to a position, the CCBI Hiring Coordinator will update KRB as to the status of all applicants. Electronic notification is made through the KRB system to all candidates.

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22. Storage of Selection Materials

22.1. All selection materials will be stored securely when not being used. Only individuals specifically assigned to the selection process may view such materials. Selection materials will not be left unattended. Upon the completion of the selection process, all selection materials will be transferred to the Director's Office.

23. Records of Applicants

23.1. Background information collected on an applicant who subsequently becomes employed with CCBI should be transferred to the employee's personnel file.

23.2. All records and documentation related to applicants not selected for employment will be retained for a minimum of 25 months. ([North Carolina Records Retention and Disposition Schedule](#) requires 2 years of retention while credit reporting agencies require 25 month retention for any credit report accessed.)

23.3. The KRB System and associated records are maintained by Wake County Human Resources in accordance with Wake County Human Resources procedures and applicable North Carolina General Statutes.

24. Probationary Period (CALEA 32.2.10)

24.1. "All appointments leading to a regular status in full-time or part-time permanent positions shall be subject to successful completion of a one year probationary period." (See [Wake County Human Resources Manual](#) Section 404)

25. False Application

25.1. Any applicant who is found to have made any material false statement, either oral or written, during his or her application for employment SHALL NOT BE FURTHER CONSIDERED FOR EMPLOYMENT WITH CCBI.

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26. Unlawful Employment Discrimination

26.1. A regular, temporary, probationary employee or applicant for employment may file a grievance for any management action that has occurred, in which the employee alleges as the basis of unlawful employment discrimination. (See [Wake County Human Resources Policy Manual](#) Section 601, Sexual Harassment and Unlawful Discrimination Policy, for the specifics of discrimination.)

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January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP
September 24, 2014	3	Director approves tours
October 14, 2015	4	Added truth verification testing

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CHAPTER 7: Internship Program

1. Purpose:

To establish departmental procedures for the application process, selection process, guidance, and assignment of work for CCBI interns.

2. Policy:

2.1. In order to enhance the quality of those entering the law enforcement profession and to assist in CCBI recruitment efforts, CCBI will actively participate in an internship program for college students who are planning careers in the forensic or criminal justice field.

2.2. CCBI's internship program will be made available to students participating in a bachelor's or master's degree academic program established by a university or college. All fields of academic discipline that are applicable to the work done at CCBI will be considered. To be eligible for the internship program, a student must be enrolled in an accredited school at the time of the internship and such internship must be required by the intern's academic institution as a requirement for graduation.

****CCBI is an Equal Opportunity Employer****

3. Application

3.1. Students will submit an application to CCBI for admission to the internship program.

3.1.1. Applications will be available on-line on the CCBI website and may be requested verbally or in writing.

3.1.2. The internship policy and requirements as well as details of the selection process will be maintained on the CCBI website.

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3.1.3. Deadline for applications will be June 15th for the Fall Semester, October 15th for the Spring Semester, and March 15th for the Summer Session.

3.1.4. Applications will be returned to the CCBI Internship Coordinator.

3.2. The internship program selection process will be conducted as follows:

3.2.1. The CCBI Internship Coordinator will review all submitted applications. The applicants will be evaluated on their availability to work, their field of study, if internship is a requirement of graduation, and the projected graduation date.

3.2.3. A preliminary background investigation to include criminal record checks and driving record checks will be completed on intern applicants.

3.2.4. Applicants will be screened and selected applicants will be notified of an interview date and time. Applicants not selected will be notified. A panel interview will be conducted. (As several members will participate in the interview process, flexibility of interview dates and times will be extremely limited, if at all possible.)

3.2.5. Interview results will be presented to the CCBI Internship Coordinator and the Director for review. Two intern applicants will be selected for a more in-depth background investigation. All remaining applicants will be notified.

3.2.6. A background investigation will be conducted and may include:

- i. Contact with current or former employers;
- ii. Contact with any listed references and any developed references;
- iii. Contact with family members, friends, relatives, or acquaintances;
- iv. The disclosure of information on any social media sites hosted, used, or frequented by the applicant; and/or
- v. Any other information determined to be necessary by the assigned background investigator, the CCBI Internship Coordinator, or the Director.

3.2.7. Background investigation summaries will be evaluated to the same extent as entry level CCBI employees for the purpose of successful completion. Applicants failing to comply with requests for background information as deemed necessary during the background investigation or providing such information in a timely manner will be excluded from further consideration for the program.

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3.2.8. Applicants successfully completing the background investigation will be notified and provided a CCBI Internship Program Memorandum of Understanding to be signed by the applicant, an authorized CCBI representative, and an authorized school official.

3.2.9 Upon receipt of the CCBI Internship Program Memorandum of Understanding, a start date will be coordinated.

3.3. There will be no more than two (2) interns per semester.

4. Requirements

4.1. All applicants must be 18 years of age prior to beginning the internship program.

4.2. A criminal history check and a driving history check will be done prior to acceptance into the internship program. Felony convictions are an automatic disqualifier from the program.

4.3. All interns accepted into the program will be fingerprinted and those fingerprints will be submitted for a State and Federal criminal background check.

4.4. Interns will be required to work a minimum of 120 hours to complete the program. The intern's school may require additional hours. The intern will complete a weekly time sheet and submit it to the CCBI Internship Coordinator.

4.5. Interns are required to work entire shifts as determined by the Division or Unit they are assigned to on a particular work day. Interns are required to work two (2) complete third shifts (7 p.m. – 7 a.m.) with the Criminal Identification Unit during their internship.

4.6. Interns represent CCBI during the internship and must abide by the policy and procedures and rules of conduct of CCBI to include on and off-duty conduct. Interns will receive an orientation regarding CCBI policy and procedures upon beginning the internship. Violations of CCBI policy and procedures and rules of conduct are grounds for dismissal from the internship program. The faculty intern coordinator for the educational institution attended by the intern will be notified of any dismissal from the internship program.

4.7. With the exception to those listed in the CCBI Internship Program Memorandum of Understanding, interns are afforded no additional rights or protections and may be dismissed for any violation of CCBI policies or procedures or law. Interns dismissed are afforded no grievance or appeal processes for a dismissal.

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4.8. Interns will not participate in any enforcement action or evidence analysis done by a CCBI employee. At no time will an intern become involved in the chain of custody of any evidence or allowed unsupervised access to areas where evidence is stored. Interns working at CCBI and assigned to Support Services Division functions may access CCBI records during the performance of their duties. Support Services Division personnel shall actively supervise any interns accessing CCBI records.

4.9. Interns are subject to the CCBI Dress Code and must maintain appropriate professional business attire. The following are examples of clothing not acceptable to wear:

- a. Jeans (denim)
- b. Shorts
- c. T-shirts
- d. Flip-flops/Sandals
- e. Halter-tops
- f. Jewelry such as nose studs/rings, tongue studs, etc.
- g. Eccentric hair colors or styles
- h. Tattoos must be covered at all times during internship assignments

4.10. Interns will be exposed to criminal justice information by virtue of their respective assignments. Interns are required to adhere to all CCBI policies and all applicable laws regarding the confidentiality of information they may be exposed to during the internship. Any intern violating CCBI confidentiality policies or procedures will be immediately dismissed from the internship program.

4.11. Interns will notify the CCBI Internship Coordinator of any expectations or requirements that his/her school has of the internship prior to accepting admission.

5. Responsibilities

5.1. The CCBI Internship Coordinator will schedule all intern work assignments. Work is scheduled in all three divisions of CCBI to ensure exposure to all aspects of CCBI's mission.

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5.2. A CCBI employee will be assigned to oversee each intern assignment.

5.3. CCBI will not be responsible for the assignment of grades or academic credit given to an intern. The CCBI Internship Coordinator shall maintain the responsibility for completing any intern evaluations required by the educational institution.

5.4. The intern and his/her academic faculty sponsor will be responsible for meeting the education objectives of the internship.

5.5. The CCBI Internship Coordinator will notify the Director upon the successful completion of the internship by the intern. A certificate of completion will be issued to the intern upon the completion of the program.

6. Records

6.1. All applications and records on interns will be kept on file in the office of the CCBI Internship Coordinator.

6.2. These files will be maintained for three years before purging.

6.3. A permanent log will be maintained listing the intern's name, educational institution that the intern represents, dates of internship, number of hours completed, and if given, a certificate of completion.

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CHAPTER 8: Condition of Work, Compensation, and Benefits

1. Purpose

The purpose of this Directive is to establish policy and procedure for the condition of work, employee compensation, and benefits.

2. Policy

It will be the policy of CCBI to adhere to Wake County's policy for compensation, benefits, and conditions of work so that all employees receive fair compensation, equitable benefits, and a safe and secure work environment.

3. Official Identification

3.1. An official agency identification card will be issued to all CCBI employees. The identification card will contain the employee's name, sworn or civilian status, position, and photograph of the employee. The employee and Director will sign the card. (CALEA 22.2.7(b))

3.2. All identification cards are the property of CCBI and will be surrendered by the employee to his/her Supervisor upon termination of employment. If a CCBI identification card is lost or stolen, the employee should immediately report the loss to his/her Supervisor. An employee who retires will be issued a CCBI identification card marked "Retired."

3.3. Employees are required to possess their CCBI identification card while on duty. The identification card shall be presented at any time a citizen or other person requests to see proof of identification and employment. Sworn CCBI employees will carry a CCBI identification card when carrying a concealed firearm off duty in accordance with N.C.G.S. § 14-269 and H.B. 218, "The Law Enforcement Officers' Safety Act of 2004." The Director must approve any exception to this policy. (CALEA 22.2.7(a))

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3.4. Wake County General Services Administration will issue all CCBI employees with a photo identification access card. The Wake County photo identification access card will be displayed while the employee is in the CCBI facility. If this identification card is lost or stolen, the employee should immediately notify his/her Supervisor. Wake County charges a fee for replacement identification cards. Upon the termination of employment, all Wake County access cards will be turned over to the Executive Assistant.

4. Personal Information/Benefit Changes

4.1. Whenever employees experience certain changes or events regarding their personal status, many existing records may be affected and need changing in order to represent the latest and most up-to-date information. Some of these changes/events may impact on CCBI personnel records only, while others will impact Personnel and Payroll records along with CCBI files.

4.2. It will be the responsibility of the employee to ensure that all changes are reported in a timely and accurate manner in accordance with Wake County policy. The employee's Supervisor should be notified in writing no later than ten (10) workdays of any and all changes regarding personal contact or address information.

4.3. CCBI employees making any personal information or benefits changes should contact either the CCBI Executive Assistant or make an appointment with a staff member of the Benefits Division of the Personnel Department. Forms needed for the appropriate changes are available through either of these sources. Many of the forms necessary for changes can be found on-line through the Lotus Notes Forms Bin or the Wake County Employees' website.

4.4. Employees utilizing the Wake County Personnel Department or on-line forms to make the necessary changes are responsible for ensuring that all changes are submitted to the CCBI Executive Assistant for filing.

5. Reporting For Duty

5. Reporting for Duty

5.1. Employees shall be alert, fit, and ready for work during all scheduled duty hours. Employees shall be at their workstations, ready to begin work on time and shall not leave their

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workstation without Supervisory permission or pursuant to regularly scheduled meal or other breaks. Only the ranking Divisional Supervisor on duty may excuse any tardiness, in his/her discretion and for good cause shown.

5.2. Any Supervisor having knowledge of or reasonable grounds to believe that any employee is not fit to perform his/her assigned duties for any reason, shall be required to report those circumstances to the Division Deputy Director immediately. Lack of fitness to perform duty within this requirement shall be deemed to include, but is not limited to, insufficient knowledge of assigned functions, mental, emotional or physical incapacity, physical impairment, criminal activity or other similar considerations.

5.3. Employees shall not read, play games, watch television or movies or otherwise engage in entertainment while on duty, except as may be required in the performance of their duties or as specifically authorized by the Division Deputy Director. No employee shall engage in any activity or personal business that would cause him/her to neglect or be inattentive to duty.

5.4. Employees are not authorized to work from home, for any period of time, without the prior approval from the Director for each shift or day in which compensable time will be reported. For the purposes of this section, answering the phone is not considered work. Additionally, any time being compensated to an employee for phone calls, email, etc., beyond current shift schedules does not apply to this provision.

6. Work Week

6.1. In addition to those stated in CCBI written directives or policies, the Wake County Human Resources Administration Manual Section 307 shall dictate CCBI policies in regards to Flex-Time, "On Call" status, Travel Time, Lecture, Training and Meeting Time, and Work Breaks. CCBI will adhere to all FLSA regulations. (See the following link for general [FLSA information](#).)

6.2. Unless otherwise specified by CCBI policy or the Director, CCBI operations shall be open for business from the hours of 8:30 a.m. to 5:15 p.m., Monday through Friday.

6.3. All non-exempt (hourly) employees not engaged in work or a position requiring 24/7 coverage will adhere to normal County business hours as listed above. Supervisors may authorize modifications to those scheduled hours for Units not engaged in operations specifically

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dealing with the public. However, such modifications shall be done in no less than a total of eight (8) hour and forty-five (45) minute workdays. (For example, Supervisors may not authorize a schedule of 9:00 a.m. to 5:00 p.m., but may authorize 9:00 a.m. to 5:45 p.m.)

6.4. Workweeks for all CCBI employees will be a fixed and regular recurring period of 168 hours-seven consecutive 24-hour periods. The workweek for all CCBI employees will begin at 12:00 a.m. Sunday and continue through 11:59 p.m. Saturday. The Director retains full authority for varying a workweek for an employee or group of employees as long as the change is intended to be permanent and not for the purpose of avoiding overtime ([29 CFR 778.105](#)).

6.5. All non-exempt (hourly) employees are required to document their beginning duty time, the beginning and ending of any required meal breaks, and their ending duty time. The documentation of such time will be completed in a manner approved by the Director for such purposes. When such time cannot be documented by normal means, documentation may be done in the form of an email or text message to the employee's direct Supervisor (i.e., training, court, out-of-town travel) at the conclusion of each work period. The direct Supervisor is responsible for ensuring such time is documented appropriately in the designated system.

6.6. Wake County requires employee time be reported in fifteen (15) minutes increments for payroll purposes. Any non-exempt employee's duty shift must begin within seven (7) minutes of the scheduled work shift beginning and end within seven (7) minutes of the scheduled work shift ending for that day. (For example, for accurate compensation purposes only, an employee scheduled to work from 8:30 a.m. to 5:15 p.m. is able to clock in at the beginning of the shift between 8:23 a.m. and 8:37 a.m. and is able to clock out at the end of shift between 5:08 p.m. and 5:22 p.m.) Any time worked exceeding seven (7) minutes prior to the beginning of the scheduled shift assignment beginning time or seven (7) minutes after the end of the scheduled shift assignment ending time must be adjusted out during the same FLSA pay period or paid as overtime to the employee. (See Section 7 Overtime) Nothing in this section is intended to or should be construed as authorizing employees to work time outside of what is scheduled.

6.7. All Supervisors responsible for approving time sheets are required to review all work time documentation prior to the approval of any employee time sheet. This review must include an examination of all duty time worked to ensure compliance with FLSA requirements regarding shift pay and meal breaks.

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6.8. Non-exempt employees are not authorized to work beyond the scheduled shift (must be within the seven (7) minutes allocated) without prior approval for overtime. Employees whose duties cannot be completed by the end of the duty shift may not “voluntarily” stay beyond the end of their shift without compensation. Supervisors may not allow employees to work without compensation.

6.9. Employees engaging in such “voluntary” work beyond their scheduled duty hours or Supervisors knowing or having reason to believe such work was occurring without stopping the work may be subject to disciplinary action.

6.10. Compensation Beyond Normal Scheduled Duty

6.10.1. Non-exempt employees responding to court, training, or other official compensable functions shall begin duty at which time they physically arrive at the required location, at the scheduled start time, or when the employee is required to begin acting in an official capacity. The duty time ends when the function requiring the employee’s presence is concluded. Employees traveling outside of Wake County for the purpose of attending any training or any official function will be compensated for all travel time to or from the required location.

6.10.2. CCBI non-exempt employees attending training offered inside of Wake County on a regularly scheduled work day shall be paid for the length of time spent in the training. If the total training hours for the day do not meet the number of regularly scheduled work hours, then the employee shall return to work to complete the scheduled work hours unless previously approved by a Supervisor.

6.10.3. CCBI non-exempt employees attending training inside of Wake County not on a regularly scheduled work day shall only receive compensation for the amount of time spent in the training. CCBI employees shall not include meal periods in compensable time during such training unless meals are provided without a break in the training.

7. Overtime

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7.1. CCBI Supervisors may adjust an employee's work schedule during a pay period to avoid overtime. Overtime hours may not be carried over the end of a pay period for compensatory time.

7.2. Any non-exempt employee that works beyond the regularly scheduled shift and intends on seeking compensatory time for those hours instead of overtime must notify their Supervisor at the first available opportunity. The resulting compensatory schedule modification must be approved by a Supervisor prior to any absence by the employee from a regularly scheduled shift.

7.3. Non-exempt CCBI employees are entitled to overtime pay in accordance to procedures outlined in the Wake County Human Resources Manual Section 308 and with the Fair Labor Standards Act. It will be CCBI's policy to avoid overtime work whenever possible. A CCBI employee must obtain prior approval from his/her immediate Supervisor before they are authorized to work overtime. The Director will be notified in writing of overtime that has been approved. Employees failing to obtain the required approval for overtime as dictated in policy may be subject to disciplinary action.

7.4. All CCBI non-exempt ~~civilian~~ employees will be afforded overtime for any time worked in excess of 40 hours during each workweek in accordance with FLSA.

7.5. Employees working in excess of seven (7) minutes prior to the beginning or beyond the end any scheduled shift will be afforded overtime or compensatory time for fifteen (15) minutes during the same FLSA pay period in which the time was worked. Supervisors are required to adjust out the accrued time during that FLSA pay period. Supervisors must ensure adequate staff coverage when determining the adjustment of time.

7.6. Employees regularly accruing time in excess of the scheduled shift time and beyond the seven (7) minute requirement-are subject to disciplinary action. Supervisors failing to ensure the employee adjusts out such time during the pay period are subject to disciplinary action.

7.7. When the additional accrued time is earned at the end of a pay period or during which no further shifts are scheduled during the pay period, the employee must document the time in accordance with approved time reporting methods. The Supervisor must forward an overtime request to the Director. Employees failing to provide written notification are subject to disciplinary action.

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8. Meal periods/Breaks

8.1. Neither FLSA nor any North Carolina State laws or regulations require employees be provided a meal period. CCBI requires non-exempt employees whose positions adhere to “normal” working hours a mandatory meal period for the purpose of completely relieving employees from any work related responsibilities. Meal periods will consist of one forty-five (45) minute increment during any shift of eight (8) or more hours in length.

8.2. Investigations Division staff members are not afforded meal periods. Such employees may eat while on duty, however, are required to adjust such activity around work volume and availability to minimize the impact on the delivery of CCBI services.

8.3. Criminal Identification Unit staff are required to adhere to a mandatory thirty (30) minute meal period for any period of work lasting five and one half hours or more.

8.4. The starting and ending time of each non-exempt employee’s mandatory meal period will be documented in a manner approved by the Director.

8.5. The employee’s Supervisor or acting Supervisor shall maintain full responsibility for ensuring each employee working during a shift is provided and takes a meal period consistent with the time allotted to them.

8.6. The Supervisor or acting Supervisor shall have the discretion to determine and schedule employee meal periods. Ensuring appropriate staff coverage during staff meal periods is the responsibility of the on-duty Supervisor. Meal periods may not be used in conjunction with flexing time at the beginning or end of duty. Meal periods will not be scheduled prior to ~~two~~ **one (1) hour** into the duty shift or later than ~~two (2) hours~~ **one (1) hour** until the end of shift.

8.7. Non-exempt employees engaged in a meal period will do so in a manner as to be completely free from any active or inactive work responsibilities for the allotted duration of the break. Non-exempt employees may not engage in a lunch break in their assigned office, at their desk, or in any location whereby the employee may engage in work related activities by nature of their location. Employees violating this policy are subject to disciplinary action.

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8.8. Extraordinary circumstances may arise dictating the need for Supervisors to call employees engaging in a meal period back to duty. Employees actively engaged in a meal period that are contacted and ordered to return to work by a Supervisor shall do so and will be compensated for the full duration of the meal break appropriately.

8.9. Meal periods are not compensable time and shall be afforded in the following amounts:

1. Non-exempt employees scheduled to work 8:30 a.m. to 5:15 p.m. shall receive a 45 minute meal period.
2. Non-exempt employees who do not work directly with the public or are not assigned to a unit that works 24/7 will be required to receive no less than a 45 minute meal period on any shift incurring 4.00 or more hours of continuous compensable work. Employees subject to this provision desiring to take leave during a shift whose leave total and/or work hours on that day will total the scheduled work hours for the day are not required to take a meal break.

Employees subject to this provision are not required to take a 45 meal period when called in on the evening, nights, or weekends. However, employees choosing to work during such times for the purpose of time adjustment will be required to have a meal period of no less than 45 minutes for any compensable work time of 4.00 hours or more.

3. Non-exempt Criminal Identification Unit employees will receive a thirty (30) minute meal period during any work period of five and one half (5.5) hours or more.

8.10. Employee's time spent traveling to a meal period area or returning to their work area must be done within the allotted meal period time.

8.11. Extensions to the allotted meal period time are not authorized and such time will not be compensable. Employees desiring an extension to an allocated meal period must receive prior expressed approval by a Supervisor and must extend the scheduled work day to accommodate the extension, take annual leave, or utilize sick time if applicable. Work time adjustments or leave used to modify a meal period extension must be done during the same day as the meal period extension was taken. Any extension to a meal period taken by an employee for which the time off has not been approved by a Supervisor will be considered as an unauthorized absence and will be subject to disciplinary action.

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8.12. Two fifteen (15) minute work breaks are permitted daily, except in unusual workload demands. The work break is not an employee right, and the break may never be used as a valid reason for failure to perform required duties. Break time may not be accumulated. Break time may not be added to an employee's lunch hour nor used at the beginning or end of the workday. Employees of units providing a service requiring their constant physical presence will ensure appropriate replacement coverage prior to engaging in an authorized work break. As provided under the Fair Labor Standards Act, break time of this duration (15 minutes) will be considered as time worked. Employees who abuse work break privileges will be subject to disciplinary action.

9. Time Sheet Guidelines

Time sheets shall be prepared in accordance with the Fair Labor Standards Act, Wake County Policies, and the following policies:

9.1. The Director and the Wake County Personnel/Payroll Department shall determine appropriate pay schedules according to positions and applicable laws. All non-exempt CCBI employees are required to complete a time sheet covering each FLSA cycle in the pay period. Time sheets will be completed accurately. Exempt employees will complete and submit time sheets for any period of time for which leave was taken during an FLSA pay cycle.

9.2. In situations where an employee will be unable to complete a time sheet as required during a scheduled pay cycle for reasons beyond the employee's control, the employee's immediate Supervisor is responsible for ensuring all time worked is documented and submitted appropriately to the Wake County Personnel/Payroll Department. At no time will a Supervisor or any other employee enter any time or log onto any time recording system under the pretense of being or using another employee's credentials.

9.3. Completed payroll time sheets will be submitted at a time designated at the discretion of the Director based upon the needs of the Wake County Personnel/Payroll Department. A time documentation system will be utilized by all non-exempt employees for the purpose of recording work time and any deviation from the normally scheduled hours. Supervisors are required to review and approve the recorded time documentation prior to approving any time sheet submitted to payroll for processing. Leave requests must be requested through the time documentation system in advance when possible. Verbal authorization from a Supervisor is acceptable when an employee lacks the time (i.e., the same day) or ability (i.e., sick) to submit a

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request for time off. The Supervisor is responsible for recording an employee's authorized time off in the time documentation system.

9.4. Supervisors are responsible for reviewing submitted time sheets within the prescribed time frame as set forth by the Wake County Personnel/Payroll Department. Any Supervisor who rejects an employee's submitted time sheet will maintain the responsibility for notifying the employee of the rejection and the reason for such a rejection. This notification shall be made without undue delay in order that employees have adequate time for corrections to ensure timely receipt of compensation.

9.5. When extra time worked occurs, it is the responsibility of the employee's Supervisor to schedule the employee equal time off within the same FLSA work cycle as scheduling permits unless overtime has been approved.

9.6. Time sheets will be completed in accordance with Wake County Personnel/Payroll policies.

10. Salary Program

10.1. The Wake County Board of Commissioners is charged with establishing and maintaining a compensation plan for all Wake County employees to which CCBI will adhere. This plan is closely related to the classification plan. Each position at CCBI is placed into a classification and assigned to a particular pay band. Each pay band will have a minimum, midpoint, and maximum rate of pay.

- [Job Classification Titles & Salary Schedule](#)

10.2. Entry level salary, salary differences within the ranks, and salary differences between the ranks are all governed by the compensation plan. See Wake County Human Resources Manual Section 300.

10.3. The Director of CCBI may consider salary increases above entry level for applicants or employees with special skills, training, education, experience or any other factor as deemed appropriate as long as such increases are done under the guidelines set forth by the Wake County Human Resources Manual.

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10.4. The following positions at CCBI may receive salary adjustments outside of the normal classification plan according to the Director and in accordance with the Wake County Human Resources Manual:

- Senior Agents: This position is classified as a CCBI Agent; however, the additional duties assigned include assuming Supervisory responsibility in the absence of a CCBI Investigations Supervisor. Any vacancies for these positions will be posted and all eligible employees will be allowed to apply.

10.5. The Director may allocate temporary salary increases at his/her discretion related to the assignment of additional duties to a particular staff member(s) outside of the normal scope of their assigned duties. In such instances, the increase will only be effective for the period of time in which the assigned duties are occurring and shall cease upon the termination of such duties or the inability for the assigned staff member(s) to continue performing the assigned duties. The amount of compensation allocated is specifically at the discretion of the Director and may fluctuate at his/her discretion based upon available funding and the needs of the Agency. All temporary salary increases will be authorized in accordance with County procedures.

11. Benefits

11.1. Personnel Programs

11.1.1. Retirement: The retirement program for CCBI employees shall be available through Wake County Finance as set out through the Local Government Employees Retirement System (LGERS) of the State of North Carolina. Additional information may be found using the following link: [Retirement Programs](#). (CALEA 22.2.2(a))

11.1.2. CCBI's health insurance program is administered by [Wake County Human Resources](#). (CALEA 22.2.2(b))

11.1.3. CCBI's disability and death benefits program is administered by [Wake County Human Resources](#). (CALEA 22.2.2(c))

11.1.4. CCBI employees are covered under the general liability self-insured program administered by Wake County Government. Additional information may be obtained by contacting Wake County Risk Management. (CALEA 22.2.2(d))

11.1.5. Tuition Reimbursement

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11.1.5.1. CCBI employees may seek financial assistance for higher education through the Wake County Tuition Reimbursement Program as outlined in Section 513 of the [Wake County Human Resources Manual](#).

11.1.5.2. CCBI employees should notify the Director at least thirty (30) days prior to the first day of any class for which they are seeking a tuition reimbursement claim. Reimbursement claims will only be granted for classes fulfilling a requirement as part of an accredited degree program for which the staff member is enrolled and the program is relevant to the employee's CURRENT job duties at CCBI. (CALEA 22.2.2(e))

11.1.5.3. Supervisors are authorized to make schedule adjustments to accommodate employees' attendance in classes approved for tuition reimbursement only to the extent that such changes do not impact the efficient delivery of CCBI services. Additionally, such schedule changes shall be done in accordance with Wake County policy and employees adjusting schedule hours during a work week must complete the regular number of hours scheduled during the work week or use an appropriate time classification to meet the required hours (Unused holiday must be used first and then annual leave or leave without pay as appropriate).

11.2. Light Duty

11.2.1. The purpose of the light duty policy is to establish guidelines and conditions for the reassignment of CCBI personnel who are temporarily unable to perform their regularly assigned duties because of injury, medical condition, or illness.

11.2.2. It shall be the policy of CCBI to allow personnel to perform less physically demanding tasks within the agency when, for temporary health reasons, they may not be able to perform the duties of their position.

Procedures:

11.2.3. Any CCBI employee may request a temporary light duty assignment when they suffer from a temporary, certified injury, illness, or medical condition and are unable to perform their regular assignments.

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11.2.4. Requests for a temporary light duty assignment must be made in writing to the Director. The request shall include a description of the injury, illness, or medical condition, whether it occurred on duty or off duty, and any essential functions of the current job the employee is unable to do.

11.2.5. The employee will provide a medical statement that he/she is unable to perform regularly assigned duties with the doctor's estimation of the time period that such a condition is expected to exist. The doctor must indicate any limitations or physical activity.

11.2.6. The Director may grant authorization for any requests for temporary light duty assignments. The Director, when deciding light duty assignment requests, shall consider the following:

- A. The effective and efficient operation of CCBI will not be adversely affected as a result of this assignment.
- B. An assignment exists within the department that the member is capable of performing and the work is both meaningful and productive to the employee and the agency.

11.2.7. Temporary light duty assignments are limited to (90) ninety days unless the condition for which the light duty was granted was reasonably known at the time of request to require an extension beyond the (90) ninety day time period (i.e., pregnancy.) Prior to the ninety-day period ending, the employee must re-apply for an extension of the light duty assignment.

11.2.8. During a temporary light duty assignment in which the injury, illness, or medical condition prevents an employee from carrying or using a duty firearm, wearing a uniform, and/or fully carrying out the normal duties of their position, then that employee is prohibited from operating a marked CCBI vehicle.

11.2.9. All sworn employees must complete the North Carolina Sheriffs' Education and Training Standards Commission requirements for annual training by December 1st of the calendar year. If the training has not been completed due to a temporary, certified injury, illness, or medical condition, the CCBI Training Coordinator will notify the Sheriffs' Training and Standards Commission and have the employee placed in a non-gun carrying

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status. The employee must satisfy all training requirements and the CCBI Training Coordinator must notify the Sheriffs' Education and Training Standards Commission before returning to full duty status or otherwise authorized to carry a firearm.

11.2.10. The Director will determine the schedule of the light duty assignments to include the date, time, and location of that assignment. All employees assigned to temporary light duty will report to the Deputy Director as designated by the Director. The Deputy Director will make an alternate duty assignment based upon the overall availability of assignments, the availability of an appropriate assignment given the employee's knowledge, skills, and abilities, and the physical limitations imposed on the employee.

11.2.11. No specific position within CCBI will be established for use as temporary light duty. If the Director does not grant light duty, the employee is expected to use the appropriate leave as determined by the Wake County Human Resources Manual.

11.2.12. CCBI personnel assigned to light duty shall be required to attire themselves in a reasonable manner suitable to a business office in accordance with CCBI's dress code policy. Agents assigned to light duty will not wear a uniform.

11.2.13. Employees assigned to temporary light duty may attend approved training if the limitations of the injury, illness, or medical condition allow participation.

11.2.14. This policy and procedure in no way affects the privileges of employees under the provisions of the Family and Medical Leave Act, the Fair Labor Standards Act, Americans with Disabilities Act, or other federal or state law, and the Wake County Human Resources Policy Manual.

11.3. Employee Assistance Program

Wake County offers an Employee Assistance Program to its employees in accordance with the [Wake County Human Resources Manual](#) Section 706.

11.3.1. The Employee Assistance Program is offered by Wake County as part of employee benefits. Details on the program and available services may be found at the following website; [EAP](#).

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11.3.2. Procedures for obtaining program services may be found at the above listed website.

11.3.3. Participation in the Employee Assistance Program is confidential and will be done in accordance with Wake County Human Resources policy.

11.3.4. Referrals to services will be made in accordance with the Wake County policies and procedures.

11.3.5. Participation in the Employee Assistance Program is strictly voluntary, however, Supervisors may recommend the services to an employee.

11.3.6. The Employee Assistance Program is a tool available to employees or Supervisors to use in regards to dealing with personal problems that may be causing performance problems at work. It is not designed to address lack of competence or ability. Supervisors may contact Wake County Human Resources for additional information.

11.4. Fitness and Wellness Program

Wake County offers a wellness program to all employees. CCBI will encourage physical fitness and healthy lifestyles. All CCBI employees are encouraged to participate in the [WakeWise Wellness Program](#).

11.4.1. Participation in the Wake County Wellness Program is voluntary.

11.4.2. The wellness program will be coordinated by Wake County Human Resources and shall be overseen by an authorized medical provider with appropriate training.

11.4.3. An individual health screening and fitness assessment is available on-line at the location above.

11.4.4. Individual education and resources are available to all employees on-line.

11.4.5. The on-line program is designed to provide employees with ongoing support. Each employee is encouraged to use the resources available to routinely evaluate their health and fitness level.

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11.5. Resignation and Transfer Requests

11.5.1. The employee shall submit his or her resignation in writing to his/her immediate Supervisor, the Division Deputy Director, and the Director. A resignation letter must identify the requested effective date of resignation. Generally, a resignation will be considered effective on the date of submission or, at the discretion of the Director, on the date and time stated in the resignation letter.

All issued vehicles, weapons, uniforms, and equipment shall be turned in to the employee's Supervisor on or before the employee's last working day. All serviceable uniforms shall be dry-cleaned and pressed prior to being returned.

11.5.2. Requests for change of duty assignment will be submitted in writing through the chain of command to the Director.

12. Travel Policy and Procedures

12.1. It is the policy of CCBI and Wake County to reimburse employees when traveling on authorized county business for all reasonable expenses incurred as a result of that travel. CCBI and Wake County will comply with all applicable Fair Labor Standards Act (FLSA) considerations and Internal Revenue Service (IRS) regulations as appropriate. Any exceptions to this policy must be approved by the County Manager.

12.2. All travel conducted by CCBI employees shall be done in accordance with [Budget & Finance Policies and Procedures](#) and the following:

12.2.1. When travel is involved, it will be the responsibility of the employee's Supervisor to make all arrangements and/or accommodations in accordance with Wake County and CCBI policy.

12.2.2. It will be the responsibility of the employee to abide by the policies set forth and to complete the appropriate approval and reimbursement forms within the time frame established by policy and circumstance. It will be the responsibility of the employee to not abuse the travel policies.

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12.2.3. CCBI employees are required to accurately and honestly report all travel activity. An employee submitting a falsified approval or reimbursement form shall be subject to disciplinary action and possible criminal prosecution.

12.2.4. All travel outside of Wake County must be approved by the employee's immediate Supervisor for active investigative functions related to Wake County cases or with Deputy Director approval for all other functions. All travel for which reimbursements shall be requested must be approved by the above individuals as well as the Director.

12.2.5. Emergency travel needs to be approved before travel takes place, if possible, on the day of travel or as soon as possible upon the completion of the trip.

12.3. Mileage reimbursement for any duty-related travel must be pre-approved by the Director. Employees requesting mileage reimbursement not having sought prior approval are subject to disciplinary action.

13. Lactation Facilities

13.1. In accordance with the Patient Protection and Affordable Care Act of 2010, employers are required to provide "reasonable break time for an employee to express breast milk for her nursing child for one (1) year after the child's birth each time such employee has need to express the milk." The employer must also provide "a place, other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public, which may be used by an employee to express breast milk."

13.2. ~~The Wake County Sheriff's Office has allocated room S1338 for the purpose of nursing mothers. Access to this room is by key which may be acquired at Master Control and should be signed in and out for each use. (Master Control and S1338 are located on the first floor of the Detention Center in the shared space corridor near the Drug Laboratory and across the hall from the Sheriff's training and break rooms respectively.) CCBI has allocated room C1386, the office located adjacent to the courtyard on the 1st floor next to the Investigations Supervisor's offices in the Investigations Division, for this purpose. Employees desiring access to this room for this purpose will be provided a key upon request.~~

13.3. While on or about the CCBI premises, CCBI employees wishing to express breast milk in accordance with the protections afforded herein shall do so either in a location that is

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shielded from view and free from intrusion from coworkers and the public or in a room designated for that purpose by Wake County.

13.4. While on-duty but not on or about CCBI premises, CCBI employees wishing to express breast milk in accordance with the protections afforded herein shall do so in a location that is shielded from view and free from observation or intrusion from coworkers and the public.

13.5. Wake County has designated the following locations for this purpose and employees may utilize these locations at their discretion:

<u>BLDG</u>	<u>ROOM</u>
Wake County Detention Center	S1338
Northern Regional Center	116A
Eastern Regional Center	112A
Southern Regional Center	169
Human Services Center Swinburne	4084
Human Services Center Millbrook	102E
Waverly F. Akins WC Office Building	334
Human Services Center Sunnybrook	194M

13.6. For additional information see: <http://www.dol.gov/whd/regs/compliance/whdfs73.htm>

14. Alcohol and Drug Policy

14.1. Wake County is firmly committed to maintaining an efficient and effective workforce and to providing a safe and productive work environment that is free from the effects of alcohol and illegal drugs for its employees.

14.2. CCBI adheres to the Wake County Policy on Alcohol and Drugs and can be located in the [Wake County Human Resources Policy Manual](#), Section 611.

14.3. In addition to the described policy, any CCBI employee involved in a traffic accident resulting from the operation of a Wake County vehicle or involved in the use of deadly force may be directed to submit to a drug and/or alcohol test at the discretion of the CCBI Director.

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15. Sexual Harassment (CALEA 26.1.3)

It is the policy of CCBI that sexual harassment, in any form, will not be tolerated. CCBI employees shall adhere to the Sexual Harassment Policy of Wake County as stated in the [Wake County Human Resources Policy Manual](#) Section 601.

16. Line of Duty Death or Serious Injury (CALEA 22.2.4)

16.1. Purpose

The purpose of this policy is to establish procedures to ensure the proper support and emotional care for an employee's family, to include spouses, children, parents, and siblings following a line of duty death or critical injury.

16.2. Policy

16.2.1. CCBI will assume responsibility for notifying the next-of-kin in the event that an employee dies or experiences a life-threatening injury while on duty, and will subsequently provide as much assistance as possible to immediate family members. Notifications will be made in a timely, personal, and compassionate manner.

- A. When life-threatening injury or death of an employee is first reported, the employee's Supervisor, the employee's Deputy Director, and the Director will be notified as soon as possible.
- B. The Director or his/her designee will make next-of-kin notification in person and in a timely manner. If the primary survivor(s) cannot be contacted due to distance, the Director shall request personal notification by another law enforcement agency.
- C. Prior to notification, the Director or his/her designee will:
 - 1. Confirm the identity of the deceased or injured employee;
 - 2. Gather details about the circumstances surrounding the death or injury;
 - 3. Determine any health considerations on the person(s) to be notified; and
 - 4. Determine which personnel will take part in the notification.

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- D. After notification is made, the Director or his/her designee will designate an employee of CCBI to serve as a liaison with the family, CCBI and Wake County Human Resources. The family will be provided the name and contact information for the liaison employee.

- E. The objectives of the liaison employee are to assist the family, maintain long-term contact with the family, and brief the Director of the family needs. The duties of the liaison employee may include:
 - 1. Offer support and assistance to the family;
 - 2. Assist in making calls to relatives, friends, and clergy;
 - 3. Assistance with funeral arrangements if desired;
 - 4. Assistance with employee benefits issues; and/or
 - 5. Supporting the family during any subsequent criminal proceedings.

17. Military Deployment (CALEA 22.2.8)

17.1. The Raleigh/Wake City-County Bureau of Identification recognizes and supports members of the armed forces Reserve Component. Activation of reservists and members of the National Guard present unique circumstances that are best addressed through active communication between the effected employee and the Agency. For this reasons the employee and supervisors shall follow the guidelines below when an employee learns of a military activation exceeding 90 days for pre-deployment, deployment, and post deployment purposes:

17.1.1. When an employee learns of a military activation they will notify the Division Deputy Director the next duty day. The Division Deputy Director will notify the Director. The Division Deputy Director shall serve as the employee's Agency point of contact during the duration of the deployment. (CALEA 22.2.8(a))

17.1.2. The Director or his/her designee will assist the employee in identifying a Wake County Human Resource point of contact or appropriate Agency point of contact for HR purposes as directed. (CALEA 22.2.8(b))

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17.1.3. The Director and Deputy Director will meet five days prior to the employee's last duty day. This meeting will be for the purpose of addressing any employee questions as well as determining an acceptable communication schedule for the duration of the employment. Employees deployed will be expected to contact their Deputy Director at least once a month during the deployment if possible and/or reasonable based upon the assignment. (CALEA 22.2.8(c)(g))

17.1.4. All equipment issued to the employee will be turned in to the Support Services Division Deputy Director upon completion of the last duty shift with the Agency. (CALEA 22.2.8(d))

17.1.5. Employees returning from deployment shall contact the Division Deputy Director prior to returning to duty. A meeting will be scheduled, prior to returning to duty, with the Director, Deputy Director, and employee. This meeting is for the purpose of addressing questions or concerns of the employee, the re-issuance of equipment, and the need for remedial training. (CALEA 22.2.8(e)(f))

18. Critical Incident Stress Debriefing (CISD)

18.1. Introduction

18.1.1. The psychological and emotional well-being of CCBI employees is a priority of the Agency. The nature of work performed at CCBI exposes many employees to a variety of traumatic, highly emotional, and tragic scenes involving the loss of life that has the potential to cause increased stress in employees. Such stress not properly addressed has the potential to affect employees' psychological, emotional, and/or physical well-being. The mission of the CISD program is to provide an immediate stress debriefing after major incidents or investigations involving significant emotionally or psychologically traumatic scenes in order to assist in the ability of staff to positively manage these stressors and to refer employees to additional resources as necessary.

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18.1.2. The CISD is not an operational critique or evaluation. It is a stress debriefing designed to support employees who have experienced a distressing event.

18.2. Objectives

18.2.1. The CISD will be utilized to meet the following objectives:

- Provide a mechanism for ventilation of feelings before they can do harm.
- Provide reassurance that what participants are experiencing is normal and that they will probably recover.
- Forewarn those who have not yet been impacted that they MAY be impacted later and inform them of ways to deal with it.
- Reduce the fallacy of "uniqueness."
- Reduce the fallacy of "abnormality."
- Refer those requesting or requiring additional services.

18.3. CISD Coordinator Requirements

18.3.1. CISD Coordinators will be selected by the Director. Coordinators shall attend a CISD training program approved by the Director for this purpose.

18.3.2. CISD Coordinators must have personality traits consistent with being able to initiate and encourage positive employee interaction and communication. Persons selected as coordinators must also possess and regularly display encouragement, positivity, and non-judgmental character traits.

18.3.3. CISD Coordinators becoming aware of an employee whose behavior, actions, or statements reflect a threat to their own safety or the safety of others or who disclose a violation of law must report that immediately to the employee's chain of command.

18.4. CISD Participation

18.4.1. Participation in CISD for events listed below and any CISD initiated by a Supervisor as authorized in this section is **MANDATORY**.

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18.4.2. Employees involved in any investigation or scene triggering a CISD who had contact at the scene with a decedent will be required to participate.

18.4.3. Participation in CISD for employees requesting such for incidents beyond those situations above is voluntary.

18.4.4. Participation for the purpose of this section is defined as the employee attending the CISD for the entirety of the event. Actively speaking or verbally interacting during the CISD is highly encouraged, but not required to satisfy the participation requirement.

18.4.5. Employees participating in a CISD will be compensated for all time spent involved in the debriefing.

18.4.6. Employees off-duty at the time of the scheduled debriefing will be required to return to participate in the debriefing.

18.4.7. Employees failing to participate in the CISD as mandated may be subject to disciplinary action for insubordination up to and including termination.

18.5. Rules for CISD

18.5.1. CISD Coordinators may not supervise or maintain a position in the chain of command for an employee participating in the CISD.

18.5.2. CISDs will be conducted as soon as possible, but within seventy-two (72) hours of the last staff member to clear the scene requiring the debriefing.

18.5.3. The Investigations Division Deputy Director or designee will be responsible for coordinating the CISD after a triggering event. Special consideration will be given to employee work schedules and debriefings may be scheduled at a time best suited to the continued efficient operations of the Agency.

18.5.4. Mandatory CISDs will be scheduled with the intent of including all involved staff members at the same time.

18.5.5. CISDs may occur on premises or off-premises. However, no CISD will occur at an employee's residence or in any manner other than in-person.

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18.5.6. Only those CCBI employees present at the incident may attend mandatory CISDs (except in line of duty deaths or the suicide of a co-worker). No notes, cameras, recordings, or media will be allowed.

18.5.7. CISD will not occur at the incident scene.

18.5.8. CISD is not psychotherapy, an investigation, or critique.

18.5.9. **Confidentiality** - all information relayed or discussed at the debriefing is confidential and will not be discussed outside of the CISD in accordance with N.C.G.S. § 8-53.10 or under the exceptions outlined below. Information disclosed during the CISD will not be shared with supervisors or command staff unless disclosure is authorized by the employee, such information indicates a violation of the law, or information provided indicates an immediate threat to the safety of an employee or others. Under those situations, the CISD Coordinator is required to notify the employee's chain of command immediately. Violations of this section are subject to disciplinary action up to and including termination and/or legal remedies as provided by law.

18.6. Events Requiring a CISD

18.6.1. The following events require a mandatory CISD for all CCBI staff involved who responded to the scene and had contact with a decedent at the scene:

- Homicide scenes involving multiple victims or children less than fourteen (14) years of age.
- Homicides involving disembodiment or significant mutilation of a decedent's body.
- Catastrophic events, whether natural or caused by man, involving significant numbers of decedents whereby CCBI has a role in the identification, location, or collection of human remains (i.e., plane crashes, train crashes, bombs, natural disasters, etc.).
- Suicides scenes involving more than three (3) victims.

18.6.2. Supervisors or command staff may require a mandatory CISD for the following situations:

- Any crime scene involving a decedent whose death was unusually traumatic or whose body has been manipulated in such a manner as to likely cause emotional

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or psychological stress to employees investigating the scene (i.e., extreme degradation, sexually suggestive, extensive abusive injuries, etc.).

- A death investigation involving a law enforcement officer from a CCBI service agency.
- The death of a CCBI staff member.

18.6.3. Any employee may request a CISD from a CISD Coordinator at any time and/or are encouraged to discuss any stress concerns related to a work related incident to a CISD Coordinator. Such conversations, while voluntary, maintain the same confidentiality protections as a mandatory CISD. All employees involved in an incident for which a voluntary CISD is initiated will be invited to voluntarily attend.

19. Chaplaincy Program

19.1. Introduction

19.1.1. The mission of the Chaplaincy Program is to provide a voluntary ministry of guidance and counseling to all members of the Raleigh/Wake City-County Bureau of Identification upon request. Chaplains will perform such duties to help nurture the professional enhancement of a member's spiritual, personal, private, and professional life.

19.1.2. While this program has a religious or spiritual component, it is not intended to be an endorsement of any religious or faith-based organization. The Chaplaincy Program is nondenominational and is being provided by volunteer clergy without financial compensation.

19.1.3. The number of chaplains assigned to this program will be made at the discretion of the Director and may consist of members from religious faiths reflective of the diversity within the agency. The organizational responsibility for the Chaplaincy Program will rest with the Director, or his/her designee, who will oversee, facilitate, and implement this program.

19.2. Requirements

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19.2.1. Volunteers applying to serve as departmental Chaplains must be licensed and/or ordained as a minister or clergyperson and will provide a letter from their church or denomination endorsing their request to serve. Additionally, Chaplain applicants must meet the following requirements:

- Must have a minimum of three (3) years of professional experience in the ministry field.
- Must demonstrate strong communication skills.
- Must be tactful, considerate, and mindful in approaching all people and show compassion and understanding regardless of race, creed, religion, disability, or sexual orientation.
- Must be willing to become involved in training programs that enhance the Chaplain's skills in dealing with people in crisis.
- Must be willing and available to respond to all situations where a Chaplain's presence is indicated.
- Must have never been convicted of a felony or offenses involving moral turpitude.
- Must possess a valid North Carolina operator's license and be able to provide personal transportation.
- Must satisfactorily complete a background investigation.

19.2.2. All official correspondence, counseling, visitations, or other chaplain activities will be strictly nondenominational in nature. Because of the diverse religious backgrounds of the employees of the Raleigh/Wake City-County Bureau of Identification, chaplains shall refrain from any appearance of proselytizing unless specifically initiated or requested by an employee.

19.2.3. The Director will be responsible for the selection of all chaplains and appointments will be made with special consideration to the Agency's needs, including, but not limited to, religious and ethnic diversity.

19.2.4. All appointments made to the Chaplaincy Program do not carry tenure, serve at the discretion of the Director, and may be revoked at the discretion of the Director.

19.2.5. Chaplains appointed will be required to attend new employee orientation as dictated by the CCBI Hiring Manager within a reasonable time frame after being appointed to that position.

19.2.6. Chaplains will be requested to devote a minimum of eight (8) hours every three (3) months in service to CCBI. These service hours should be completed through

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physical presence with CCBI staff members, which may include personal contacts, ride-along participations, and/or training.

19.2.7. Chaplains will assist at Agency events including banquets, retirements, training, or other functions where the presence of a Chaplain would be beneficial.

19.2.8. Chaplains shall not release any information to news, media, insurance companies, or any other non-involved individuals. All requests for information should be referred to the Director.

19.2.9. Chaplains shall not publicly criticize the actions of any employee, County employee or Official, or department policy or action. Any grievance voiced by a chaplain shall be discussed directly with the Director or his/her designee.

19.2.10. Appropriate use of ministry tools (i.e., The Bible, Sacraments, The Koran, etc.) is encouraged. Chaplains are specifically prohibited from proselytizing at Departmental facilities or during tours of duty; however, nothing shall prohibit Chaplains from engaging in acts of faith when such contact is initiated by staff members.

19.2.11. Chaplains will be provided an official signed photographic identification identifying them as a member of the Agency. While conducting business at CCBI or engaging in a ride-along, the Chaplain will possess such identification and present it upon request. The identification and any other issued items/equipment will be surrendered at the time of separation from the Agency. The loss of the identification or other issued items will be reported to the Director or his/her designee immediately.

19.2.12. Chaplains must abide by CCBI rules, regulations, and policies at all times.

19.3. Support Organizational Efforts in Counseling and Assistance

19.3.1. The Chaplaincy Program will offer support to members and their families in times of crisis and need and will offer assistance in dealing with situations of stress and tension, which can be destructive to personal life and family relationships. The Chaplain can and should offer assistance of other Wake County or CCBI supported services when appropriate (i.e., Employee Assistance Program, a Critical Incident Stress Debriefing, etc.) through personal member contact or by notifying the Director or his/her designee.

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19.4. Personal Counseling Activities

19.4.1. The purpose of personal counseling is to help a person deal with personal issues in a constructive manner so as to productively lessen stress and tension. This service will include as its primary goals:

- To help the member cope with difficult circumstances emotionally;
- To assist the member in determining a personal plan of action directed to deal with these circumstances; and/or
- To work with the member towards a final resolution to overcome personal issues.

19.4.2. Personal counseling may involve both a member and/or their immediate family.

19.5. Religious Counseling

19.5.1. The Chaplain will assist in religious counsel, conversation, or other guidance as requested by the member. In conducting this type of support, the chaplain will:

- Engage in religious counsel, conversations of a spiritual nature or other interactions as requested, whichever the chaplain believes to be most beneficial and appropriate.
- Furnish literature, upon request, that deals with special needs and concerns of a member.
- Practice a ministry of "presence" in and about the Agency that may invite members to consider the services of the Chaplaincy Program.
- Refer the member to another Chaplain or religious leader of a different faith, as requested or needed by the member.
- Refer the member to other Wake County or CCBI "sponsored support services" as appropriate.

19.6. Ride-Along Procedures

19.6.1. One of the Chaplain's main responsibilities is to "ride" with Investigations Division staff members during the performance of their duties, thereby keeping the

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Chaplain familiar with the duties of the Investigations Division and providing a presence to these staff members. This function gives the Chaplain an opportunity to visit with individual members personally, initiate conversation beneficial to those staff members, and to develop a relationship of trust and confidence. Chaplains are strongly encouraged to utilize this process as the primary basis for their services.

19.6.2. Chaplains participating in a ride-along are subject to the following:

- Chaplains shall dress in business casual clothing consistent with CCBI Uniform Policies and shall not wear any attire reasonably associating them with a law enforcement function.
- Ride as a member of the Agency with the complete understanding that a Chaplain is not a police officer or crime scene investigator.
- At no time, interfere with the staff member's performance of official duty.
- Listen for areas of tension in the employee's personal life, in which the Chaplain might be able to offer assistance.
- Refrain from forcing their ministry services upon anyone, but rather let the member know that they are available if they can assist.
- Ride with different members at random, or upon request by the staff member, their Supervisor, or command staff. Usually, Chaplains should refrain from repeatedly riding with the same staff member unless necessary to carry out a duty of their services.
- Chaplains responding to crime scenes with staff members will be identified as such to any victims having a reasonable expectation of privacy over the premise. Chaplains will be subject to the same confidentiality requirements regarding Agency official business as CCBI staff members.
- Chaplains engaged in ride-alongs will be under the direction of the accompanying staff member and will not handle any evidence involved in any investigation.
- Chaplains are not authorized to carry a firearm, concealed or otherwise, while engaged in a ride-along.

19.7. Services to the Sick and Injured

19.7.1. Upon notification of a current member who is suffering a serious illness or injury, the Chaplain will make an attempt to contact and/or visit with the member and/or family to offer counseling and comfort on behalf of the Agency.

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19.8. Hospital Services: Serious Injuries or Death Involving Member

19.8.1. In the event Agency members become seriously injured or killed, a Chaplain will upon request, respond to the hospital and serve as a liaison between the Agency and the hospital's chaplaincy staff; being careful not to adversely interfere with the mission of either organization. The main focus of the Chaplain during these activations will be to enhance the role of ministering to the member's family, friends, or other departmental members.

19.9. Death/Serious Injury Notifications

19.9.1. A Chaplain will be available, upon request, to assist in providing support and comfort to families of Agency staff members who have been seriously injured or killed in the line of duty. A Chaplain may be assigned to accompany the command staff member when making such a notification to offer condolences and support.

19.10. Chaplain Services

19.10.1. CCBI authorized Chaplain'(s) contact information will be made publicly available to all CCBI staff members.

19.10.2. Any CCBI employee may contact the Chaplain at any time for personal matters.

19.10.3. Chaplain services required as a result of pre-planned agency functions or operations will be made by CCBI command staff only.

19.10.4. Supervisors may recommend chaplain counseling services to employees; however, the participation in such activities is strictly voluntary and may not be documented in any manner.

19.11. Confidentiality

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19.11.1. Communication between an Agency Chaplain and an employee is considered privileged by the Agency, except for those matters involving violations of law or that directly impact the safety of the employee or others.

19.12. Complaints Against and/or Termination of a Chaplain

19.12.1. Complaints about a Chaplain's behavior or performance will be forwarded to the Office of Professional Standards in accordance with normal CCBI complaint procedures. The Director will be notified as soon as reasonably possible.

19.12.2. Termination of a Chaplain may occur due to failure to abide by the established policies and procedures, the unsolicited proselytization of Agency employees, failure to honor an employee's authority or privacy, or failure to practice good professional ethics.

20. Decorations and personal property

No hallways, common spaces, exterior office doors, etc., are to be decorated in any fashion without prior approval from the Director. Personal work spaces in view of the public may not be decorated with any holiday decorum without the prior approval of the Division Deputy Director or Director. Personal work spaces visible to common areas and personal offices may be decorated with personal items to the extent that they are tactful, non-offensive in nature, and are limited in number or scope as to not detract from an aesthetically professional work environment. All CCBI Supervisors and Command Staff members maintain the responsibility and retain the discretion to request any staff member to remove any personal decorations that they feel may violate the intent of this policy.

No items designed to serve as visible decorations may be placed in any CCBI vehicle in any manner or place that would be visible from the exterior of the vehicle. Items used for legitimate purposes inside the vehicle such as air fresheners, steering wheel covers, etc., are acceptable to the extent that they adhere to the same restrictions as indicated above for a personal workspace.

Employees using personal decorations in authorized personal workspaces should ensure adherence to the Corporate Facilities Plan, Attachment C: Space Allocation and Standard of Care Agreement as follows:

- *Curtains, draperies, shutters, shades, screens, or other coverings, hangings, or decorations are not to be attached to, hung, or placed in, or used in connection with any window of the building without the prior written consent of GSA. However, this does not include items incidental to operation.*

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- *In order to ensure proper use and care of the premises, neither the **Occupant** nor any employee of the **Occupant** is to be in violation of the following: Hanging, tampering, or affixing any item or device from the ceiling tile or grid.*

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Revision History		
Effective Date	Version Number	Reason
January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP
February 2, 2014	3	Dept. of Labor/FLSA Changes
May 1, 2014	4	Incorporation of Time Clock
September 24, 2014	5	Change all staff to Schedule A, Authorize temporary pay increases, Require resignations be forwarded to Director, Lactation room change, Added policy regarding military deployment
May 1, 2015	6	Modified tuition reimbursement - 30 days notice, added CISD Program, Added Chaplain Program
October 14, 2015	7	Addressed meal periods, working from home, lactation room change, personal decorations

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CHAPTER 9: Code of Conduct

1. Purpose

The purpose of this Directive is to provide policies, rules, and regulations to promote responsible employee activity, on and off duty, consistent with public service and the public expectations of a criminal justice agency.

2. Policy

The Code of Conduct shall promote professionalism, accountability, and public trust within the Raleigh/Wake City-County Bureau of Identification and the activities and behavior of CCBI employees shall be consistent with those necessary to ensure the efficient and professional operation of the agency.

3. Code of Conduct

3.1. CCBI and its employees adhere to all Wake County Human Resources policies regarding General Rules of Conduct as found in Section 600 of the [Wake County Human Resources Policy Manual](#).

3.2. The Code of Conduct is applicable to all employees of the Raleigh/Wake City-County Bureau of Identification. The CCBI code of conduct and the CCBI SOP Manual will be provided and/or made available to all CCBI employees on their first day of employment.

3.3. Employees shall not commit any act or be guilty of any omission which constitutes a violation of any of the rules, regulations, directives, orders or policies of CCBI. Being uninformed of such regulations, directives, orders or policies shall not be considered as a justification for any such violation. Employees shall be responsible for their own acts and shall not shift to others the burden for executing improperly, or failing to execute a lawful order or duty.

3.4. Employees shall conduct themselves at all times, both on and off duty, in such a manner as to reflect most favorably on this agency. Conduct unbecoming a CCBI employee shall include conduct or misconduct which tends to bring this agency into disrepute or which reflects discredit upon the employee, or that which tends to impair the operation and efficiency of this agency or the employee.

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3.5. Employees shall be courteous to the public and fellow employees, tactful in the performance of their duties and in control of their tempers at all times. Employees shall maintain harmonious and cooperative working relationships with Supervisors, co-workers, and subordinates.

3.6. Employees working at a static location inside of the CCBI facility whose work area is in view of the public, officers, or arrestees will refrain from eating, inappropriate personal hygiene practices, inappropriate conversations, offensive language, or any other activity that may be deemed as unprofessional or negligent to their assigned duties.

3.7. No public official or employee shall grant any special consideration, treatment or advantage to any citizen beyond that which is available to every other citizen.

3.8. It shall be prohibited to harass, annoy, or intimidate any person – inside or outside the CCBI office – on the basis of sex, race, religion, or national origin. Any employee believing that he or she is the subject of such harassment shall inform their division head or the Director without unnecessary delay. Employees may also utilize any remedy available by law for such harassment.

3.9. Employees shall obey all laws of the United States, of the State of North Carolina and its political subdivisions, including all applicable ordinances and motor vehicle laws. At all times, the rights secured to the people under the Constitution of the United States and the State of North Carolina shall be respected by members of CCBI. Conviction of a violation of United States, State of North Carolina, or local laws or ordinances is not necessarily required for an employee to be in violation of this regulation. The Director shall have the authority to examine the employee's conduct in any such situation and impose discipline pursuant to this policy, relevant State statutes, and the constitution of the United States.

3.10. Employees shall not make intentional misrepresentations of facts or commit a single act of untruthfulness in relationship with their job duties. Employees shall not knowingly make false or misleading statements in any report, while providing court testimony, in response to work-related inquiries from Supervisors or in response to inquiries during internal or administrative investigations. Any violations of this section are subject to disciplinary action up to and including dismissal.

3.11. Employees subject to a criminal investigation are not required to make statements in response to any questions asked by criminal investigators. However, to the extent any employee does make statements in response to any criminal investigation, all answers must be truthful.

3.11. Employees shall not mistreat persons who are in their custody. Such persons shall be handled at all times in accordance with the law and CCBI policy. Employees shall not utilize more force in any situation than is reasonably necessary to safely control the situation.

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Employees shall not make any arrest, search or seizure of property that they know or reasonably should know is contrary to law or procedure.

4. Abuse of Authority

4.1. Employees shall not abuse their authority as sworn or law enforcement related personnel at any time. Abuse of authority shall be deemed to include, but is not limited to, use of their official position, official identification cards or badges for personal or financial gain, for the purpose of obtaining privileges not otherwise available to them except in the performance of duty or for the purpose of avoiding the consequences of illegal acts.

5. Acceptance of Gratuities, Bribes, or Rewards.

5.1. CCBI personnel are prohibited from soliciting or accepting—directly or indirectly—any gratuity, bribe, or reward from any person, business or organization for individual use that might reasonably be seen as attempting to influence the employee's performance of duty, responsibility or discretion. This prohibition shall include federal rewards for apprehension of AWOL military personnel. Employees shall be prohibited from soliciting or accepting any gift on behalf of CCBI under circumstances from which it may reasonably be inferred that the person, business or organization making such gift seeks to influence the action, performance or nonperformance of any official duty.

6. Ethics Policy

6.1. The Wake County Human Resources Administration Manual addresses the Wake County Policy on Ethics in Section 602 of the [Wake County Human Resources Policy Manual](#). All sworn and civilian personnel of CCBI should abide by the Law Enforcement Code of Ethics published by the International Association of the Chiefs of Police. [Law Enforcement Code of Ethics](#) (CALEA 1.1.2)

7. Prohibited Associations

7.1. Employees shall not knowingly visit, enter, frequent, or reside in any building, establishment or residence wherein any laws are regularly violated, except in the performance of duty and while acting under proper and specific orders from a Supervisor. In addition, regular or continuous association or dealings with persons whom employees know or reasonably should

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know are felons, illegal gamblers, illegal drug users, persons under criminal investigation or indictment or who have a reputation in the community for involvement in criminal behavior, except as is necessary in the performance of assigned duty, shall be avoided. Special issues regarding association with family of employees who may be subject to the prohibitions in this section will be decided on an individual basis.

8. Appointment, Employment, or Contract Award of Relatives or Business Partners

8.1. Public officials of the appointing authority must disclose on the public record any person of their immediate family related by blood or marriage, or business interest who is being considered for appointment, employment or contract award by that authority. Immediate family related by blood or marriages are to include: spouse, child, parents, brothers, sisters, grandparents, grandchildren, step-, half-, and in-law relationships for preceding categories.

9. Confidentiality

9.1. All employees of CCBI shall treat the official business of this office as confidential. Information regarding official business shall be disseminated only to those for whom it is intended in the normal course of business, unless authorized by the Office of the District Attorney for the Tenth Prosecutorial District, the investigating agency, or the Wake County Manager's Office. This includes, but is not limited to, the posting or distribution of information, documents, or photographs regarding or obtained during official business on the internet at sites such as Facebook, Myspace, Twitter, etc.

9.2. No public official or employee shall disclose confidential information concerning the property, government, or affairs of the County in such a manner as to advance the financial or other private interest of him/herself or others.

9.3. No member shall, covertly or openly, make an electronic audio recording of any duty-related conversation with another member, or between other members, without the prior knowledge and approval of all persons present. This does not apply to department authorized investigations or recordings made in the course of duty assignments.

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10. Involvement in Litigation

10.1. Any employee who becomes involved in or anticipates involvement in any court action, civil or criminal, either as plaintiff or defendant, shall immediately notify their Supervisor, the appropriate Deputy Director, and the Director of the nature of the case and the nature of the employee's involvement. Employees shall not accept money or other compensation for damages or injuries incurred in the line of duty except for court-ordered restitution without prior notification of both the appropriate Deputy Director and the Director.

10.2. Any employee who is served with civil or criminal process as a result of any action or conduct occurring in the line of duty, including secondary employment, shall notify their Supervisor or appropriate Deputy Director and the Director immediately upon being served and shall deliver a copy of such process to their Supervisor, appropriate Deputy Director, and Director without unnecessary delay.

10.3. No employee shall testify as a character witness for any party in any action whatsoever without the prior knowledge of the Director. Under no circumstances shall any such testimony be given in uniform and, if called in a criminal prosecution, the prosecutor must be notified in advance that the member will be appearing in that capacity.

11. Recommendations, Legal Advice, **Legal Assistance**, and Endorsements

11.1. No employee of CCBI may, under any circumstances, make any recommendation or endorsement of any private service or product while engaged in the discharge of his or her official duties or while on duty. It shall be prohibited to recommend any attorney, bail bondsman, private detective or similar service to any person at any time except to family members of the employee's immediate family, close personal friends, and other CCBI employees.

11.2. CCBI employees are prohibited from making recommendations or rendering advice to non-employees concerning legal matters at any time except in the specific performance of assigned duty. It shall be permissible to advise an inquiring citizen that civil or criminal options may be open to them and to refer them to the proper agencies of government to pursue those options. Employees shall not give specific advice as to which options the individual should take with respect to a landlord-tenant matter, service of process problem, or other civil matter.

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11.3. All CCBI employees will adhere to N.C.G.S. § 15A-541. No CCBI employee or spouse of any such person may in any case become a surety on a bail bond for any person other than a member of his immediate family.

12. Telephone Service and Issued Cell Phone Use

12.1. Telephone Service

12.1.1. All employees shall be required to have and maintain telephone service at his or her residence and shall be responsible for making the proper notifications in the event of any change in the telephone number. This may be accomplished by a cellular telephone as long as the employee maintains service, receives a regular cellular signal at their residence, and leaves the cellular phone on at all times. Under no circumstances shall the private telephone number of any CCBI employee be given to non-criminal justice personnel for official business unless specifically authorized by the member in question.

12.1.2. CCBI may inspect all call logs, incoming or outgoing, at any time for any landline or cellular telephone belonging to Wake County.

12.1.3. All CCBI employees answering incoming calls or making outgoing calls on any County provided telephones must verbally identify themselves to the other party at the onset of the communication to include, at a minimum, their first or last name. Upon request, CCBI employees engaged in such communications are required to disclose their title, full name, and/or Supervisor's name and contact information. (CALEA 22.2.7)

12.2. Cell Phone Use

12.2.1. The Raleigh/Wake City-County Bureau of Identification (CCBI) will provide cellular telephones to employees for business use when the use of such telephones will increase the level of service provided to the County's customers, increase the level of safety for the County employee, and/or satisfy legal requirements.

12.2.2. Employees occupying a position at CCBI whereby being issued a cellular telephone for the course of duty are required to maintain telephone availability at all times, on or off duty. This may be accomplished by providing personal cellular phone numbers or home telephone numbers when the issued cellular telephone may be off, out

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of service range, or any other factor affecting contact ability. Any applicable employee knowing that they will not be reachable by telephone for more than 12 hours in any day will notify their immediate supervisor prior to being unreachable by telephone. (See links for further information: [eCFR — Code of Federal Regulations](#) and [Wake County Human Resources Policy Manual](#) Section 307.)

12.2.2. Employees are authorized to carry personal cellular telephones while on duty, however, personal cellular phones or other personal digital communication devices are not authorized in the secure portions of the Wake County Detention Center. Employees violating or found attempting to violate this policy will be subject to disciplinary action up to and including dismissal.

12.2.3. All cellular phones are assigned to specific CCBI Divisions. Upon leaving employment or reassignment, CCBI employees issued a cellular phone will be responsible for turning over the issued cellular phone to the appropriate Supervisor. Any CCBI employee failing to return the issued cellular phone may be required to pay for the cost of the phone at the discretion of the Director.

12.3. Business Use:

12.3.1. A County cellular telephone shall be used for appropriate County business purposes. Such use is defined to be appropriate when an employee must make a call related to furthering County operations, does not have access to a regular County telephone, and the call cannot or should not wait until returning to the office. The County discourages disclosing cellular telephone numbers to the public, as the telephones are County property and not the employee's. All incoming calls are discouraged unless the calls relate directly to the employee's official duties.

12.3.2. A County cellular telephone may be used for circumstances in which an employee must make a personal telephone call, does not have access to another County telephone, and such circumstances are at the County's request and/or relate to County business. For example, an employee may need to notify immediate family members that he/she is working past normal working hours and his/her expected arrival time. Such calls are to be made from a cellular telephone only when a regular County telephone is unavailable and such calls shall be limited to no more than three (3) minutes.

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12.4. Personal Use:

12.4.1. Personal calls on County landline phones will be limited to such situations and lengths so as to not interfere with County operations, reflect unfavorably on CCBI, interrupt the work environment, or result in any additional financial obligations to CCBI or the County. No personal calls are permitted on County issued cellular phones except as designated elsewhere in this policy.

12.5. Telephone Misuse:

12.5.1. The Office of the Director, the Office of Professional Standards, and the Deputy Directors shall monitor cellular telephone use and charges. Any misuse of a County cellular telephone may result in, but is not limited to, one or more of the following actions: requiring a telephone log detailing all calls, blocking all incoming calls, loss of cellular telephone, employee reimbursement of telephone charges, disciplinary actions and/or termination of employment.

13. Political Activity

13.1. It is the stated policy of the Director of CCBI that all members are encouraged to exercise their franchise and vote in all elections for which they are properly registered. Employees are also encouraged to support the candidates of their choice. However, no member shall solicit funds or support for any political candidate while on duty or while in the uniform or an identifiable part of the uniform. No member shall appear publicly at any political function or headquarters while in uniform or an identifiable part thereof except for an official criminal justice duty. Employees shall be free to sign any petition they desire, but employees shall not permit themselves to be identified by occupation except as to petitions relating directly to CCBI office matters.

14. Financial Obligations

14.1. Employees shall not undertake financial commitments that they know or reasonably would know they cannot meet. Under normal circumstances, the fact of bankruptcy shall not be considered grounds for disciplinary action.

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14.2. Any County official or employee who must officially consider any public matter involving his financial or personal interests, or those of his immediate family, shall first publicly disclose the nature and extent of such interest and shall abstain from acting thereon unless provisions of state law require otherwise.

15. Jail and Detention Specific Conduct

15.1. Employees will maintain a quiet but firm demeanor in their dealings with inmates and will not indulge in undue familiarity with inmates. Employees will not discuss their personal affairs with inmates.

15.2. Employees will not borrow anything from, lend anything to, accept gifts from, give gifts to or barter or trade with any inmate.

15.3. Employees will not make any telephone calls or do any unnecessary favors for any inmate.

15.4. Employees shall not use abusive, indecent or profane language in the presence of inmates.

15.5. Employees will not knowingly make or maintain contact with, or in any way associate with, any inmate's family members or close associates unless the CCBI employee's assigned duties require such contact.

16. Collection and Handling of Evidence

16.1. Property discovered, gathered, or received in connection with CCBI responsibilities will be processed in accordance with established policies, procedures, and regulations. Employees shall not convert to their own use, conceal, falsify, tamper with, withhold any property, or knowingly falsify any documentation regarding the collection of such evidence or property.

17. Court Attendance

17.1. The nature of many of the positions at CCBI requires court testimony in regards to the performance of official duties. CCBI employees may receive subpoenas, telephone contact,

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emails, third party notification or other means of notification that their presence in court is needed.

17.2. Any manner of notification made to a CCBI employee by a member of the District Attorney's Office, a defense attorney, any court staff, or any CCBI staff in regards to their presence needed in court shall be acceptable and the CCBI employee will be expected to be present when needed.

17.3. CCBI employees called to court shall be dressed according to CCBI policy (SOP 22.2.5) and shall be prepared to provide accurate and thorough testimony when called upon to do so. No CCBI employee shall appear in the Wake County Courthouse as a witness or party to any civil, criminal or domestic action outside of an official capacity while armed or in any CCBI identifiable uniform or part thereof.

17.4. CCBI employees under subpoena are expected to be in court as ordered by the subpoena unless having made contact with the issuing party and been placed on standby. CCBI employees having been placed on standby or otherwise notified that their presence may be needed in court will be reachable and will maintain themselves in such a readiness as to be able to respond to court within a reasonable amount of time after being notified to do so.

17.5. Penalties:

1st Offense: Employees having been notified of being needed for court in any of the methods described above and have not been placed on standby by a staff member of the District Attorney's Office who fail to appear at the date and time previously established by subpoena or other contact will receive, at a minimum, a disciplinary action in the form of a Disciplinary Suspension for no less than two working days. The determination of whether or not acceptable notification was made by the employee with the District Attorney's Office in accordance with this section will be at the determination of the Director.

2nd Offense: Employees found by the Director to be in violation of this offense a second time will receive Disciplinary Action in the form of termination.

18. Employee Awards

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18.1. Any CCBI Supervisor observing or being made known of an employee who has demonstrated exceptional professional service that is above and beyond standard expectations may submit a written commendation to the Director for the employee's recognition. The Director may choose to recognize the employee's effort through a written commendation or any other means appropriate and such recognition may be included in the employee's personnel file in the Director's Office.

18.2. Wake County offers the following awards in recognition of exceptional customer services:

- The Caring, Serving and Respecting Customers Service Award was created to recognize the efforts of County employees who provide outstanding customer service.
- Garland H. Jones Excellence in Public Service Awards

For additional information on these award programs contact Wake County Human Resources.

19. Adverse Incident Reports

19.1. Any employee who becomes involved in or witnesses any incident or failure to act in which an employee of the CCBI is exposed to potential liability or potential adverse public reaction shall immediately report such incident to his or her immediate Supervisor. The employee shall be responsible for submitting any required written memorandum or any other investigation or follow-up that may be assigned. This requirement shall apply to all potentially adverse incidents, including but not limited to:

1. Wrongful eviction
2. Wrongful seizure of real or personal property
3. Wrongful arrest or detention
4. Improper service of civil or criminal process, including search warrants
5. Discharge of any CCBI firearm or any other firearm by a CCBI staff member. (Other than at the range during scheduled firearms training.)
6. Use of force resulting in death or personal injury requiring medical care
7. Automobile accidents involving any personal injury or property damage
8. Falsification of any report, record or return of process.

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9. Provision of or denial of apparently needed or requested emergency medical care to an inmate or being deliberately indifferent to the serious medical need of an inmate.
10. Any circumstance where it reasonably appears that an inmate has been held unlawfully or beyond the commitment period;
11. Wrongful release of an inmate;
12. Delivery of, or discovery of, any weapon, controlled substance or any contraband whatsoever within CCBI.

20. Notify Director of Incident with Liability

20.1. In the event an employee of CCBI is involved in a serious incident or incident that would likely result in a heightened community interest, the Director or his/her designee shall be notified as soon as possible with the nature and details of the incident. A serious incident is defined as an event that may result in liability to CCBI and Wake County. Serious incidents include, but are not limited to Agent-involved shootings, vehicle pursuits resulting in personal injury or property damage, injuries to employees that require medical attention, subjects who are injured or who die while on CCBI property, or any other act or event that may result in civil or criminal action, or any action that results in injury or death of another person. All incidents will be documented in writing as soon as it is feasible. (CALEA 11.4.5)

21. Conflicts of Interest

Employees of CCBI must be sensitive to the appearance of impropriety and avoid any possible public perception of self-interest or conflict of interest.

Throughout the course of employment with Wake County, employees must disclose to their Supervisor employment or any other business interest of any immediate family member that may create a real, potential, or perceived conflict of interest for the employee or his/her department as these situations arise.

Additionally, employees may be exposed to the criminal charging or criminal investigation of family members, friends, known associates, business partners, or other individuals with whom the employee has regular personal or financial interactions. In such circumstances, the employee is required to immediately notify his/her Supervisor prior to initiating any County service delivery to the known person. The Supervisor will assign a staff member not having such a relationship to perform the job function.

Examples of activity prohibited under this section include fingerprinting and photographing people for booking purposes, the participation in criminal investigations, background

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investigations, or any other CCBI related responsibility from which the recipient or employee may benefit. Tours, public speaking engagements, or other public relations functions conducted by CCBI staff for or involving such persons by which no personal or financial gain occurs or could reasonably be expected to occur are not considered prohibited under this section.

Immediate family member is defined in Wake County **Human Resources Administration Manual, Section 606: Other Conflicts of Interest**. Employees knowingly violating any of the provisions of this section may be subject to disciplinary action up to and including termination.

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January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP
February 2, 2014	3	Added Section 3.6.
September 24, 2014	4	Added bail surety requirements, Require verbal ID for all phone conversations, Added conflicts of interest

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CHAPTER 10: Mental Illness

1. Introduction

1.1. Mental Illness is defined as any of various conditions characterized by impairment of an individual's normal cognitive, emotional, or behavioral functioning and caused by social, psychological, biochemical, genetic or other factors, such as infection or head trauma.

1.2. The Americans with Disabilities Act (ADA) entitles people with mental illnesses or disabilities to the same services and protections that law enforcement agencies provide to anyone else. They may not be excluded from services or otherwise be provided with lesser services or protection than are provided to others.

1.3. The ADA calls for law enforcement agencies to make reasonable adjustments and modifications in their policies, practices, or procedures on a case-by-case basis. CCBI employees who have the potential to come into contact with the public, may need to modify routine practices and procedures, take more time or show more sensitivity to extend the services or protections that would be extended to someone else in a similar circumstance.

2. Recognizing Subjects with Behavioral and Symptomatic Characteristics of Mental Illness (CALEA 41.2.7(a))

2.1. When making contacts with persons during street encounters, interviews, and interrogations, employees should be alert to observe and recognize behaviors and symptoms that may indicate an involved party may be mentally ill. If mental illness is known or suspected, officers should try to determine the nature and severity of the questioned behavior, the potential for change in the behavior, and the effect of the behavior on the individual and its effect upon others.

2.2. Certain behaviors may be signs of mental illness, may result from very stressful situations, or may be associated with cultural and personality differences. While these behaviors are not conclusive proof of mental illness, information about, observation, or recognition of the following behaviors should give an employee cause for consultation with or referral to mental health professionals:

1. Severe changes in behavioral patterns and attitudes, mood changes quickly from highs to lows, disoriented to time or place; or

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2. Unusual or bizarre mannerisms, rapid speech, flight of thought, no eye contact, quick movements, disconnected speech patterns, constantly moves or paces, inappropriate dress or nudity; or
3. Persons with mental illness may show signs of strong and relenting fear of persons, places, or things. The fear of people or crowds, for example, may make the individual extremely reclusive, or aggressive without apparent provocation; or
4. Withdrawn behavior and refusal to speak, lack of cooperation; or
5. Tendency to argue, acts of violence, combative/aggressive behavior; and/or
6. One-sided conversations, confused or nonsensical verbal communication, cannot concentrate, or disorganized thoughts.

2.3. Symptoms of mental illness can exist in varying degrees from person to person according to the type and severity of the mental illness. Many symptoms represent internal, emotional states that are not readily observable from a distance, but are noticeable in conversation with the individual. When interacting with contacts on the street, in interviews and in interrogations, employees are not expected to diagnose a mental illness, but may best affect an appropriate response to the individual and situation based on observed behaviors. Symptoms of different mental illnesses may include, but are not limited to:

1. Loss of memory related to such common facts as name, home address; or
2. Delusions (e.g., the belief in thoughts about oneself that have no basis in reality, such as being a famous person or that he/she is God); or
3. Depression (e.g., deep feelings of sadness, hopelessness or uselessness); or
4. Hallucinations (e.g., seeing people who are not there, hears voices telling them to hurt themselves or others, smelling strange odors, a person who is convinced that his/her heart has stopped beating for extended periods of time, or his/her stomach has rotted away, ect.); or
5. Confusion/incoherence (e.g., the subject may either have insomnia or an increase in sleep, has not eaten in days, abused prescribed medications, or the subject has not taken his/her medications, their home or room is in disarray, neglects household, property or personal hygiene to the point of putting him/herself or others at risk); or

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6. Extreme paranoia, the feeling that everyone is out to get them, the subject may have suicidal tendencies, speak about previous suicide attempts, makes direct comments about dying or hurting self, and possibly has evidence of previous attempts such as scars on the wrists.

2.4. Self-medication or substance abuse by the mentally ill person can exacerbate existing mental health problems, increase the person's propensity for violence, and cause additional difficulty for officers in their attempts to manage an encounter.

2.5. Some medications that treat mental illnesses have side effects such as tremors, nausea, extreme lethargy, confusion, dry-mouth, constipation or diarrhea.

3. Guidelines for Contact with Suspected Mentally Ill Subjects (CALEA 41.2.7(c))

3.1. CCBI personnel may encounter victims, witnesses, or suspects who have mental illnesses. As service personnel, they may be called upon to help people obtain psychiatric attention or other needed services of mental health organizations, hospitals, clinics, and shelter care facilities. If this request is made, the CCBI personnel will contact the jurisdictional law enforcement agency for the subject. The notification to a law enforcement agency will be made without delay and the CCBI personnel will ensure that the subject is physically placed in contact with the jurisdictional law enforcement agency. (CALEA 41.2.7(b))

3.2. When encountering a person who has or exhibits symptoms of mental illness, employees should follow the listed guidelines:

1. Remain calm and avoid overreacting
2. Be helpful and professional
3. Indicate a willingness to understand and help
4. Understand that a rational discussion may not take place
5. Be friendly, patient, accepting and encouraging, but remain firm and professional
6. Be aware that their uniform may frighten the person with mental illness

3.3. If there is no law enforcement officer from the jurisdiction present and the person is not stable and exhibits signs that they are a danger to themselves or others, CCBI personnel will immediately notify Raleigh Communications Center and have an officer dispatched. If the individual is actively engaging in any behavior that constitutes a physical threat to themselves, others or property, the CCBI employee (sworn employees) may detain the subject as is reasonable to prevent physical harm or property damage.

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4. Training

4.1. In order to prepare personnel, who during the course of their duties may have to deal with persons with mental illnesses in an appropriate manner, CCBI will provide training to agency personnel. The agency will provide entry-level personnel with training during the Field Training Program or by their Supervisor. Refresher training will be provided to all employees at least every three years. (CALEA 41.2.7(d)(e))

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CHAPTER 11: Social Media

1. Purpose

This policy establishes CCBI's guidelines on the administration, management, and use of social media. This policy is not meant to address one particular form of social media, rather social media in general as advances in technology will occur and new tools will emerge.

2. Policy

Social media provides a new and potentially valuable means of assisting CCBI in meeting community outreach, hiring, and related objectives. This policy identifies potential uses that may be explored or expanded upon as deemed reasonable by administrative and supervisory personnel. This department also recognizes the role that these tools play in the personal lives of some department personnel. However, it must be noted that the manner in which department personnel use social media for personal reasons can impact their official capacity and employment. As such, this policy provides information of a precautionary nature as well as prohibitions on the use of social media by departmental personnel.

3. Definitions

Blog: A self-published diary or commentary on a particular topic that may allow visitors to post responses, reactions, or comments. The term is short for "Web log."

Page: The specific portion of a social media website where content is displayed and managed by an individual or individuals with administrator rights.

Post: Content an individual shares on a social media site or the act of publishing content on a site.

Profile: Information that a user provides about himself or herself on a social networking site.

Social Media: A category of Internet-based resources that integrate user-generated content and user participation. This includes, but is not limited to, social networking sites (Facebook, Myspace), microblogging sites (Twitter, Nixle), photo- and video-sharing sites (Flickr, YouTube), wikis (Wikipedia), blogs, and news sites (Digg, Reddit).

Social Networks: Online platforms where users can create profiles, share information, and socialize with others using a range of technologies.

Speech: Expression or communication of thoughts or opinions in spoken words, in writing, by expressive conduct, symbolism, photographs, videotape, or related forms of communication.

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Web 2.0: The second generation of the World Wide Web focused on shareable, user-generated content, rather than static web pages. Some use this term interchangeably with social media.

Wiki: Web page(s) that can be edited collaboratively.

4. On the Job Use

4.1. Department-Sanctioned Presence

4.1.1. Determine Strategy

1. Where possible, each social media page shall include an introductory statement that clearly specifies the purpose and scope of the agency's presence on the website.
2. Where possible, the page(s) should link to CCBI's official website.
3. Social media page(s) shall be designed for the target audience(s) such as youth or potential applicants.

4.1.2. Procedures

1. All CCBI social media sites or pages shall be approved by the Director or his or her designee and shall be administered by a designee of the Director.
2. Where possible, social media pages shall clearly indicate that they are maintained by the department and have departmental contact information prominently displayed.
3. Social media content shall adhere to applicable laws, regulations, and policies, including all information technology and records management policies.
4. Content is subject to public records laws. Relevant records retention schedules apply to social media content.
5. Content must be managed, stored, and retrieved to comply with open records laws and e-discovery laws and policies.

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6. Where possible, social media pages should state that the opinions expressed by visitors to the page(s) do not reflect the opinions of the department.
7. Pages shall clearly indicate that posted comments will be monitored and that the department reserves the right to remove obscenities, off-topic comments, and personal attacks.
8. Pages shall clearly indicate that any content posted or submitted for posting is subject to public disclosure.

4.2. Department-Sanctioned Use

4.2.1. Department personnel representing the department via social media outlets shall do the following:

1. Conduct themselves at all times as representatives of the department and, accordingly, shall adhere to all department standards of conduct and observe conventionally accepted protocols and proper decorum.
2. Identify themselves as a member of the department.
3. Not make any statements about the guilt or innocence of any suspect or arrestee or comments concerning pending prosecutions, nor post, transmit, or otherwise disseminate confidential information, including photographs or videos related to department training, activities, or work-related assignments without express written permission.
4. Not conduct political activities or private business.
5. The use of department computers by department personnel to access social media is prohibited without authorization.
6. Employees shall observe and abide by all copyright, trademark, and service mark restrictions in posting materials to electronic media.

4.3. Potential Uses

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1. Persons seeking employment and volunteer positions use the Internet to search for opportunities; social media can be a valuable recruitment mechanism.
2. This department has an obligation to include Internet-based content when conducting background investigations of job candidates.
3. Search methods shall not involve techniques that are in violation of existing law.
4. Vetting techniques shall be applied uniformly to all candidates.
5. Every effort must be made to validate Internet-based information considered during the hiring process.

5. Personal Use

5.1. Precautions and Prohibitions

5.1.1. Barring state law or binding employment contracts to the contrary, department personnel shall abide by the following when using social media. Department personnel are free to express themselves as private citizens on social media sites to the degree that their speech does not impair working relationships of this department for which loyalty and confidentiality are important, impede the performance of duties, impair discipline and harmony among co-workers, or negatively affect the public perception of the department.

5.1.2. As public employees, department personnel are cautioned that speech on or off-duty made pursuant to their official duties, speech that owes its existence to the employee's professional duties and responsibilities, is not protected speech under the First Amendment and may form the basis for discipline if deemed detrimental to the department. Department personnel should assume that their speech and related activity on social media sites will reflect upon their office and this department.

5.1.3. Department personnel shall not post, transmit, or otherwise disseminate any information to which they have access as a result of their employment without written permission from the Director.

5.1.4. For safety and security reasons, department personnel are cautioned not to disclose their employment with this department nor shall they post information pertaining to any other member of the department without their permission. As such, department personnel are cautioned not to do the following:

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1. Display department logos, uniforms, or similar identifying items on personal web pages.
2. Post personal photographs or provide similar means of personal recognition that may cause them to be recognized as employed by CCBI.

5.1.5. Employees choosing to identify themselves as representatives of the agency on personal social media sites do so with the understanding that their actions and all of the content on their sites reflect on the agency and will conform to all CCBI and Wake County rules, regulations, and policies specifically regarding the code of conduct. Self-identification can include the acknowledgment in the user profile for work experience, job title, etc. by identifying oneself as an employee of the agency on their or another's social networking site. If the employee identifies their employment with the agency they take on the responsibility for representing the agency in a professional manner from that period forward while still employed by the agency. If the employee does identify themselves as a member of the agency in any manner, the employee will post on their social networking site the following disclaimer in a place immediately visible to all persons visiting or accessing the site; "The posts on this site, including but not limited to images, links, and comments left by myself or other users, are my own and do not represent any official or implied position, strategy, or opinion of my employer or the criminal justice community."

Professional networking sites specifically designed for the purpose of creating or fostering professional relationships are excluded provided that such a site is not designed, intended, or regularly used for the publishing of personal photographs, ideas, opinions, interests, or hobbies.

5.1.5. When using social media, department personnel should be mindful that their speech or electronic communication becomes part of the worldwide electronic domain. Therefore, adherence to CCBI's Code of Conduct is required in the personal use of social media. In particular, department personnel are prohibited from the following:

1. Speech containing obscene or sexually explicit language, images, or acts and statements or other forms of speech that ridicule, malign, disparage, or otherwise express bias against any race, any religion, or any protected class of individuals.
2. Speech involving themselves or other department personnel reflecting behavior that would be considered reckless or irresponsible.

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3. Engaging in prohibited speech noted herein, may provide grounds for undermining or impeaching an employee's testimony in criminal proceedings. Department personnel thus sanctioned are subject to discipline up to and including termination.
4. Department personnel may not divulge information gained by reason of their authority; make any statements, speeches, appearances, and endorsements; or publish materials that could reasonably be considered to represent the views or positions of this department.

5.1.6. Department personnel should be aware that they may be subject to civil litigation for:

1. Publishing or posting false information that harms the reputation of another person, group, or organization (defamation); or
2. Publishing or posting private facts and personal information about someone without their permission that has not been previously revealed to the public, is not of legitimate public concern, and would be offensive to a reasonable person; or
3. Using someone else's name, likeness, or other personal attributes without that person's permission for an exploitive purpose; or
4. Publishing the creative work of another, trademarks, or certain confidential business information without the permission of the owner.

5.1.7. Department personnel should be aware that privacy settings and social media sites are constantly in flux, and they should never assume that personal information posted on such sites is protected.

5.1.8. Department personnel should expect that any information created, transmitted, downloaded, exchanged, or discussed in a public online forum may be accessed by the department at any time without prior notice.

5.1.9. Reporting violations – Any employee becoming aware of or having knowledge of a posting or of any website or web page in violation of the provision of this policy shall notify his or her supervisor immediately for follow-up action.

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5.2. Disclosure of Personal Social Media Information

5.2.1. Department employees may be requested to disclose any information they have posted, have been made aware of having been posted by another department employee and have access to, or may have been posted by an associate or family member based upon information provided by an employee under the following circumstances:

1. The requestor is the Director, The Office of Professional Standards, or a Division Deputy Director; and
2. That such a request is based on reasonable suspicion that the disclosure of such information may reveal violation(s) of this policy.

5.2.2. The failure to disclose such information or intentionally failing to disclose portions of such information upon request will be considered insubordination and the employee may be subject to disciplinary action up to and including termination.

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January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP
May 1, 2015	3	Added 5.1.5 requiring disclaimer

CHAPTER 12: Off-Duty Employment

1. Purpose

CCBI is committed to the focused dedication and work performed by employees on behalf of the citizens of Wake County. Such work is and should remain the primary focus of CCBI employees.

2. Policy

All Off-Duty and/or Extra-Duty employments are authorized at the discretion of the Director and may not interfere with employee's CCBI role.

3. Incompatible Service

3.1. No public official or employee shall engage in, or accept private employment or render service for private interest, when such employment or service is incompatible with the proper discharge of his official duties.

4. Off-Duty Employment

4.1. Off-Duty employment is defined as employment outside of CCBI in which the need for law enforcement authority is not anticipated nor is law enforcement authority within the scope of employment.

4.2. All CCBI employees desiring to work off-duty employment must complete a Secondary Employment Request Form and the form must be approved by the Director prior to engaging in any form of off-duty work. The Secondary Employment Request Form shall include the employer, the location the employee will be working, dates and times expected to work, the duties and tasks to be assigned, whether or not alcohol is served or routinely consumed at the location, and any other significant aspects of the employment.

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4.3. The Secondary Employment Request Form should be submitted to the employee's Deputy Director for initial approval. The Deputy Director shall forward the request to the Director for final approval. A copy of the Secondary Employment Request Form shall be forwarded by the Director's Office to the Office of Professional Standards. The Office of Professional Standards will monitor all secondary employment activities and will ensure compliance with CCBI policies and procedures.

4.4. When the Director approves or denies the request, the employee will be notified in writing. A file containing all secondary employment requests will be maintained by the Director's Office.

4.5. Off-Duty employment functions are subject to the following restrictions:

1. All CCBI employees are prohibited from engaging in secondary employment that would constitute a conflict of interest or would tend to bring discredit to the agency.
2. No CCBI ~~Agent~~ **Investigations Division** employee will be authorized to work any secondary employment while **engaged in a supervised portion of the Field Training Program.** ~~in a probationary status as recognized by Wake County Human Resources.~~
3. Employees shall not work secondary employment for an attorney, insurance company, or other employers in an investigatory capacity.
4. No employee shall work for a bail bondsman, collection agency, private guard agency, bar, adult bookstore, or similar type employers in any capacity.
5. No employee shall undertake secondary employment which will interfere with the employee's normal duty hours, result in undue fatigue, or that otherwise interferes with the employee's alertness or attention to his/her normal duties.
6. No employee shall work secondary employment within eight (8) hours prior to his/her scheduled tour of duty.
7. No employee shall engage in secondary employment during which time they are assigned to light duty or under disciplinary or administrative suspension. Furthermore, no CCBI employee may engage in secondary employment during which time they are using sick leave for a personal illness nor shall the days of

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secondary employment run concurrent with the days on which sick leave was used.

8. Employees will not drive a County vehicle while engaging in Off-Duty employment. N.C.G.S. § 14-247 specifically states, *“It shall be unlawful for any officer, agent or employee of any county to use for any private purposes whatsoever any motor vehicle belonging to the county.”*
9. Any employee working a secondary employment position or extra-duty position who is placed under administrative investigation by that employer, receives any disciplinary action from the employer, or is terminated by the employer must report that information to the Director without unnecessary delay.

4.6. This policy does not apply to secondary employment with the reserve program for the Armed Forces of the United States or the North Carolina National Guard.

5. Extra-Duty Employment

5.1. Extra-Duty employment will be defined as employment outside of CCBI in which the use of deadly or non-deadly force may reasonably be expected to arise or the use of law enforcement authority is foreseeable. Only sworn CCBI personnel will be authorized to work extra-duty employment.

5.2. CCBI employees desiring to work extra-duty employment must complete a Secondary Employment Request Form and the form must be approved by the Director prior to engaging in any form of extra-duty work. The Secondary Employment Request Form shall include the employer, the location the employee will be working, dates and times expected to work, the duties and tasks to be assigned, whether or not alcohol is served or routinely consumed at the location, and any other significant aspects of the employment.

5.3. The Secondary Employment Request Form should be submitted to the employee’s Deputy Director for initial approval. The Deputy Director shall forward the request to the Director for final approval. A copy of the Secondary Employment Request Form shall be forwarded by the Director’s Office to the Office of Professional Standards. The Office of Professional Standards

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will monitor all secondary employment activities and will ensure compliance with CCBI policies and procedures. (CALEA 22.3.5(a)(c)(d))

5.4. When the Director approves or denies the request, the employee will be notified in writing. A file containing all secondary employment requests will be maintained by the Director's Office.

5.5. Extra-Duty employment functions are subject to the following restrictions:

1. All CCBI employees are prohibited from engaging in secondary employment that would constitute a conflict of interest or would tend to bring discredit to the agency.
2. No CCBI Agent will be authorized to work any extra-duty employment while in a probationary status as recognized by Wake County Human Resources.
3. Employees shall not work secondary employment for an attorney, insurance company, or other employers in an investigatory capacity.
4. No employee shall work for a bail bondsman, collection agency, private guard agency, bar, adult bookstore, or similar type employers in any capacity.
5. No employee shall undertake secondary employment which will interfere with the employee's normal duty hours, result in undue fatigue, or which shall otherwise interfere with the employee's alertness or attention to his/her normal duties.
6. Agents must take an eight-hour break for the purpose of rest within the 12 hours preceding the start of any regularly scheduled shift or extra duty employment.
7. No employee shall engage in secondary employment during which time they are assigned to light duty or under disciplinary or administrative suspension. Furthermore, no CCBI employee may engage in secondary employment during which time they are using sick leave for a personal illness nor shall the days of secondary employment run concurrent before or after the days on which sick leave was used.
8. Employees will not drive a County vehicle while engaging in Extra-Duty employment. N.C.G.S. § 14-247 specifically states, "*It shall be unlawful for any officer, agent or employee of any county to use for any private purposes whatsoever any motor vehicle belonging to the county.*"

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9. Any employee working a secondary employment position or extra-duty position who is placed under administrative investigation by that employer, receives any disciplinary action from the employer, or is terminated by the employer must report that information to the Director without unnecessary delay.

5.6. Additionally, CCBI employees working extra-duty employment will adhere to the following regulations: (CALEA 22.3.5(b))

1. All extra-duty employment will be performed wearing a CCBI uniform. All sworn employees will carry their CCBI issued firearm, hand-held radio, handcuffs, and pepper spray while working extra-duty employment.
2. Any extra-duty employment will be done only within the geographical boundaries of Wake County.
3. Arrests made by CCBI sworn employees working extra-duty employment will be conducted and documented in accordance to CCBI policy and procedure.
4. All sworn employees will notify Raleigh Communications by radio of their location and the start time when they report to an extra-duty assignment. The sworn employee will notify Raleigh Communications of the ending time upon the completion of that shift. In the event several sworn employees work the same detail, one employee may notify Raleigh Communications. Upon reporting back to the employee's regular duty assignment, an email will be sent by the employee to the Office of Professional Standards stating the location, date, and times of the extra-duty assignment.
5. In the event that significant aspects develop during the extra-duty employment period that were not listed on the initial Secondary Employment Request Form, (i.e., use of force incidents, injury to the employee, citizen complaints, etc.) the sworn employee shall document them and forward it to the Office of Professional Standards. (CALEA 22.3.5(e))
6. Wake County's Workers' Compensation and Disability does not cover off/extra duty employment. You should check with your off-duty employer to determine their coverage, if any.

5.7. This policy does not apply to secondary employment with the reserve program for the Armed Forces of the United States or the North Carolina National Guard.

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Revision History		
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January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP
February 2, 2014	3	Modify wording in 4.5.2.
October 14, 2015	4	Added notification to Director upon disciplinary action

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CHAPTER 13: Performance Evaluation

1. Purpose

To provide a performance based evaluation system to assure satisfactory CCBI employee performance in the application of CCBI services and functions.

2. Policy

CCBI will participate in the Performance Development and Management System implemented by Wake County Human Resources.

3. Performance Evaluation System

3.1. The Performance Development and Management System is controlled and implemented by Wake County Human Resources in accordance with [Wake County Human Resources Policy Manual](#) Sections 310 and 311. All CCBI employees will be subject to the provisions contained therein.

3.2. The Performance Development and Management System is an on-line instrument used to evaluate the performance of all CCBI employees. All CCBI employees will be evaluated using the Performance Development and Management System annually.

1. The Performance Development and Management System lists several topics under which key skills are designated. Each key skill includes measurement definitions that can be found in the Performance Expectations for CCBI employees (located on Lotus Notes/Wake County Employee Bulletins/Performance Development Management System). (CALEA 35.1.1(a))
2. The employee's Supervisor in accordance with instructions provided on the instrument will rate each identified key skill. The Director will determine the weight of each individual key skill and each overall rating topic. The determined weight will be designated on the Overall Performance Rating page of the instrument. (CALEA 35.1.1(b))

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3. CCBI Supervisors are responsible for the completion of the evaluations in time frames required by Division Deputy Directors and the Director. Each evaluation will be conducted in a fair and objective manner. Any rating provided to an employee above or below a meets expectation level will be accompanied by specific examples supporting the rated behavior. (CALEA 35.1.1(c))
4. All CCBI staff assigned to complete evaluations will receive training on the use of the Performance Development and Management System. This training is provided during required Wake County BOSS Training for Supervisors. Employees are also encouraged to attend additional training offered annually by Wake County Human Resources in regards to the Performance Development and Management System. (CALEA 35.1.1(d))

4. Annual Evaluations

4.1. An annual evaluation will be conducted on all CCBI employees to include the Director, all full-time employees, and all part-time permanent employees. The Performance Development and Management System will be utilized for all evaluations. CCBI Supervisors are responsible for completing the annual evaluations for all employees under their immediate supervision consistent with the organizational chart. (CALEA 35.1.2)

4.2. The Wake County Manager will determine the responsibility for the completion of an annual evaluation for the Director.

5. Probationary Employees

5.1. Probationary employees, those who have completed at least two-months in an active pay status during one fiscal year, will be evaluated using the Performance Development and Management System. (See [Wake County Human Resources Policy Manual](#) Section 310)

5.2. Entry-level employees will be defined as newly hired Field Agents and Identification Technicians. Supervisors, at their discretion, may consider any new hire who is appointed to a position for which they have no previous relevant work experience as an entry-level employee. All entry-level employees as specified by this policy will receive a written evaluation by their immediate Supervisor quarterly. This written evaluation will be discussed with the employee and a copy will be submitted to the Director's office.

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6. Rating Criteria

6.1. Any established rating criteria will be specific to the assignment of the employee during the rating period. The CCBI Performance Expectations Guide provides the established criteria by which all employees are to be rated.

7. Personnel Evaluations

7.1. Personnel evaluations will be conducted at the end of each fiscal year. The evaluation period will cover July 1st to June 30th of each year. Only performance observed during this time period will be evaluated.

7.2. Anytime an employee is given a rating above or below meets expectation, written comments will be provided to support the rating. Any disciplinary actions received during the evaluation period or any written commendations received during the evaluation should be documented in the evaluation.

7.3. Each Supervisor completing the Performance Development and Management System evaluation will electronically sign the form at the conclusion of the evaluation in accordance with instructions provided on the instrument.

7.4. A review of the evaluation will be completed with each employee being evaluated to include the following:

1. During the Supervisor/employee review of the evaluation, the Supervisor will review the results of the performance evaluation completed. (CALEA 35.1.7(a))
2. The Supervisor will review the performance expectations, rating criteria and goals for the employee for the next fiscal year. (CALEA 35.1.7(b))
3. The Supervisor will discuss topics such as the possibility for advancement, specialization, and training appropriate for the employee's position during the evaluation review. The Supervisor may discuss any other career counseling advancement possibilities with the employee as appropriate. (CALEA 35.1.7(c))

7.5. The employee will electronically sign the document at the conclusion of the review and be given the opportunity to add comments.

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7.6. The employee will receive the evaluation via email and have the opportunity and ability to print the evaluation.

7.7. Division Deputy Directors will review all evaluations of employees assigned to their division to ensure ratings have been applied uniformly and fairly.

7.8. The Director will have the ultimate responsibility for review of all evaluations.

7.9. Completed evaluations will be printed and retained in each employee's personnel file in the Director's Office and retained in accordance with the North Carolina Department of Cultural Resources' [Records Retention and Disposition Schedule](#).

8. Annual Evaluation of Supervisors

8.1. The appropriate assigned Supervisor using the Performance Development and Management System evaluation for Managers, Supervisors, and Team Leaders will evaluate all CCBI Supervisors conducting evaluations.

8.2. Under the Performance Management section of the key skills, the Supervisor's assigned ratings to employees will be examined to ensure the fairness and impartiality of assigned ratings. The Supervisor's ability to counsel employees and their ability to rate employees fairly will be considered.

9. Unsatisfactory Performance Ratings

9.1. Any non-probationary employee who receives a rating of needs improvement should have been made aware of such performance deficiencies prior to the evaluation period. When possible, such discussion and review of poor performance should be conducted at least 90 days before the evaluation is completed and written documentation of the review should be completed and provided to the employee.

9.2. Any written review of poor performance, as applies to this section, will include the reasons for the unsatisfactory performance and the suggested actions to be taken to improve the performance.

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10. Appealing Evaluation Results

10.1. Any employee who wishes to contest any portion of the evaluation may make a written request for review to the Supervisor directly above the Supervisor who completed the evaluation within five (5) working days of receiving the evaluation. The Supervisor receiving this request will have ten (10) working days to review the request and respond. Any employee who continues to contest the review decision may then make a written request for review to the Director. The Director will have ten (10) working days to review the request and respond. The Director's decision is final on all evaluations.

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Revision History		
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January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP

CHAPTER 14: Promotion

1. Purpose

The purpose of this section is to describe the policy and methods for CCBI's promotional process.

2. Policy

CCBI will maintain a promotional process that selects employees whose performance, skills, and knowledge display the potential and desire for assuming greater responsibilities.

3. Promotion

3.1. CCBI will define a promotion as vertical movement within the organization involving an increase in duties and responsibilities for which additional compensation is provided. This definition will not apply to vertical movement involving a separate job classification or pay band as defined in the [Wake County Human Resources Policy Manual](#) Section 304. Such vertical movement will be applicable to the procedures found in SOP Chapter 6: Hiring and Selection.

4. Agency Role in Promotions

4.1. CCBI will assume the primary responsibility for the promotional process involving both sworn and non-sworn employees and may call upon Wake County Human Resources to assist when needed.

4.2. CCBI will determine the elements involved in the promotion process and the minimum qualifications required for an employee's consideration in the promotional process.

4.3. CCBI will consider the following as promotional positions:

1. Senior Field Agent

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2. ~~Forensic Technician (Evidence Technician assigned to the Crime Laboratory)~~
Senior Forensic Examiner

4.4. Wake County Human Resources does not consider these positions as separate job classifications nor do the responsibilities amount to the justification of a higher pay band. These positions are indicative of additional assigned responsibilities and duties for additional compensation as determined by the CCBI Director.

5. Promotional Process Responsibility

5.1. The Division Deputy Director under which the position exists will be responsible for determining the elements of the selection process and the implementation of those elements.

6. Promotional Process

6.1. The Director maintains the authority for determining the minimum qualifications required for the promotional positions.

6.2. Only existing CCBI employees will be eligible for these positions. All CCBI employees meeting the minimum qualifications as determined will be eligible to apply for the position in a manner as directed. The Director may require minimum past performance requirements as a prerequisite for consideration. Minimum qualifications may be established, however, time in service at CCBI shall not be used as a minimum qualification standard.

6.3. The Division Deputy Director and Supervisors will be responsible for evaluating the promotional potential of the interested applicants to determine their eligibility based upon the minimum requirements. (CALEA 34.1.3(a))

6.4. Any written tests administered during the selection process will be conducted and scored in accordance with those outlined in Chapter 6: Hiring and Selection. (CALEA 34.1.3(b))

6.5. The Director may elect to use an assessment center during the promotional process. If an assessment center is utilized, a contract will be created detailing the expectations surrounding the results provided, the elements of the center, the Agency's obligation surrounding resources or staffing, the time frame for the assessment center, the cost, and that all documentation created as a result will be maintained at CCBI. All elements of the assessment center will be conducted

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objectively and applicable to all candidates selected to participate in the assessment center process. (CALEA 34.1.3(c))

6.6. An Oral Interview Board will be conducted prior to a promotional appointment in accordance with SOP Chapter 6: Hiring and Selection. (CALEA 34.1.3(d))

6.7. The Division Deputy Director will review the results of each element of the promotional process and make promotion recommendations to the Director. The Director shall make promotion determinations. Any employee involved in the promotion selection process may appeal the decision to the District Attorney for the Tenth Prosecutorial District, whose decision will be final. (CALEA 34.1.3(e))

6.8. Any employee who meets the minimum requirements for the position may apply for such promotion anytime the position is available. (CALEA 34.1.3(f))

6.9. CCBI promotional positions will not be available for lateral entry. (CALEA 34.1.3(g))

6.10. All promotional materials will be stored securely when not being used and will be forwarded to the selected employee's personnel file in the Director's Office at the conclusion of the promotional selection. Promotional materials surrounding employees not selected will be stored and maintain in accordance with hiring selection material retention and storage. (CALEA 34.1.3(h))

7. Written Announcement

7.1. Upon the vacancy or creation of a promotional position, the Director will publish a written announcement to all employees of the promotional process. The announcement will include:

1. Any minimum requirements established, and
2. a description of the job duties, and
3. an explanation of the compensation to be provided to selected employees, and
4. the opening and closing dates for application, and
5. the elements of the selection process for the position in detail, and
6. the expected duration of the selection process.

7.2. The announcement will be provided to all employees via email and will be posted conspicuously throughout CCBI.

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8. Promotional Probationary Period (CALEA 34.1.7)

8.1. All employees promoted to a position, deemed as a promotion under this section, will serve a twelve (12) month probationary period. This probationary period specifically pertains to the additional job duties and responsibilities incurred by the promotion. This probationary period is not related to the mandatory twelve-month probationary period for all new employees as outlined in the [Wake County Human Resources Policy Manual](#) Section 404.

8.2. The direct Supervisor for the promoted employee shall observe and evaluate employee performance in regards to the new responsibilities. A written evaluation shall be conducted by the employee's Supervisor at the conclusion of the twelve (12) month probationary period. This evaluation shall be reviewed with the employee by the Supervisor and forwarded to the Division Deputy Director.

9. Removal from a Promotional Position

9.1. CCBI will strive to promote employees who have shown the desire, skills, and knowledge for the promotional responsibilities. As such, CCBI will be committed to ensuring that promoted employees are provided with all reasonable training and opportunities to succeed in such positions.

9.2. Supervisors identifying unsatisfactory employee performance relating to the additional responsibilities may correct such performance through counseling, training or other suitable personnel actions to safeguard against the promotion of employees beyond their capabilities.

9.3. Employees who accept a promotion may voluntarily request to be relieved of such responsibilities at any time. Upon receipt of such request, the employee will be placed back into the original job status with the responsibilities consistent with the pre-promotion position. Upon removal from the promotion position, any compensation being provided to the employee for the additional duties shall cease. Any such requests will be forwarded through the chain of command to the Director.

9.4. The acceptance of such responsibilities is accompanied by an increase in salary, allocated only for the time period in which the employee is present, willing, and capable of performing the assigned duties under the normal operational schedule and conditions.

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9.5. The assignment and acceptance of these responsibilities in no way constitutes a permanent employment condition or contract and such responsibilities may be removed temporarily or permanently at the discretion of the Director. In any such instance where such responsibilities are removed from an employee, their salary will be adjusted whereby removing the same total sum of money from their salary that was initially allocated for the additional responsibility.

10. Promotional Training

10.1. CCBI is committed to providing training to all employees that provides the knowledge and skills necessary to perform the functions of their positions in a professional and confident manner. Newly promoted personnel are no exception and CCBI will maintain this commitment to such personnel in a timely manner. Personnel being promoted will receive training commensurate to the position either prior to or within the first year of promotion.

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Revision History		
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July 12, 2013	2	Restructure and reorganization of SOP
February 2, 2014	3	4.3. Changed Forensic Tech to Senior Forensic Examiner

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CHAPTER 15: Disciplinary Procedures

1. Purpose

The purpose of this Directive is to establish procedures to address and correct inadequate performance and personal misconduct.

2. Policy

It is the policy of the Raleigh/Wake City-County Bureau of Identification to administer discipline in a fair and equitable manner consistent with the provisions of the [Wake County Human Resources Policy Manual](#) Section 700.

3. Personnel Early Warning System

3.1. CCBI's Personnel Early Warning System is designed to increase agency accountability by providing a system for the early identification of problem employees and a menu of remedial actions. This system allows the department to evaluate, identify, and assist employees whose performance and/or actions indicate specific trends. The Personnel Early Warning System is designed to be corrective and non-disciplinary in nature.

3.2. The Office of Professional Standards shall be responsible for the maintenance and evaluation of specific material from which to identify the need to conduct a formal performance review of employees who meet the specified criteria. There is no particular set of criteria that can determine job stress or performance problems. However, it is important that certain types of criteria are reviewed routinely as possible indicators of job stress or behavior problems. The Office of Professional Standards shall maintain a record of the following factors from which to determine the potential need for a formal performance review.

3.3. All CCBI supervisors shall be responsible for notifying the Office of Professional Standards regarding the occurrence of any of the following activities or situations involving an employee under their immediate supervision: (CALEA 35.1.9(b))

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1. Disciplinary action – The deliverance of any formal disciplinary action ranging from a written reprimand to termination.
2. Poor past evaluations – Any employee receiving an annual evaluation score that is below the meets expectation level.
3. Any complaints against the employee.
4. Use of force reports.
5. Traffic Accidents involving the employee.
6. Documented abuse of sick or vacation time.

3.4. The following criteria will be utilized to initiate a formal performance review:

- Two sustained complaints within twelve (12) months.
- Three or more complaints within twelve (12) months.
- Two formal disciplinary actions within twelve (12) months.
- Any three of the above listed factors within twelve (12) months.

3.5. When the initiating criterion is a disciplinary demotion, the pre-disciplinary determination hearing with the Director may take the place of the personnel early warning performance review at the discretion of the Director.

3.6. Upon finding that any of the above criteria have been met, the Office of Professional Standards shall notify the Director and employee's Division Deputy Director of the need for a formal performance review. The employee's immediate supervisor and Deputy Director shall be responsible for conducting the formal performance review. This review shall include the following: (CALEA 35.1.9(a))

1. Review of available material including performance evaluations, complaints, disciplinary actions, use of force incidents, internal affairs investigations, workmen's compensation claims, traffic accidents and any other available materials of relevance.

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2. The employee shall be made aware of the performance review and the criteria met to warrant the review prior to any performance meetings.
3. Within fourteen (14) days of the notice from the Office of Professional Standards, the Division Deputy Director and the employee's immediate supervisor shall meet with the employee and discuss the employee's performance and identify a course of action to resolve any identified areas of concern. Suggested actions include but are not limited to: (CALEA 35.1.9(d)(e)(f))
 - No additional action needed;
 - Supervisor-employee counseling;
 - Referral to the Employee Assistance Program;
 - Alcohol/Drug Screening;
 - Remedial training;
 - A leave of absence;
 - Transfer or reassignment; or
 - Fit-for-Duty Examination (Medical and/or Psychological).
4. The performance review meeting, the designated course of action, and a deadline for the successful completion of the action shall be documented in writing by the Division Deputy Director and forwarded to the Director for review. A follow up review will be scheduled during the performance review and will be conducted as scheduled. The results of the follow up review shall also be written and forwarded to the Director for review. Both reviews shall be placed in the employee's personnel file in the Director's Office.
5. The Office of Professional Standards shall evaluate the Personnel Early Warning System annually and provide a written evaluation of the system to the Director to include any recommendations regarding increasing or decreasing the scope of the system. (CALEA 35.1.9(c))

4. Training as a Function of Discipline (CALEA 26.1.4(a))

4.1. A supervisory member of the Bureau, in addition to counseling, written warnings, suspension or demotion, may recommend remedial training. The Supervisor will schedule remedial training. Such training shall be scheduled at the first available training opportunity. Participation in remedial training is mandatory. Failure to successfully complete remedial training as scheduled will subject the employee to punitive disciplinary action. The employee's

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Supervisor shall retain written documentation concerning remedial training and forward proof of successful completion to the CCBI Training Coordinator.

5. Counseling as a Function of Discipline (Coaching) (CALEA 26.1.4(b))

5.1. Counseling is an important part of improving employee performance and should be used in conjunction with remedial training, written warnings, suspensions and demotions. The following information should be clearly communicated to the employee during any counseling session:

1. The type of poor performance or employee misconduct;
2. How the poor performance has affected the employee's co-workers and the Bureau;
3. How the employee can correct the poor performance or misconduct; and
4. What happens if the performance or conduct is not improved?

5.2. Counseling sessions for the purpose of coaching will be documented. A copy of the written documentation will be provided to the employee and a copy will be forwarded to the Director's Office

6. Performance Discussion Summaries (Coaching with a Bridge)

6.1. CCBI Supervisors may complete a written Performance Discussion Summary as a means of addressing poor performance or misconduct not surmounting to a formal disciplinary action. The Performance Discussion Summary is a means by which to document formal counseling for performance based issues. The Performance Discussion Summary is not a disciplinary action and therefore no grievance may be filed for such.

6.2. Any Supervisor may complete a Performance Discussion Summary. The Performance Discussion Summary should include the following:

1. Identify the performance, conduct, or action resulting in the counseling; and
2. Describe in detail the desired performance, conduct or actions; and
3. Outline steps for achieving the desired behavior; and

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4. Identify a time frame in which the behavior is expected to be corrected and a time frame for examining adherence to the requested behavior: and
5. Explanation of the possible consequences for failure to achieve the desired behavior.

6.3. A copy of the Performance Discussion Summary will be provided to the employee at the time of review. The Supervisor and employee will sign the Performance Discussion Summary. A signature of the employee will only indicate that the employee has read the Performance Discussion Summary and will not imply agreement or disagreement.

6.4. The Supervisor conducting the Performance Discussion Summary shall forward a signed copy to the Director's Office.

6.5. Wake County has an Employee Assistance Program (EAP) available to all employees. Supervisors may recommend and encourage employees to seek assistance through EAP if appropriate. When used, an EAP recommendation is in addition to remedial training, counseling, written warnings, suspension or demotion.

7. Written Warnings

7.1. Written warnings are not considered punitive disciplinary actions. Its purpose is to formally notify the employee of poor performance or misconduct. Specific information concerning written warnings is found in the [Wake County Human Resources Policy Manual](#) Section 702.

7.2. A written warning is a formal disciplinary action given to the employee by his/her Supervisor in a private conference and describes the way in which the employee's performance or conduct has failed to meet expectations. The Supervisor will:

1. Advise the employee that this is a written warning and a step in the disciplinary process.
2. Specify the unsatisfactory performance or personal conduct, making note of any other recent job performance or personal conduct warnings.
3. Advise the employee of specific actions he must take within a designated time frame to remedy performance deficiencies; and, inform the employee that the consequences for failing to make the necessary improvement within the specified time frame will lead to further disciplinary action up to and including dismissal. Absent a specified time frame, 60 days is presumed to be the period of time allowed for completing required performance improvements or

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demonstrating compliance with a corrective action plan. Immediate corrective action is required for grossly inefficient job performance or unacceptable personal conduct.

4. Advise employees of grievance rights, as appropriate and covered in the [Wake County Human Resources Policy Manual](#) Section 800.
5. A copy of each written warning will be given to the employee and a copy will be made part of the employee's personnel record. The Supervisor completing the disciplinary action will be responsible for notifying the Office of Professional Standards that a disciplinary action occurred and identifying the employee involved.

7.3. The written warning itself should include a statement that this is a written warning, the specific job performance problem or personal conduct that needs to be corrected by a certain time; any action plan that has been developed to assist the employee in accomplishing the required corrective action; and the consequences for not making necessary improvements in accordance with the written reprimand.

8. Punitive Disciplinary Actions

8.1. Punitive disciplinary action is defined as any action causing compensatory loss to an employee based upon disciplinary action and includes suspension, demotion, or dismissal. Specific information concerning punitive disciplinary action is found in the [Wake County Human Resources Policy Manual](#) Section 702. Punitive disciplinary actions will only be authorized by the Director.

9. Disciplinary Demotion (CALEA 26.1.4(c))

9.1. A disciplinary demotion is the reassignment of an employee to a position in a lower pay band. It is a disciplinary action, which may be imposed only as provided in the [Wake County Human Resources Policy Manual](#) Section 703, Disciplinary Actions for Unsatisfactory Job Performance, and Section 704, Disciplinary Actions for Unacceptable Personal Conduct and Grossly Inefficient Job Performance, of this manual. Demotion for unsatisfactory job performance may be made only after the employee has received at least one (1) prior written warning regarding his job performance. Discipline for unacceptable personal conduct may be imposed at any time without prior warning to the employee.

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9.2. Before a regular employee may be demoted for disciplinary reasons, the following steps must be taken:

1. A pre-demotion conference must be held with the employee. The employee should be given advance notice of the date and time for the pre-demotion conference and the reasons for the proposed demotion. The purpose of this conference is to consider any new information the employee may present which might affect the demotion decision. No attorney shall represent either side at this conference.
2. In the conference, the Supervisor will inform the employee of his recommendation for demotion and summarize the reasons for his recommendation. The employee will then have the opportunity to respond to the recommendation and to provide additional information in his favor.
3. After the conference, management will review and consider any new information presented in the conference and will make a decision regarding the recommended demotion.
4. If the Director decides to demote the employee, he/she will give the employee written notice of the specific reasons for the demotion, the effective date of the demotion, and a statement of the employee's appeal rights. A copy of this written notice will be made part of the employee's personnel record. The Supervisor completing the disciplinary action will be responsible for notifying the Office of Professional Standards that a disciplinary action occurred and identifying the employee involved.

9.3. Employees having received a disciplinary demotion within one year of the posting date shall not be eligible for consideration for a promotional position or employment within the Agency in a higher pay band.

10. Disciplinary Suspension

10.1. A disciplinary suspension is the temporary removal of an employee from duty for disciplinary reasons and is always without pay. Such severe disciplinary action may be used as specified in the [Wake County Human Resources Policy Manual](#) Sections 703, Disciplinary Actions for Unsatisfactory Job Performance, and 704, Disciplinary Actions for Unacceptable Personal Conduct and Grossly Inefficient Job Performance, of this Chapter.

10.2. NOTE: According to FLSA requirements, an exempt status employee may not be suspended without pay, except for safety reasons, for less than one full workday (employees on fluctuating work week may only be suspended without pay for their entire work period).

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10.3. Prior to placing an employee on disciplinary suspension, the following steps must be taken:

1. The Supervisor or department head must conduct a pre-suspension conference with the employee to advise the employee of the reasons for disciplinary suspension, to consider the reasons for disciplinary suspension, and to consider any new information the employee may present. The employee must be given advance notice of the date and time as well as the reasons for the pre-suspension conference.
2. In the conference, the Supervisor will inform the employee of his/her recommendation for the disciplinary suspension and the reasons supporting that recommendation. The employee will then have the opportunity to respond and to add any additional information in his favor. No attorney shall represent either side at the conference.
3. After the conference, management will review and consider any new information presented in the conference and will make a decision regarding the recommended disciplinary suspension.
4. If the Director decides to suspend the employee, management will give the employee written notice of the specific reasons for the disciplinary suspension, the effective dates of the suspension, and a statement of the employee's appeal rights. A copy of the written notice will be made part of the employee's personnel record. The Supervisor completing the disciplinary action will be responsible for notifying the Office of Professional Standards that a disciplinary action occurred and identifying the employee involved.

10.4. Employees having received a disciplinary suspension within one year of the posting date may not be eligible for consideration for a promotional position or employment within the Agency in a higher pay band at the discretion of the Director.

11. Dismissal

11.1. Dismissal is the removal of an employee from duty, thereby ending his/her employment with the County. This is the most severe disciplinary action, which may be imposed by management, and requires approval by the department head or his designee. Prior to deciding to dismiss a regular employee, the following steps must be taken:

1. The Director will attempt to hold a pre-dismissal conference with a regular employee. The employee will be given as much advance notice as is practical of the date and time for the pre-dismissal conference as well as the reasons for the proposed dismissal. The purpose of this conference is to receive and consider any

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- new information the employee may present. If an employee fails to or refuses to attend the pre-dismissal conference, the employee may be dismissed.
2. The Director will conduct the pre-dismissal conference. If the person conducting the conference chooses, security or other management personnel may be present. No attorney shall represent either side at the conference.
 3. In the conference, the Director will inform the employee of his recommendation for dismissal and summarize the reasons supporting his recommendation. The employee will then have the opportunity to respond to the facts presented and to add any additional information in his favor.
 4. After the conference, management will review and consider any new information presented in the conference and will make a decision regarding the recommended dismissal.
 5. If the decision is to dismiss the employee, the Director will give the employee written notice of the dismissal to include the following information:
 - a. A statement citing the reason for dismissal.
 - b. The effective date of the dismissal.
 - c. A statement of the status of fringe and retirement benefits after dismissal.
 - d. A statement to the content of the employee's employment record relating to the dismissal.
 6. A copy of this written notice will be made part of the employee's personnel record. The Supervisor completing the disciplinary action will be responsible for notifying the Office of Professional Standards that a disciplinary action occurred and identifying the employee involved.

11.2. At the Director's discretion, the effective date for the dismissal of a regular employee for **unsatisfactory job performance** may be up to two (2) weeks from the date of notice of dismissal, or the employee may receive up to 80 hours pay in lieu of working notice. The effective date of the dismissal may not be earlier than the date of the letter of dismissal or later than fourteen (14) calendar days after the date of the letter of dismissal.

12. Disciplinary Records

12.1. The CCBI Director will ensure that a Report of Disciplinary Action is completed on all written warnings, suspensions, demotions, and terminations.

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12.2. All records of disciplinary action will be maintained in the employee's permanent personnel file within the Wake County Human Resources Office. Copies of all disciplinary actions will be maintained in the employee's personnel file within CCBI.

12.3. As of October 1, 2010, certain aspects of disciplinary records are a matter of public record to include the date and type of each dismissal, suspension, or demotion for disciplinary reasons taken by the County. If the disciplinary action was a dismissal, a copy of the written notice of the final decision of the County setting forth the specific acts or omissions that are the basis of the dismissal. (See North Carolina General Statute § 153A-98(b)) Any requests for such records will be forwarded to the Director's Office.

12.4. When the disciplinary action is a result of an Internal Affairs Investigation, all supporting documentation will be maintained in the Office of Professional Standards files. A separate Disciplinary Action Report will be completed based upon information obtained during the investigation and provided to the employee.

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Revision History		
Effective Date	Version Number	Reason
January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP
February 2, 2014	2	Sections 3.5, 9.3, and 10.3 added

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CHAPTER 16: Grievance and Appeal Procedures

1. Purpose

The purpose of this Directive is to provide the employee with information on the grievance process for the Raleigh/Wake City-County Bureau of Identification and Wake County. Wake County has established a formal grievance procedure. Specific procedures for filing and processing of grievances are found in the [Wake County Human Resources Policy Manual](#), Section 800. Grievances for Sexual Harassment and Unlawful Discrimination are also found in the [Wake County Human Resources Policy Manual](#), Section 601.

2. Policy

It shall be the policy of the Raleigh/Wake City-County Bureau of Identification to provide a just procedure for the presentation, consideration, and disposition of employee grievances.

3. Grievance Procedures (CALEA 25.1.1(a)(b)(c)(d), 26.1.6)

3.1. Employees who have attained regular status with the County may file a grievance for:

- written warnings
- disciplinary suspensions
- disciplinary demotions
- dismissals

3.2. Wake County's policies and procedures concerning employee grievances and appeals and disciplinary actions against CCBI employees will govern this aspect of CCBI personnel administration.

3.3. A regular employee may submit a non-discrimination grievance by filing in writing within five (5) workdays after the occurrence of the action that the employee seeks to appeal (a written warning, a disciplinary suspension, a disciplinary demotion, or a dismissal). The written grievance should include the facts the grievance is based on and a fair and just solution. These

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grievances shall be filed with and heard by the department head or the department head's designee.

[NOTE: A department head, at his/her discretion, may create an alternative procedure to review grievances at the department level. This internal procedure shall mirror the County's policy regarding the timeframes for responding to the grievant. Wake County Human Resources will maintain a record of alternative grievance procedures.]

3.4. All employees appealing a determination or employment action by the CCBI Director shall also have a right to appeal to the District Attorney of the Tenth Judicial District. Determinations regarding written warnings made by the District Attorney are final.

3.4. Grievances concerning a disciplinary suspension, disciplinary demotion, or dismissal not resolved to the employee's satisfaction by the District Attorney may be appealed to the County Manager. The County Manager or his designee(s) will conduct a hearing at this level. Determinations made by the County Manager or his designee(s) are final.

3.5. At each level, an appeal shall be made in writing within five (5) workdays after the preceding decision was received. A copy of each appeal should be forwarded to the Wake County Human Resources Director by the grievant. At each level, a ten (10) work day limit for investigation, resolution, and decision after a hearing with the employee should be observed whenever possible. A copy of each decision should be forwarded to the Wake County Human Resources Director by the department. If an employee has not received a response within 20 working days after the hearing, the employee may advance his grievance.

3.6. At the District Attorney level or below, no attorneys will be present. (CALEA 25.1.1(e))

4. Coordination and Records Responsibility

4.1. The CCBI Director is responsible for the maintenance and control of grievance records. The grievance records will be maintained in the individual employee's personnel file in the Director's Office.

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CHAPTER 17: Office of Professional Standards

1. Purpose

CCBI has established the Office of Professional Standards, which will be responsible for the handling of complaints of misconduct and significant violations of policy or procedure by CCBI Personnel.

2. Policy

The Office of Professional Standards function is important for the maintenance of professional conduct in a criminal justice agency. The integrity of the agency depends on the personal integrity and discipline of each employee. It is the policy of CCBI that the department investigates all complaints from the public and significant policy violations.

3. Scope of Internal Investigations (CALEA 52.1.1)

3.1. All complaints or allegations, including anonymous complaints or allegations against CCBI and its employees will be investigated.

3.2. The Office of Professional Standards will acknowledge receipt of a complaint and describe CCBI's internal affairs process to the person submitting a complaint.

3.3. The Office of Professional Standards will conduct investigations of complaints or allegations concerning CCBI or its employees or assign the investigation to persons in a supervisory capacity to conduct.

4. Maintenance of Records

4.1. All reports and records concerning the investigation of complaints of employee misconduct shall be securely maintained in the Office of Professional Standards. Access to those reports and records shall be permitted only with prior authorization of the Director or personnel assigned to

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the Office of Professional Standards. Retention, inspection, and copying of complaint reports and records shall be in accordance with Wake County policy and North Carolina state law. (CALEA 52.1.2)

5. Office of Professional Standards Authority

5.1. The Office of Professional Standards and its functions is the responsibility of a CCBI Deputy Director designated by the Director of CCBI. The Office of Professional Standards personnel will report directly to the Director. In cases where the complaint or alleged misconduct is by the Director, then the Office of Professional Standards will refer the matter to the Wake County Manager's Office and the District Attorney. (CALEA 52.1.3)

6. Responsibilities

The Office of Professional Standards will be responsible for:

1. Establishing and maintaining an effective system for the receipt and redress of complaints concerning CCBI and/or its personnel;
2. Registering, recording and maintaining records of all complaints and allegations concerning CCBI and/or its employees.
3. Assignment and supervision of all internal investigations of complaints and allegations concerning CCBI and/or its employees;
4. Assignment and supervision of all use of force investigations involving CCBI employees;
5. Reporting all complaints, allegations, alleged or suspected misconduct that arises to the level of a criminal law violation to the District Attorney;
6. Coordinate and cooperate with any law enforcement agency conducting a criminal investigation for any complaint, allegation, and/or alleged or suspected misconduct that arises to the level of a criminal law violation;
7. Establish the investigative reporting procedures for each internal investigation;

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8. Submission of all internal investigation reports to the director for a review and decision on what action, if any, will be taken as a result of the investigation of the complaint or allegation;
9. Maintaining the confidentiality and security of all Professional Standards' records and investigation and ensuring all records are maintained in a secure area;
10. Maintain statistics and compile annual statistical summaries based on records of investigations from the Office of Professional Standards and disseminate to CCBI employees and the general public;
11. Notify the director in a timely manner of complaints against CCBI and/or its employees;
12. Establish written procedures on how to file a complaint against CCBI and or its employees and provide those procedures to all CCBI personnel and the news media when requested by them.

7. Office of Professional Standards Public Information

7.1. The standard operating procedures involving the Office of Professional Standards will be made available to all CCBI personnel. Each employee of CCBI will be familiar with the Office of Professional Standards function and be able to advise the public of the procedures to file a complaint against CCBI and/or its employees. A copy of the complaint procedure shall be posted in the public access areas of CCBI's office and CCBI's Web Site.

8. Annual Statistical Summaries

8.1. The Office of Professional Standards will prepare an annual summary of all complaints, noting the date received, nature of complaint, summary of investigation, final disposition and whether disciplinary action resulted. The Director will be provided this summary and it will be used as a tool in reviews and modifications of policy, procedure, and training. Annual statistical summaries based upon the records of the Office of Professional Standards will be made available to the public and agency employees.

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9. Complaint Procedures

9.1. Misconduct

9.1.1. Misconduct shall include but not be limited to violation of the criminal law, violation of CCBI's rules of conduct, Wake County policy and procedure, misuse or misappropriation of Wake County property, time misuse, misuse or misappropriation of evidence, use of excessive force, or unacceptable personal conduct which shall be defined as actions for which no reasonable person could, or should, expect to receive prior warnings.

9.2. Internal Investigation Categories

9.2.1. Internal investigations of allegations or complaints concerning CCBI employees will be conducted in one or more of the following categories:

1. **Criminal:** CCBI will not conduct any internal criminal investigations. The Office of Professional Standards may cooperate with agencies conducting internal criminal investigations as authorized by law.
2. **Administrative:** If the complaint or allegation is administrative, an internal administrative investigation will be conducted to determine if the employee has violated CCBI policy or procedure.

9.3. Reported Grievances and Allegations

9.3.1. Complaints may be received where, if substantiated, the alleged misconduct or wrongdoing do not rise to the level of a criminal act, a violation of written directives, or jeopardize the level of public trust placed in CCBI or its employees. In such instances, the complaint will be received in accordance with established complaint procedures and forwarded to the Office of Professional Standards. Examples of such instances include, but are not limited to the following:

1. Delayed response times based upon call volumes or case prioritization purposes; or
2. Items of no forensic or evidentiary value that the reporting person believes should have been collected; or

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3. Simple mistakes made by staff that do not adversely affect the investigation or quality of work performed and have been rectified appropriately prior to the report; or
4. Reporting persons' displeasure with current policy, procedures, or forensic capabilities.

9.3.2. The Office of Professional Standards will notify the Director of the allegation. If a determination is made that the allegation meets the above criteria, the allegation will not be documented as a complaint under this section and an appropriate course of action will be determined by the Office of Professional Standards, the employee's Deputy Director, and the Director. The Director maintains sole responsibility for classifying complaints as grievances under this section.

9.3.3. The reporting party will be notified appropriately upon disposition of the allegation.

9.4. Receiving Complaints:

1. Any person may initiate a complaint of misconduct concerning CCBI and/or its employees.
2. Complaints may be submitted in person, over the telephone, through email, or in writing.
3. A CCBI employee who observes, becomes aware of, or receives a complaint from any identified or anonymous source concerning an allegation or complaint of misconduct against CCBI and its employees shall without unnecessary delay verbally notify their Supervisor and/or the Office of Professional Standards. A written report of the complaint shall be forwarded to the Office of Professional Standards and the Director.
4. Any complaint or allegation of criminal wrongdoing will be reported to the District Attorney by the Director and/or the Office of Professional Standards and will be documented in the Office of Professional Standards' file.
5. Citizens who wish to make a complaint should be referred to a Supervisor, if feasible.

10. Assignment of Complaints

10.1. Complaints Assigned to Supervisors

The following types of complaints or allegations may be assigned to supervisory personnel for investigation: (CALEA 52.2.1(a))

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1. Unprofessional conduct;
2. Traffic offense;
3. Insubordination;
4. Communicating threats;
5. Untruthfulness;
6. Unlawful release of confidential information;
7. Harassment, including sexual harassment;
8. Falsification of reports;
9. Misuse of Wake County property;
10. Alcohol abuse;
11. Misuse of Wake County time;
12. Unaccountability of evidence other than controlled substances, money, jewelry, firearms, negotiable instruments, and other valuables.

10.2. Complaints Assigned to the Office of Professional Standards

The following types of complaints or allegations will normally be assigned to the Office of Professional Standards: (CALEA 52.2.1(b))

1. Alleged or possible criminal violations;
2. Use of force resulting in serious injury or death;
3. Firing a CCBI weapon resulting in injury or death;
4. Unaccountability of evidence consisting of controlled substances, money, firearms, jewelry, negotiable instruments, or other valuables;
5. Death or serious injury to anyone while in the custody of a CCBI employee.

11. Director Notification

11.1. The Director shall be notified by the Office of Professional Standards of all complaints received without undue delay. Such notification may be made in person, by phone, or email and will be done no later than the next business day upon which the complaint was received by the Office of Professional Standards. Allegations involving those listed as normally assigned to the Office of Professional Standards in Section 10.2. will be reported to the Director immediately by phone or in person.

12. Internal Investigations Time Requirements

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12.1. Internal investigations will be completed within (60) sixty days after initiation. The nature of certain investigations may require extensions to this time frame and such extensions may be granted by the Director. A written request for such an extension shall be forwarded to the Director and the request will be maintained with the file. The Director or his/her designee shall be made aware of the status of on-going internal investigations on a regular basis. (CALEA 52.2.3)

13. Complainant Notification

13.2. When an individual files a complaint against CCBI and/or a CCBI employee, a written notification will be sent to the complainant, acknowledging the receipt of the complaint or allegation. The notification will explain that CCBI is conducting an internal investigation and should be completed within (60) sixty days. The complainant will be provided with a contact name and telephone number at CCBI for further questions.

13.3. If an extension to the (60) day time frame is granted, the complainant will be notified of such a change and such notification will be documented. (A written comment added to the original complainant form may suffice.)

13.4. The complainant will be notified in writing of the completion of the internal investigation. Complainants will be advised that all internal investigations and reports are confidential and if the complaint is sustained, CCBI will not be able to release disciplinary action information because of laws on personnel privacy.

13.5. A copy of the letter of notification to the complainant will be made part of the written internal investigation.

13.6. The Office of Professional Standards shall make all complainant notifications as described under this section.

14. Employee Notification

14.1. At the time an internal investigation is assigned, the subject employee(s) will be notified in writing of the investigation. The notification will include the general nature of the complaint/allegation unless law precludes the notification or the nature of the investigation

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warrants a delay in such a notification. The notification letter to the employee will notify the employee of his/her rights and responsibilities relative to the investigation. A letter of notification shall also be provided to the employee upon the conclusion and a disposition finding in the investigation.

14.2. Copies of the letters of notification and of disposition given to the employee will be made a part of the investigative file. All letters provided to the employee will be done so through at the direction of the Director.

15. Investigative Rights/Requirements

15.1. A CCBI employee who is the subject of a CCBI administrative internal investigation can be directed by the Director to submit to medical and laboratory examinations at CCBI's expense, submit to photographic examination, participate in a line-up, submit to financial disclosure statements, or submit to polygraph examinations at CCBI's expense, when these submissions specifically, directly, and narrowly relate to the internal investigation. Failure by a CCBI employee to comply will be considered insubordination.

15.2. All CCBI property used by an employee including but not limited to facilities, lockers, desks, and vehicles is subject to search at anytime and may be searched without a warrant.

15.3. CCBI employees may be required to submit to a polygraph examination during an administrative internal investigation. The CCBI employee will be advised of the following:

1. The questioning and polygraph examination will be administrative in nature.
2. The questions and polygraph examination will relate specifically, directly, and narrowly to the performance of the employee's official duties.
3. The employee's answers and any information resulting will not be used against him /her in any criminal prosecution.
4. The employee is required to submit to the polygraph examination and questioning. If the employee fails to do so, the employee will be disciplined for insubordination constituting unacceptable personal conduct as described in the Wake County Human Resource Administration Manual, Section 701.

15.4. During an administrative internal investigation interview, the employee will be advised of the following:

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1. The questioning will be administrative in nature.
2. The questions will relate specifically, directly, and narrowly to the performance of his/her duties.
3. His/her answers or the fruits there from will not be used against him/her in any criminal prosecution.
4. He/she is required to answer all questions fully and truthfully and if he/she fails to do so, he/she will be disciplined up to dismissal from employment for insubordination constituting unacceptable personal conduct as described in the Wake County Human Resource Administration Manual.
5. He/she does not have the right to have a lawyer or anyone else with him/her during questioning.

15.5. The employee may be required to submit to medical and laboratory examinations in accordance with Wake County's Drug and Alcohol Policy and submit to searches of all CCBI property. If the employee fails to submit to these requirements, he/she will be disciplined up to dismissal from employment for insubordination constituting unacceptable personal conduct as described in the Wake County Human Resource Administration Manual, Section 701.

16. Relief from Duty

16.1. The Director or his/her designee may make investigatory placements or investigatory suspensions of CCBI employees to provide time for CCBI Supervisors to investigate allegations of employee misconduct or serious violations of work rules in order to establish facts and make a decision concerning the employee's status. All investigatory placements or suspensions will be done in accordance with the [Wake County Human Resources Policy Manual](#), Section 614.

16.2. Employees placed in an investigatory/administrative placement or suspension may be prohibited from accessing CCBI vehicles, evidence rooms, facilities, County computer systems, and/or communication systems at the discretion of the Director.

17. Office of Professional Standards Reporting Format

17.1. When the Office of Professional Standards receives a report of a complaint, the Office of Professional Standards will begin an Internal Investigation Initial Report and assign a unique file number to the complaint or allegation.

17.2. The initial report will include:

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1. Name of the employee receiving or reporting the complaint or allegation;
2. Date and time that the complaint or allegation is reported and the manner it is reported;
3. The identity, if known, of the person making the complaint or allegation and their mailing address and telephone number;
4. The nature of the complaint or allegation;
5. The date, time, and place that the incident in question occurred;
6. The identity or description of any employee that the complaint or allegation concerns; and
7. The details of the complaint or allegation.

17.3. The Office of Professional Standards will assign a unique file number to each complaint or allegation. The file number will begin with the capital letter I, followed by the year the complaint/allegation was filed. This will be followed by a hyphen and then a sequential number of the complaints/allegations received that year. After the sequential number will be a hyphen and then a capital letter representing the type of internal case. The letter "A" will represent complaints/allegations originating within CCBI; the letter "B" will be for complaints/allegations from outside CCBI, and the letter "C" is for evidence and/or information as a result of civil action.

18. Reporting Requirements

18.1. If evidence of criminal wrongdoing is found during a CCBI internal investigation, the District Attorney will be notified without unnecessary delay.

18.2. The reporting format for the CCBI internal investigation report will be set out as follows:

1. Complaint Form
2. Office of Professional Standards Disposition Form
3. Employee Notification Letters
 - a. Initial Notification
 - b. Disposition Notification
4. Complainant Notification Letters
 - a. Initial Notification
 - b. Disposition Notification
5. Office of Professional Standards Investigative Synopsis
6. Statements of parties involved (written or transcribed)

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7. Related reports, documents, and investigative activity reports other than interviews

18.3. The Office of Professional Standards may authorize an exception to this format and the internal investigation may be submitted in memorandum form.

18.4. Employees who are the subject of an internal investigation may be provided copies of all information collected as part of the internal investigation. If more than one employee is involved as a subject of investigation, the requesting employee may only access those documents specifically related to their own investigation.

19. Final Disposition

19.1. When an internal investigation involves a complaint concerning the violation of criminal law, a violation of CCBI policy or procedure, or unacceptable personal conduct, one of more of the following conclusions of fact will be made:

1. Unfounded: There is no factual basis that exists for the complaint.
2. Exonerated: It is determined that the alleged conduct did in fact occur but it is excused or justified by the circumstances.
3. Sustained: The facts support the allegation of the complaint.
4. Other Misconduct: The investigation determined there was other misconduct.
5. Inactive: There are insufficient facts to make a reasonable determination at this time. (Investigations being deemed as inactive may be re-opened at a later date if additional information becomes available or an additional complaint of a similar nature is received on behalf of the same employee.)
6. Policy Failure: The actions by the employee were the result of an inadequate or defective policy.

19.2. A final disposition report on the findings will be sent to the subject employee and the Deputy Director supervising the employee. A copy of the final disposition report will be made part of the internal investigative file.

19.3. The Director will make findings in all internal investigations conducted by the Office of Professional Standards or delegated to Supervisors. Any disciplinary action resulting from an internal investigation is a function of the employee's Supervisor and/or the Director.

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CHAPTER 18: Public Information

1. Purpose

The purpose of this directive is to establish procedures for the release of information to the public and news media personnel.

2. Policy

It is the policy of CCBI to establish and maintain a positive liaison with the news media. CCBI understands that the right of access by news media and the public to law enforcement information has a community importance but must be accomplished within legal parameters and in accordance with CCBI procedures.

3. Public Information

3.1. The release of any official CCBI information to news media, citizens, or the general public will be conducted in accordance with applicable Federal regulations, North Carolina General Statutes (specifically Chapter 132), Wake County Policy, and CCBI policy and procedure.

4. Public Information Function

4.1. The Director of CCBI maintains the responsibility for the public information function in regards to news releases and interaction with the news media. The Director in his/her absence may designate a Deputy Director to act as CCBI's Public Information Officer.

4.2. No CCBI personnel have the authority to release information to the news media unless authorized by CCBI policy or the Director. News media inquiries shall be forwarded to the Director or his/her designated Deputy Director. Any CCBI employee requested by the media to provide information related to the agency, an investigation, or any other official information will direct such a request to the Director or Deputy Director acting as Public Information Officer except as when specified in policy.

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1. It is the responsibility of the law enforcement agency with primary jurisdiction to handle news media inquiries at scenes of incidents in which that law enforcement agency has requested CCBI assistance. The news media will not be allowed into a secure crime scene area as designated and being processed by CCBI without approval from a CCBI Investigations Supervisor. (CALEA 54.1.3)
2. The CCBI Director or his/her Deputy Director designee shall be responsible for preparing and distributing agency news media releases.
3. The CCBI Director and his/her designee shall be responsible for arranging and/or assisting at media conferences.
4. The Director or his/her Deputy Director designee shall not release any information about victims, witnesses, suspects, or any other investigative facts, crime scene photographs, and/or reports to the news media without authorization and coordination with the law enforcement agency with primary jurisdiction in the investigation and/or the Office of the District Attorney for the Tenth Prosecutorial District.
5. The Director or his/her Deputy Director designee shall be responsible for the release of information concerning confidential agency investigations and/or operations.
6. When other public service agencies are involved in a mutual effort, the agency having primary jurisdiction shall be responsible for coordinating and releasing pertinent information.

5. Release of Arrest Information

5.1. Upon request, any CCBI personnel may release to the news media or public any arrest photograph and arrest information as defined in North Carolina General Statute § 132-1.4. of any adult arrestee processed by CCBI. Juvenile arrest photographs and arrest information may only be released when said juvenile was bound over to Superior Court and processed at CCBI as an adult. (CALEA 82.1.2(c))

5.2. Releasable information includes: (N.C.G.S. § 132-1.4)

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- The time, date, location, and nature of a violation or apparent violation of the law reported to a public law enforcement agency.
- The name, sex, age, address, employment, and alleged violation of law of a person arrested, charged, or indicted.
- Photographs of persons processed at CCBI as a result of a criminal violation to include any particularly identifying local, state, or Federal numbers.

5.3. The following information will not be released:

- Social Security Numbers of arrestees.
- Driver license number.
- Date of birth.

6. Media Access

6.1. Emergency Scenes: CCBI will utilize the Wake County Emergency Operations Plan and the Wake County Incident Command Master Plan.

6.2. At CCBI: The access of media personnel at CCBI will be at the discretion of the Director or the designated Deputy Director and will be limited to the scope of the requested information.

6.3. Media/Field ride-alongs: Media ride-alongs allow members of the media to accompany law enforcement officers as they perform their duties. The Director may coordinate media ride-alongs with Agents at his/her discretion. Agents conducting a media ride-along will only discuss information authorized by this SOP chapter.

1. Employees escorting media personnel for the purposes of the ride-along may only allow media personnel access to a crime scene located on private property with the expressed permission and presence of the complainant.
2. Any identifying information, statements, or otherwise confidential information made by the complainant at a crime scene in regards to the crime shall be withheld from the media personnel by CCBI staff. (N.C.G.S. § 132-1.4(d))

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CHAPTER 19: Legal Process and Court Orders

1. Purpose

The purpose of this directive is to establish CCBI's procedures governing the delivery of legal process services.

2. Policy

CCBI shall provide prompt service of court-initiated criminal process documents.

3. Legal Process

3.1. The CCBI Executive Assistant shall have the primary responsibility to serve subpoenas on CCBI personnel. All legal processes to include subpoenas received shall be logged in and maintained in the legal process database by the Executive Assistant.

3.2. The following information will be entered in the legal process database upon receipt of a legal process: (CALEA 74.1.1)

1. Date and time received.
2. Type of legal process, civil or criminal.
3. Nature of document.
4. Source of document.
5. Name of plaintiff/complainant or name of defendant/respondent.
6. Person assigned for service.
7. Date of assignment.
8. Court docket number.
9. Date service due.

3.3. Record entries will be cross-referenced so that the information can be retrieved by means of the court docket number and by the names of the defendant and/or the CCBI employee being subpoenaed.

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4. Service of Legal Process

4.1. A record on the execution or attempted service of a legal process will be documented in the legal process database. The following information will be entered:

1. Date and time service was executed/attempted.
2. Name of employee executing/attempting service.
3. Name of person on whom legal process was served/executed.
4. Method of service/reason for non-service.
5. Address of service/attempt.

4.2. A subpoena will not be served by a CCBI employee on a third party unless authorized by the Director or his/her designee. No CCBI employee will accept a served subpoena for another employee.

4.3. Any CCBI employee may serve a subpoena on another CCBI employee or former CCBI employee. The employee serving the subpoena has the responsibility and will provide the information required for the legal process database to the Executive Assistant within five working days of service. All CCBI employees will make a diligent and reasonable attempt to serve a subpoena that is assigned to that employee for service.

5. Court Ordered Evidence Examinations

5.1. CCBI will make all reasonable accommodations to comply with any evidence examination requests ordered by the court on behalf of a defendant. When such a request is presented to CCBI, the request will be forwarded to the Division Deputy Director over which the evidence is being maintained. The Division Deputy Director will provide the examiner with proper guidelines as to the requirements of the court ordered examination. Any examination of evidence completed under such a request will be completed in a location to be determined by the Division Deputy Director.

5.2. At no time will any persons present to examine evidence under such a request be allowed to access any operational areas of the agency. Any requests to utilize Agency or County equipment for the purposes of the examination will be brought to the Division Deputy Director or Director. Any request to utilize Agency or County equipment that is determined to be unduly burdensome,

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expensive, may be obtainable from some other source that is more convenient, less burdensome, or less expensive will be referred to the County Attorney's Office.

5.3. Evidence covered under the order for examination will be presented utilizing the following procedures:

1. The complying employee will make a copy of the court order to place inside of the case file.
2. All evidence to be examined must be accounted for and in a sealed condition when provided to the court ordered expert or examiner.
3. Custody of the examined items will be signed over to the court ordered expert or examiner in accordance with CCBI custody transfer practices.
4. Upon the conclusion of the examination, the receiving employee will receive the items in an unsealed condition.
5. Upon receiving the examined items, the CCBI employee will inventory all items present to ensure accountability for each item and no change in the condition of said items.
6. Any damage or alteration found to have occurred will be brought to the immediate attention of the Division Deputy Director or Director prior to the staff member accepting custody of the item.
7. The receiving employee will seal the item appropriately and sign for custody receipt on the appropriate documentation.
8. The receiving employee will escort the court ordered expert or examiner out of CCBI.

5.4. Division Deputy Directors may require more stringent requirements as necessary specifically to the evidence or function being examined. When such additional requirements exist, they must be in writing and incorporated into an Administrative Manual or Technical Procedural Manual approved by the Director.

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CHAPTER 20: Planning, Research, and Goals

1. Purpose

The planning and research function of CCBI should ensure that the changing needs of the citizens of Wake County are being met and that the future needs and resources are being identified to promote responsible growth and operational functions within CCBI.

2. Policy

The planning and research function will assist management in determining the changing needs for service and the allocation of resources to best meet the citizens' needs by providing information to enhance the effective management of CCBI.

Definitions

Planning: The development of strategies designed to bring about favorable future conditions.

Research: The systematic and objective analysis of controlled observations that may lead to the development of generalizations resulting in the prediction and ultimate control of events.

3. Planning and Research Function

3.1. The planning and research function of CCBI should ensure that the changing needs of the citizens of Wake County are being met and that the future needs and resources are being identified to promote responsible growth and operational functions within CCBI.

3.2. The Director may assign functions of research and planning to any CCBI employee at his or her discretion. The primary placement of research and planning responsibilities will rest with the CCBI employee responsible for crime analysis and/or budget analysis and the Division Deputy Directors. Each of these individuals will have ready access to the Director for the purposes of performing this function.

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4. Development of Goals and Objectives (CALEA 15.2.1)

4.1. Division Deputy Directors will formulate written goals and objectives for their respective divisions annually and will present those to the Director. The submitted goals and objectives will be reviewed annually and revised as necessary to ensure that the goals and objectives remain consistent with the overall mission of CCBI and the changing demands from the public.

4.2. Upon the approval of each division's goals, the Director or his/her designee will make those goals and objectives available to all agency personnel. The annual Wake County adopted budget as published will serve for this purpose.

4.3. As the goals and objectives are presented by the Division Deputy Directors to the Director annually, an evaluation of the progress made towards the current goals and objectives will be conducted. Information obtained through planning, research, and crime analysis should be utilized when evaluating the progress of the goals and objectives.

5. Crime Analysis Procedures

5.1. Due to the nature of the work performed and the design of the Raleigh/Wake City-County Bureau of Identification, many aspects of crime analysis, to include information available based upon field operations as performed by other law enforcement agencies are not feasible. However, for the purpose of this section, the CCBI Accreditation Manager will compile statistics and other information necessary to ensure the efficient operations of CCBI based upon available information. Such analyses may be made from the following reports:

1. The Investigations/Processing Daily Shift Summaries
2. The Criminal Identification Daily Activity Log
3. The Latent Examination Services Monthly Identification Statistics
4. The Latent Examination Services Latent Query Statistics
5. The Forensic Drug Unit Weekly Examination Statistics
6. The Forensic Computer Examination Monthly Statistics

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7. The Forensic Photographic Services Monthly Statistics

5.2. The information compiled from these analyses will be disseminated at the discretion of the Director or his/her designee. Routine analytical compilations should be disseminated to applicable division Supervisors by email.

5.3. The Director, the Division Deputy Directors, or any CCBI Supervisor may request the CCBI Accreditation Manager to compile statistics, as available, at any time to assist in maintaining efficient operation of CCBI personnel and resources. The CCBI Accreditation Manager may request approval from the Director prior to the compilation of any statistical data requested by the Division Deputy Directors, or CCBI Supervisors.

5.4. Any statistical reports compiled by the CCBI Accreditation Manager will be forwarded to the Director before or upon dissemination of such reports.

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CHAPTER 21: Budget

1. Purpose

To complete the annual budget process in accordance with procedures established by the Wake County Board of Commissioners and as directed by the Office of the County Manager.

2. Policy

CCBI will participate and conduct all functions regarding the budget process with integrity, transparency, and in such a manner consistent with public service.

3. Budget Process and Responsibility

3.1. The Bureau's overall fiscal management falls under the Director, however, he/she may delegate the management functions to designated persons within the organization at his/her discretion.

3.2. Annually, CCBI must undergo and complete numerous budget tasks for submission to the Wake County Budget Office:

1. Base Budget - Expenditures
 - a. Reallocate dollars as necessary by completing a base budget form for each unit within the department; only increase to base should be for contracts with built-in escalators.
2. Base Budget - Contracts
 - a. Complete a Contract Summary template in Microsoft Excel. Form should agree to the amount for Contract Services in the Base Budget.
3. Base Budget – Revenues

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- a. Project fiscal year revenues by either increasing or decreasing target base amounts. Any new fees or proposed changes to fees should be listed as an expansion.
4. Expansions
 - a. Expansions should be submitted for all new positions, increase in service levels, and new department services. Also, each department may submit a single expansion to capture all requested increases to the target base budget.
 - b. Deputy Directors are responsible to ensure that all expansion requests within their division are submitted.
5. Expansion Ranking
 - a. All expansion requests must be ranked in numerical/priority order indicating importance.
6. Budget Book Information
 - a. CCBI shows information at the division level. Therefore, budget book information must contain a narrative for each.
7. Matrix
 - a. The Matrix is a brief summarization of all programs, services, priorities, policy drivers, and roles and responsibilities. Furthermore, it shows whether the County has a choice in offering the service and whether the County has a choice in the level of funding for those services. The Matrix also identifies cost drivers, expenditures and revenues, and the net cost to Wake County.
8. Performance Measures
 - a. The ASC-II collects performance data and compiles the data monthly/annually to report performance measure status.

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4. Functional Recommendations to the Budget

4.1. Division Deputy Directors are responsible to ensure that his/her division has properly prepared and submitted budget requests. Furthermore, it shall be the Director's responsibility to verify and approve that all requests are based on previously determined expansion goals and to properly state goals and objectives.

5. Expansion and Horizon Issues

5.1. CCBI will annually discuss and identify expansion and horizon issues as part of a multiyear plan during each annual budget process to include the following:

1. Long-term goals and operational objectives;
2. Anticipated workload and population trends;
3. Anticipated personnel levels;
4. Anticipated capital improvements and equipment needs; and
5. Provisions for review and revision as needed.

5.2. The multiyear plan will be reviewed and revised annually as necessary in accordance with budget preparation and submission procedures to include the above listed information.

5.3. Division Deputy Directors will provide to the Director annual information specific to the long-term goals and operational objectives, anticipated workloads and personnel levels, and anticipated capital improvements and equipment needs specific to their assigned divisions.

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CHAPTER 22: Fiscal Management

1. Purpose

The purpose of this directive is to establish guidelines for the fiscal management of the Raleigh/Wake City-County Bureau of Identification (CCBI).

2. Policy

It shall be the policy of the Raleigh/Wake City-County Bureau of Identification to effectively manage agency revenue, funds, and expenditures through fiscal management.

3. CEO Authority and Responsibility

The Raleigh/Wake City-County Bureau of Identification Director is designated by the Wake County Manager as having the authority and responsibility for the fiscal management of the Bureau.

4. Purchasing

4.1. The Director shall authorize the issuance of P-Cards to CCBI employees at his/her discretion. CCBI employees authorized to make purchases for CCBI will follow the policy and procedure set forth in the Wake County [Budget & Finance Policies and Procedures](#).

4.2. The Support Services Deputy Director shall retain all purchasing responsibilities for CCBI beyond P-Card purchases.

4.3. The Director, or his/her designee, must pre-approve all purchases by CCBI personnel. The request will be documented on the CCBI Requisition Form and will be submitted to the Director. If the request is approved, the Director will sign the requisition form and forward a copy back to the Support Services Deputy Director for purchase and retention.

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5. Property Acquired through Civil Process/Asset Forfeiture

5.1. The Wake County Finance Department receives asset forfeiture money from the state and federal government. The Wake County Finance Department provides CCBI a portion of the received asset forfeiture funds. The Wake County Finance Department retains responsibility for the allocation of funds to CCBI as a result of asset forfeiture.

5.2. To be eligible for Federal funds resulting from asset forfeiture, CCBI must complete an Equitable Sharing Agreement and Certification form as required by the U.S. Department of Justice and the U.S. Department of the Treasury annually. The Director or his/her designee shall submit this form as required annually.

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CHAPTER 23: Training

1. Purpose

CCBI's training function will establish the responsibility, requirements and methods of documentation for the initial and continued training of all CCBI employees.

2. Policy

To provide training to all Raleigh/Wake City-County Bureau of Identification employees whereby continuously improving skills, knowledge, and abilities in order to set the highest standards in crime scene investigation, forensic analysis of evidence, and the collection of criminal arrest information.

3. Training Requests

3.1. All training requests will be done by completing a CCBI Training Request Form. This form may be completed by an employee wishing to attend training or by a Supervisor. Upon being presented with a training request form, the Supervisor will approve or deny the training request. If the training request is approved, the request will be forwarded to the appropriate Deputy Director for approval appropriately. CCBI Director will have final approval authority.

3.2. Upon the completion of the approval process, a copy of the form will be provided to the requesting employee indicating the approval status and if denied, the reasons for the denial will be specified on the request form.

3.3. If the training is approved, the approving Supervisor will be responsible for coordinating the employee's registration and travel arrangements.

3.4. Employees and/or Supervisors requesting or approving training should consider the following factors when doing so:

1. Has the employee received similar training in the past?

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2. Will the requested training benefit the employee while in their present assignment or prepare the employee for future assignments?
3. Is the training requested the most cost effective option for receiving the training?
4. Does the requested training fit into the agency's mission and goals?
5. Will the employee's job performance improve as a result of receiving this training?

4. Training Attendance Requirements

4.1. Employees must attend all sessions of any training course in which he/she is enrolled. Absences from assigned training are only considered excused in the event that the employee's Supervisor and has been made aware and approved of the absence. Unexcused absences are to be reported to the employee's Supervisor and/or the CCBI Training Coordinator and may be subject to disciplinary action.

4.2. Employees are required to attend assigned training courses in compliance with applicable attendance requirements.

1. Employees participating in training required by the North Carolina Sheriffs' Education and Training Standards Commission are required to meet attendance requirements as set forth in [12 NCAC 10B](#).
2. Employees participating in training hosted or conducted by an outside agency will comply with the applicable attendance requirements for the course enrolled.
3. Employees participating in training conducted by CCBI or Wake County, in the absence of other specifically stated attendance requirements, are required to attend no less than 90 percent of the scheduled class times.

4.3. Attendance rosters are the responsibility of the entity hosting the training and/or the instructor for classes presented outside of CCBI. For training conducted by CCBI, it is the responsibility of the instructor to ensure that a class roster is completed and is given to the CCBI Training Coordinator.

4.4. For courses conducted by CCBI and for training required by the North Carolina Sheriffs' Education and Training Standards Commission, it is the responsibility of the CCBI Training Coordinator to document successful completion of training.

4.5. The CCBI Training Coordinator shall maintain a current training record for each employee and shall maintain any provided copies of certificates for successfully completed training.

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4.6. Missed training due to absences excused or unexcused or courses failed by the attending employee will be made up at the discretion and in a manner decided by the employee's Supervisor and the CCBI Training Coordinator. Missed training that is required by the North Carolina Sheriffs' Education and Training Standards Commission will be made up in accordance with the guidelines set forth in [12 NCAC 10B](#).

4.7. The North Carolina Sheriffs' Education and Training Standards Commission mandates training annually for sworn deputies. All sworn CCBI employees are individually responsible for ensuring that their Law Enforcement Certification is maintained at all times to include the responsibility for ensuring that he/she has met the annual mandated training requirements.

4.8. The CCBI Training Coordinator is responsible for ensuring that all sworn CCBI employees are made aware of and provided with the opportunity to attend the required mandated training. Having scheduled an employee to attend mandated training one time will suffice for the CCBI Training Coordinator's responsibility under this section. Employees who fail to complete the scheduled mandated training, other than at the direction of a CCBI Supervisor or the CCBI Training Coordinator, are responsible for the make-up of that training.

4.9. All mandated training attendance, falling under this section, will be documented on the employee's training record. In the event that an employee completes mandated training outside of the CCBI Training Coordinator's knowledge, it is the employee's responsibility to ensure that the CCBI Training Coordinator is provided documentation of the successful completion of that training.

5. Training Reimbursements

5.1. All training and related expenses must be requested and approved by the CCBI Director.

5.2. All authorized travel and training in or outside of Wake County will be reimbursed in accordance with the Wake County travel policy. Reimbursement may be provided for mileage and/or gasoline expense, meals, housing, fees, books and other materials required for the training program.

5.3. At the completion of the trip, employees will make an accounting of trip expenses whether they are through the procurement card process or they are to be reimbursed. This accounting of trip expenses must be made within 30 days of the completion of the trip by submission of the Wake County Travel Expense Report. Receipts will support all charges to the procurement card

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as usual. Employees may not request reimbursement for travel expenses paid for with a procurement card.

5.4. Any travel requiring an overnight stay requires pre-approval in accordance with the Wake County Travel Policy. A Travel Authorization form will be completed and submitted with the CCBI Training Request Form along with a CCBI Requisition Form if any cost is to be incurred by CCBI.

5.5. CCBI personnel should refer to Wake County travel policy: [Budget & Finance Policies and Procedures](#)

6. Remedial Training (CALEA 33.1.5)

6.1. Remedial training may be utilized to correct poor or unsatisfactory job performance or correct deficiencies in an employee's skill, knowledge, and/or abilities. Remedial training may be used absent formal disciplinary action as defined by Wake County Policy or in conjunction with a formal disciplinary action.

1. When a Supervisor determines an employee is not meeting acceptable job standards, the Supervisor will discuss the deficiency or need for improvement with that employee. The Supervisor will provide written documentation of the discussion, the reasons supporting the need for remedial training, and outline the specific type of training deemed appropriate for the correction of such actions and provide a copy of that documentation to the employee and maintain a copy. (Documentation of such actions will be made in accordance with [Wake County Human Resources Administration Manual](#) Section 700, Disciplinary Actions.) (CALEA 26.1.5)
2. The appropriate training will be scheduled by the employee's Supervisor. The training will be scheduled as soon as possible based on the type of training and availability.
3. The Supervisor will evaluate the effectiveness of the training on the employee's performance and discuss the status of the remedial training plan with the employee in a timely manner.
4. Failure to participate in remedial training as directed may result in disciplinary action.

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5. If an employee's performance requiring the need for remedial training is deemed to amount to exposing CCBI to unnecessary liability, the employee may be placed on administrative duty at the discretion of the Director and in accordance with Wake County Policy.

6.2. When engaged in a training course provided by or assigned to by CCBI, and the need for remedial training is determined by the instructor or the organizing authority of the training, it is the employee's responsibility to ensure that such remedial training is completed in a satisfactory manner as to facilitate the successful completion of the training.

6.3. When inspections are made, the inspecting individual may consider the need for remedial training based upon noted deficiencies if it is believed such training may correct these deficiencies. If such a determination is made, the inspecting individual will discuss that recommendation with the employee's Deputy Director and any implementation of remedial training under these circumstances will be done at the direction of the Deputy Director.

7. Employee Training Records (CALEA 33.1.6)

7.1. The CCBI Training Coordinator is to maintain accurate and updated training records on each employee. This record will include, but is not limited to, the start and end dates of the training, a description of the training, the number of training hours received, and test scores for the employee when possible.

7.2. The employee is responsible for providing the CCBI Training Coordinator with copies of certificates, for training in which certificates are issued, of the successful completion of the training within five (5) working days of the receipt of the certificate. The CCBI Training Coordinator will maintain a copy of the certificate in the employee's training file.

8. Training Class Records

8.1. The CCBI Training Coordinator will maintain records on training classes conducted by CCBI to include the following:

1. The course content (lesson plan). (CALEA 33.1.7(a))

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2. The names of agency attendees (roster). (CALEA 33.1.7(b))
3. The performance of individual attendees as measured by tests, if administered. If a test is administered, the test scores should be recorded or copies of the tests should be kept when reasonably available. (CALEA 33.1.7(c))

9. Lesson Plan Requirements

9.1. Any training conducted by CCBI or training courses provided by CCBI for its employees requires a lesson plan. The lesson plan is to include the following:

1. A statement of performance and job-related objectives. (CALEA 33.1.4(a))
2. The content of the training and specification of the appropriate instructional techniques. (CALEA 33.1.4(b))
3. The identification of any tests used in the training process. (CALEA 33.1.4(d))

9.2. Lesson plans are submitted to the Deputy Director of the division receiving the training for approval. Lesson plans for training provided to employees in various divisions are submitted to the Director for approval. The approving CCBI authority of the lesson plans is responsible for providing the CCBI Training Division a copy of the approved lesson plan for documentation and filing purposes. (CALEA 33.1.4(c))

9.3. Lesson plans utilized in training outside the agency and lesson plans provided by the North Carolina Justice Academy or the North Carolina Sheriffs' Education and Training Standards Commission for training not conducted by CCBI for its employees will be considered approved and may not be kept by the CCBI Training Coordinator unless otherwise mandated by [12 NCAC 10B](#).

10. Basic Law Enforcement Training Requirement (CALEA 33.4.1)

10.1. Any CCBI employee assigned to a position inside the agency for which the job classification requires a valid North Carolina Law Enforcement Certification, shall have obtained a valid North Carolina Law Enforcement Certification, in accordance with the North Carolina Sheriffs' Education and Training Standards Commission, prior to performing any duties in such

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a position that requires the carrying of a weapon, the enforcement of laws, or making arrests. (To obtain a North Carolina Law Enforcement Certification, an individual has had to complete basic law enforcement training requirements in accordance with the North Carolina Sheriffs' Education and Training Commission.) CCBI employees accepted by and placed in a pending status by the North Carolina Sheriffs' Education and Training Standards Commission who are actively pursuing compliance with the reported requirements of and in the time limits imposed by the Commission are excluded from this requirement.

11. Annual Retraining (CALEA 33.5.1)

11.1. All sworn CCBI personnel will complete annual in-service training as dictated by the North Carolina Sheriffs' Education and Training Standards Commission. At present, the Commission mandates all sworn deputies to complete a minimum of 24 hours of training annually, to include but not limited to:

1. Annual firearms training and qualification.
2. Legal Updates/Use of Force.
3. Juvenile Minority Sensitivity Training.
4. Career Survival (Ethics)

11.2. As part of the training mandated by the North Carolina Sheriffs' Education and Training Standards Commission, various other courses are mandated annually. Many of the courses are classified as "Department Choice" topics. For such classes, the Director of CCBI shall determine annual participation ensuring that the training courses provided comply with the 24-hour minimum requirement dictated by the Commission.

11.3. All sworn CCBI personnel shall also complete annual training as dictated by Wake County and CALEA; this training includes but is not limited to:

1. Hazardous Materials training, incorporating the "All Hazard Plan."
2. Blood-borne Pathogen training.
3. Respirator training, for those personnel under the Wake County Respiratory Protection guidelines.
4. Bias based profiling prevention training.

11.4. All sworn CCBI personnel will receive training regarding the use of less than lethal force and all CCBI personnel will receive ethics training at least every two years.

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11.5. All CCBI personnel who work directly with the public will receive training dealing with persons with mental illness at least every three years and upon initial entry level training.

11.6 Training received during these annual training courses can and should be utilized during promotional examinations to include oral interviews.

12. Notary Training

12.1. Some CCBI positions require a Notary Public certification. The procedures for acquiring such training are as follows:

12.2. The employee's Supervisor will schedule course dates and provide a registration form to the employee. The employee will complete the form and return it to the Supervisor. After review/approval by the Supervisor, the registration form will be forwarded to the appropriate Deputy Director.

12.3. Upon satisfactory completion of the course, the employee will complete the Application for Notary Public and submit that application to the Administrative Services Coordinator. Upon the notification of acceptance from the Secretary of State's Office, the employee will go to the Register of Deeds with the required fee to be sworn in. Notary seals will be purchased for the employee by the Support Services Division Deputy Director.

12.4. It is the employee's responsibility to maintain a current Notary Public certification. The employee will complete a renewal form at the appropriate time, enclose the renewal fee and submit both to the Secretary of State's Office per the instructions on the form. The employee will go to the Register of Deeds to be re-sworn at the appropriate time.

12.5. Receipts for all fees and expenses incurred by the employee for initial notary commission and/or commission renewal must be retained and submitted to the employee's Supervisor for reimbursement purposes.

13. Dissemination of CALEA Accreditation Information

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13.1. All newly hired agency personnel will receive information regarding the accreditation process and standards within thirty days of beginning employment. (CALEA 33.5.3(a))

13.2. The information provided will include the history of accreditation, the importance of accreditation to the agency, the accreditation process, and the impact and benefits of accreditation to the agency.

13.3. All agency personnel will receive accreditation information during the self-assessment phase associated with achieving initial accreditation. (CALEA 33.5.3(b))

13.4. All agency personnel will receive accreditation information prior to an on-site assessment. (CALEA 33.5.3(c))

13.5. Command staff may be assigned to attend conferences of the Commission on Accreditation for Law Enforcement Agencies, Inc. periodically at the discretion of the Director.

14. Career Development Training

14.1. All CCBI employees who conduct career development activities or whose position requires occasional supervisory responsibilities will complete BOSS training conducted by Wake County Human Resources. This training is designed to address counseling and evaluation techniques, Wake County policies and programs, employee interaction and communication practices, dealing with diverse employees and customers, record-keeping issues, and outside resources available to Wake County employees. (CALEA 33.8.2)

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January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP

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CHAPTER 24: Document Control and Management

1. Purpose

This procedure provides requirements for the creation, revision, and control of all written directives and quality documents used by CCBI.

2. Scope

2.1. This procedure applies to the creation, revision, and control of all CCBI developed operational documents, forms, written directives, policies, procedures, administrative orders, training manuals, safety manuals, and all documents pertaining to the Laboratory Quality Management System (QS).

2.2. Instrumentation manuals or externally produced quality documents are controlled if they provide direction in performing the quality-affecting activities unless the manual or documents have been referenced to in other controlled documents or have been incorporated in their entirety into an internally produced document. The affected documents include, but are not limited to, the following:

- All Agency Standard Operating Procedures
- All Agency Quality Manuals
- All Agency Administrative Policy and Procedures
- All Agency Technical Procedures
- All Agency Safety Manuals
- All Agency Training Procedures
- All Agency Forms
- Externally produced quality documents

2.3. For the purposes of this policy, the included documents shall be referred to as quality documents.

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3. Definitions:

Approver – The employee responsible for the content of the document. Approvers shall be considered the issuing authority.

Author – The employee who writes or revises the document.

Controlled Document – A document that is issued and distributed in a trackable manner.

Document – Any CCBI written directive, form, or other document as identified by the scope of this policy.

Document Custodian – The employee(s) assigned responsibility by the CCBI Director for ensuring the proper formatting, placement, publishing, distribution, and archival of quality documents.

Document Tracking Form (DTF): A form to record and authorize the creation, change, and/or approval of each controlled document. Each controlled document shall have a unique DTF.

Forms – Internally developed forms approved for use in CCBI operations, examinations, analysis, or casework requiring physical completion.

Issuing Authority – Authorized approver of documents.

Laboratory Quality Management System (QS) – All documents that form part of the Laboratory Management System (internally generated or from external sources), such as regulations, standards, other normative documents, test and/ calibration methods, as well as drawings, software, specifications, instructions, and manuals.

Master List – A list that identifies the current version status and distribution of documents in the management system. For each document, the Master List shall include the title, document number, version number, and issue date,

Quality Documents – All documents identified under this section to be controlled.

Revision History – Document prepared for and maintained for each document, policy, or standard to track changes or modifications.

Reviewer – The employee responsible for reviewing documents using reference sources and other pertinent information to ensure inclusion of all necessary elements and in compliance with

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any associated policies and procedures. The review may be conducted for technical, legal, or quality assurance purposes.

SMARTworks® - An internet based application for forms management contracted and maintained by Wake County Information Services.

Uncontrolled Document – A document that has been removed from the officially approved controlled location.

4. Dissemination and Storage (CALEA 12.2.2(a)(b))

4.1. The Director shall assign responsibility for the storage and maintenance of the document control procedure and the assigned entity shall be referred to as the document custodian for the purposes of document control.

4.2. The official copies of CCBI quality documents shall be electronic, whenever possible, and copies published or maintained as described herein. Safeguards shall be in place to ensure that all electronically stored documents are protected from unintentional and unauthorized editing or deletion. No hand written amendments of documents are authorized. Employees may download and print copies; however, any printed copy shall be considered uncontrolled and labeled as such. Employees are responsible for ensuring use of the most current version of all quality documents.

4.3. All quality documents, except forms and those physically maintained, must be maintained electronically and published on the CCBI network location (s:drive) under the folder labeled “Standard Operating Procedures.” In cases where the quality document’s type, size, or copyright regulations prevent the electronic retention of such documents, the method of document retention and the location shall be noted and maintained on the master list.

4.4. SMARTworks® shall house all CCBI forms. Wake County Information Services maintains the SMARTworks® application. The assigned Wake County Information Services liaison shall maintain sole authorization for the physical addition, modification, or removal of forms from the software application with appropriate CCBI authorization. SMARTworks® access is internet-based allowing all employees secure access for the purpose of form retrieval. Forms in SMARTworks® are protected from unauthorized editing.

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5. Format

5.1. Written Directives - Each written directive will bear the following information at a minimum:

Header Contents:

- The document title;
- The issue date;
- A unique document identifier consisting of the initials of the document followed by a chapter or section number (i.e., SOP12, LAPM10, etc.);
- Version number indicated as Version #; and
- The issuing authority.

Footer Contents:

- The page number indicated as “Page _ of _”; and
- The statement that all copies of this document are uncontrolled when printed.

5.2. Forms – Each internally developed form will bear the following information at a minimum:

- The document title;
- The issue date;
- A unique document identifying number;
- A version number indicated by a decimal at the end of the identifying number;
- The issuing authority;
- The page number indicated as “Page _ of _”; and
- The statement that all copies of this document are uncontrolled when printed.

5.3. All documents internally produced for use by a division or unit shall be electronically maintained and named in such a manner to specifically identify the division or unit to which the document is applicable.

5.4. Technical Procedures – Each discipline’s technical procedures will establish uniform requirements and analytical procedures for each category of testing or type of examination for which the Technical Leader or Supervisors are responsible. The technical procedures must include at a minimum, if applicable, the following:

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- Definitions of key terms;
- Abbreviations;
- Quality control;
- Procedures and/or protocols;
- Performance checking and maintenance of equipment; and
- Use of controls, traceable reference standards, and materials.

6. Master List

6.1. A master list shall be contained for all quality documents to include at a minimum the unique document identifier, the title, the revision status, and the effective date of the document. (CALEA 12.2.1(e))

7. Revision History

7.1. A revision history shall be maintained for each quality document. The written history shall be maintained electronically when practical. For all quality documents, except forms and those documents which preclude electronic maintenance or editing, a revision history shall be maintained at the end of the body of each document. For forms and documents precluding electronic maintenance or editing, revision histories shall be maintained by the document custodian. (CALEA 12.2.1(e))

7.2. Documents and forms encompassed by this policy may be edited by the document custodian without approval for the purpose of correcting spelling errors, grammatical errors, formatting issues, or other administrative purposes when such changes have no bearing on the information presented, the information requested, or the meaning of the content. Such changes do not require the implementation of a new version.

8. Document Development

8.1. Documents shall be created or modified according to the basic process below.

1. The author of a document shall have expertise in the subject matter. The document shall include enough detail to ensure that the activity addressed

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conforms to quality requirements. Documents in draft form shall be labeled as such.

2. The author shall complete the Document Tracking Form (DTF) indicating a title of the document and the signature of the author. The DTF shall be submitted with the draft version of the document to the reviewer.
3. Externally produced documents to be added or modified in the quality system shall be forwarded in original form with a DTF to the appropriate reviewer.

9. Document Review and Approval (CALEA 12.2.1(i))

9.1. The draft version of the document and the DTF shall be submitted to the Division Deputy Director for review. Documents directly pertaining to the Crime Laboratory shall additionally be submitted to the Forensic Quality Manager for review if different than the Division Deputy Director. Review shall ensure that the proposed or revised documents do not contradict other existing agency directives or applicable law.

9.2. Documents located in the CCBI Standard Operating Procedures having a direct impact on the quality system of the Crime Laboratory Division are required to be reviewed and approved by the Forensic Quality Manager prior to any modifications.

9.3. Document drafts authored by Deputy Directors may be submitted directly to the Director for review and approval. In such cases, the authoring Deputy Director shall sign the DTF as the author.

9.4. Once review is completed and approved, the DTF must be submitted to the Director for review and approval. The Director will indicate approval on the DTF. The DTF along with the finalized version of the document will be forwarded to the document custodian with an effective date.

9.5. Reviewers and the approver(s) shall have access to pertinent background information upon which to base their review and approval including any document revision history.

10. Issuance and Distribution (CALEA 12.2.2(c))

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10.1. The document custodian shall post the approved document at the appropriate location on the effective date of the document. Any revised or new text of internally prepared quality documents will be shown in red ink and will remain as such until the next revision or annual review of the document. Once revisions are approved, the current document will be archived and the new version will take its place.

10.2. Externally produced documents not electronically maintained will be placed in the affected division or unit. Externally produced quality documents will have a label referencing the master list unique assigned number, the affected division or unit, the issuing authority, and the issue date.

10.3. Documents (except forms):

10.3.1. All affected employees will be notified of the addition or change via email containing the new version.

10.3.2. An acknowledgement form(s) will be forwarded by the document custodian to the highest ranking staff member of the affected staff divisions or unit. It will be the responsibility of the ranking staff member to have each affected employee sign the acknowledgement form indicating review and understanding of the document.

10.3.3. When necessary for proper understanding, the ranking staff member shall be responsible for ensuring adequate training is provided regarding the document in such situations that no other training method has been established or provided. The acknowledgement form shall be returned to the document custodian as soon as practical and shall be maintained with the document tracking form.

10.4. Forms:

10.4.1. All affected employees will be notified of the addition or change via email.

10.4.2. Approved forms shall be posted on SMARTworks® on the effective date of the form. Having received an approved DTF, the document custodian shall be the only employee authorized to contact the Wake County Information Services SMARTworks® custodian to authorize changes, additions, or deletions of controlled forms. Controlled forms in SMARTworks® are authorized to be printed in mass quantities for use or for

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forms requiring special considerations (i.e., card stock, carbon paper, etc.). It is the responsibility of the employee using the form to ensure that any printed form utilized for quality purposes is the most current and up-to-date version as found in SMARTworks®.

10.4.5. When new versions are approved and controlled, all printed copies of obsolete versions being used for quality purposes shall no longer be used for casework. New copies created or ordered must be consistent with the form located in SMARTworks®.

11. Document Removal

11.1. The Director retains sole authority for authorizing the removal of obsolete documents. Upon notification to the document custodian, the document shall be removed from its location and archived in accordance with procedures. The revision history shall indicate the removal date and reason.

12. Document Review

All documents shall be reviewed annually to ensure that the documents reflect current policies, practices, procedures, and technology.

13. Document Retention and Archival (CALEA 12.2.1(e))

13.1. Superseded or removed documents shall be removed from use and when possible, maintained electronically by the document custodian as an archived document. Archived quality documents having been maintained physically shall be forwarded for retention to the document custodian. Archived documents shall be maintained separately from current documents and the document custodian shall limit access to archived documents to ensure that archived documents are not utilized for current operations.

13.2. All documents archived shall clearly indicate “archived” status on the document. Electronic document names will indicate the unique numeric document identifier as identified on the master list along with dates that the document was utilized.

13.3. Quality documents shall be maintained permanently.

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January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP
February 2, 2014	3	Added section 9.2.

CHAPTER 25: Facility Access and Security

1. Purpose

A safe, secure, and efficiently operated facility is crucial to employee performance and overall productivity. CCBI procedures should reflect this belief and be in accordance with best known practices. CCBI employee's adherence to and understanding of facility operations and security procedures is imperative to maintaining the strictest level of security regarding the evidence, records, and examinations conducted on a daily basis by CCBI staff.

2. Policy

CCBI will provide a productive and safe work environment. CCBI will also be devoted to the integrity of the facility and its security procedures to safeguard all employees, evidence, and records contained therein. CCBI will maintain facility access and security procedures in compliance with ISO 17025 standards.

3. Security

The CCBI Director shall be solely responsible for the authorization of individual access to all portions of CCBI facilities. Agreements with the Wake County General Services Administration and the Wake County Sheriff's Office shall be maintained and be on file at CCBI regarding access authority to CCBI facilities. The Wake County Sheriff's Office and Wake County contract security staff will maintain perimeter security of CCBI facilities at all times.

4. Definitions

Authorized Personnel: CCBI employees who by virtue of their position or official responsibilities have physical access to areas of CCBI.

Authorized Persons: Persons serving Wake County in an official capacity authorized by the CCBI Director to access portions of CCBI facilities.

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Employee: CCBI staff members to include full-time, part-time, temporary, volunteers, or interns who have completed the appropriate hiring or appointment process and have successfully passed a background investigation.

Limited restriction: Any area in CCBI not otherwise addressed to include hallways, corridors, break rooms, bathrooms, etc.

Operational Area: Any area inside of CCBI that houses evidence or that evidence is routinely placed in for the purpose of examination or analysis.

Public Area: Any area inside the facility that is accessible by the public during routine business hours.

Restricted Area: Operational areas of CCBI used for examinations or the analysis of evidence.

Secure Area: Areas of CCBI where evidence is maintained and is restricted to specific CCBI employees.

Visitor: Any person not defined as a CCBI employee or Authorized Persons.

5. Swipe Card Access

5.1. Wake County utilizes AMAG Technologies access control systems for swipe card access in the Wake Detention Center Facility. Administration of this system including access authorization is the physical responsibility of the Wake County General Services Administration, the Wake County Sheriff's Office, and any security vendors contracted by Wake County for the maintenance and/or administration of the system.

5.2. The Wake County General Services Administration will maintain responsibility for the creation and distribution of swipe cards to individuals authorized by the CCBI Director. CCBI employees leaving the employment of CCBI shall be required to return their issued swipe cards to the Executive Assistant to the Director upon the termination of employment. Additionally, the Executive Assistant to the Director shall be responsible for terminating card access of CCBI employees at the conclusion of their employment.

5.3. The CCBI Executive Assistant to the Director and the CCBI Office of Professional Standards shall maintain the primary responsibility for coordinating and acquiring facility swipe card access for all CCBI employees, volunteers, interns, or other persons acting on behalf of CCBI requiring access to CCBI facilities. Any requests for access or modifications shall be completed by the entities stated above in accordance with access authorization requirements dictated by the CCBI Director.

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5.4. Requests for the modification of any currently provided access rights provided by swipe card access will be forwarded to the Executive Assistant to the Director or Office of Professional Standards.

5.5. Employees placed in an administrative/investigatory suspension status shall be required to turn in their issued swipe cards, CCBI identification, and any keys to the Executive Assistant to the Director. When the suspension has been fulfilled, and the employee returns to a full duty status, the employee may regain the issued swipe cards.

5.6. The Office of Professional Standards and the Forensic Quality Manager shall review the individuals having swipe card access to CCBI facilities annually during annual internal audits to ensure accuracy, security, and adherence to CCBI policies.

6. Temporary Use Swipe Cards

6.1. The Executive Assistant to the Director shall maintain swipe cards for general CCBI access. These swipe cards may be issued to new CCBI employees until receipt of their officially issued employee swipe card. The Executive Assistant to the Director shall log the issuance and return of each temporary use swipe card and maintain account of all CCBI temporary use swipe cards at all times.

7. Biometric Access

7.1. Biometric security access will be employed on all CCBI evidence rooms in addition to other security controls. Access to biometric readers will be granted based upon the employee's position in the agency and the official functions assigned to the position that require access to such areas.

7.2. Only CCBI employees authorized by the CCBI Director will be granted entry access into any biometric reader. Contracted personnel servicing or maintaining the biometric system may be enrolled in the biometric readers for the purpose of service, maintenance, or repairs for a time period no longer than that required to complete the service provided.

7.3. The Office of Professional Standards shall maintain responsibility for facilitating and removing the access of employees to all designated evidence rooms within the CCBI facility. Such action will be determined based upon the employee's position and employment status. Employees granted light duty status or approved for FMLA leave whereby subject to a condition that prevents the job duties that require access to any evidence room, shall be removed from having biometric access to that area(s) until the condition has been satisfactorily resolved. Any

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employees leaving the employment of CCBI shall be removed from having access to evidence rooms immediately upon termination of the employment.

8. Facility Keys

8.1. The Wake County General Services Administration retains responsibility for all CCBI facility keys and locksmith services in accordance to the aforementioned agreement. The maintenance, accountability, and issuance of all CCBI facility keys shall be the responsibility of the CCBI Office of Professional Standards. The issuance and return of all facility keys shall be documented and maintained by the Office of Professional Standards.

8.2. As CCBI employs a variety of electronic and biometric security access systems, it shall be the policy of CCBI to minimize the issuance of keys wherever possible. When designated security systems are in place and operating precluding the use of a key, CCBI employees are required to use the appropriate system as opposed to accessing the area by a key.

8.3. Requests for additional or copies of any facility keys shall only be authorized by the Office of Professional Standards, the CCBI Director, or his or her designee. The Office of Professional Standards shall maintain copies of all keys to all facility doors, lockable storage units, operational/facility equipment, and furniture items.

8.4. The CCBI Director and Deputy CCBI Directors shall have access to all facility keys as needed for the efficient operation of the agency. The acquisition of such keys shall be done only for legitimate official purposes and with the knowledge of the Office of Professional Standards.

9. Video Surveillance

9.1. The Wake County General Services Administration in conjunction with the Wake County Sheriff's Office maintains administrative responsibilities of the Wake County Detention Center's video surveillance system. Entryways to all CCBI evidence rooms and the CCBI central files room shall be recorded 24/7. Other areas of CCBI may be monitored by video surveillance at the discretion of the CCBI Director.

9.2. Predetermined areas of CCBI facilities have been designated as necessitating constant video surveillance coverage. The CCBI Director may authorize video surveillance of additional areas at his/her discretion in accordance with applicable laws. Such recordings may be used as evidence in any subsequent administrative investigations. Such recordings may also be released upon request in any criminal investigations in accordance with applicable laws.

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9.3. Requests for copies of any video surveillance shall be authorized only with prior approval from and under the direct authority of the CCBI Director or the Office of Professional Standards.

10. Visitors

10.1. Visitors to CCBI shall include, but are not limited to, those individuals conducting official business at CCBI to include outside law enforcement officers, general Wake County Detention staff, tour participants, media personnel, sales persons, Wake County employees, accreditation assessors, CCBI vendors or other persons not defined in this chapter. Family members of CCBI employees inside the facility will be considered and treated as visitors.

10.2. All visitors to CCBI shall be required to sign a CCBI Visitors Log prior to entry into the CCBI limited restriction area. Visitors will be issued a visitor's identification badge to be visible on their persons while inside CCBI at all times. Visitors may only access CCBI through the CCBI lobby on the 2nd floor or the CCBI Evidence Receiving area on the 1st floor. Visitor groups containing multiple people may be indicated as one entry on the visitors log and are exempt from the visitor's identification badge requirement only when being accompanied by CCBI employees during the duration of the visit.

10.3. All visitors inside the CCBI facility beyond the designated public area shall move through the facility by escort only. **Any employee escorting visitors through the Criminal Identification Unit outside of official business, at any hour, must receive prior authorization from a Deputy Director or the Director. Any employees escorting visitors to any other area of the Agency outside of official business and outside of normal County recognized work hours (Mon. - Fri., 8:30 a.m. - 5:15 p.m.) must receive prior authorization from a Deputy Director or the Director.**

11. Authorized Persons

11.1. For the purpose of maintaining efficient Wake County and CCBI operations, the following groups of individuals, hereby referred to as authorized persons, shall be provided general swipe card access only to areas of CCBI identified as limited restriction or public:

1. General Services Administration employees assigned to official duties at the Wake County Detention Center.
2. Wake County contractors (housekeeping, security staff, security system administrators).
3. Wake County IS personnel assigned to CCBI operations.
4. Wake County Sheriff's Office employees specifically responsible for the security or maintenance of the Wake County Detention Center facility encompassing areas indicated as CCBI facilities.

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11.2. Authorized persons may only enter CCBI facilities while performing their official duties and must use swipe card readers while inside the facility.

11.3. Keys to CCBI facilities, with the exception of CCBI secure areas, may be maintained and released by the Wake County Detention Center Central Control staff for the purposes of facility maintenance, security, or applicable fire protection procedures. All keys maintained by Wake County Detention Staff must be accounted for at all times. The release of such keys for any of the above outlined purposes will be documented to include date and time of issuance, date and time of return, and to whom the key was provided.

12. Public Areas

12.1. CCBI public areas shall be open for public use during official Wake County business hours with no restrictions regarding access. The following area is designated as CCBI's public area:

1. Room C2351, the 2nd floor public reception area
2. Room C1395; the Evidence Receiving Unit Lobby

13. Limited Restriction Areas

13.1. All CCBI facility areas, hallways, and corridors shall be classified as limited restriction unless otherwise addressed in this chapter. Limited restriction areas shall be limited to CCBI employees and those listed as Authorized Persons only. The public and others identified as visitors are not authorized to be unescorted in limited restriction areas. All CCBI Limited Restriction Areas will maintain physical and/or electronic lock systems.

14. Restricted Areas

14.1. Restricted areas shall be identified as operational areas of the agency where forensic analysis or examinations are routinely conducted. Additionally, any area maintaining criminal justice information or access to such information shall be considered restricted to include staff office space. All CCBI restricted areas will maintain physical and/or electronic lock systems.

14.2. Restricted areas may be accessed only by CCBI personnel who have been granted physical access authority to such location by virtue of their position or official job duties. Individuals entering these areas who have not been granted access to any of these areas must be accompanied by an authorized CCBI employee during the entirety of the individual's presence. (Authorization for the purposes of accompaniment, as defined in this section, may include CCBI

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employees who themselves do not have access to the specific area as long as the restricted area was originally accessed by a physically authorized employee and the accompanying employee was assigned to the responsibility of accompanying the individual. Accompany will be considered as being in such close physical proximity to ensure no unauthorized or illegal activity can take place.)

14.3. Wake County Information Services staff assigned to assist CCBI are excluded from the CCBI employee accompanying requirement as long as the examination of evidence, evidentiary items, or controlled substances are not being maintained presently inside the area or room.

14.4. Wake County Detention Center administration or security staff members may possess facility keys to access CCBI restricted areas for the purposes of security and accessibility by emergency personnel in the event of an emergency.

14.5. The following CCBI facility rooms are designated as restricted areas:

1. C0096 – The Criminal Identification Unit secure employee work area
2. C1377 – The Trace Laboratory
3. C1378 – The Dry Laboratory
4. C1379 – The Wet Laboratory
5. C1387 - The DWI Blood Chemistry Storage
6. C1388 and C1400 – The DWI Blood Chemistry Laboratory
7. C1392 – The Vehicle Garage
8. C1396 – The Evidence Receiving Office
9. C1399 – The Drug Laboratory
10. C1401 – The Drug Reference Materials Storage Area
11. C2361 – The Central Files Record Room
12. C2418 – The Photography Laboratory
13. C2427 – The Forensic Computer Evidence Laboratory
14. All personally assigned staff offices

15. Secure Areas

15.1. Secure areas are those areas of CCBI designed for and utilized for the purpose of maintaining evidence and requiring biometric access for entry. All secure areas of CCBI will require biometric and swipe card access for entry. Entryways to all CCBI secure areas and corresponding access points will be monitored by video surveillance 24 hours a day, 7 days a week. Keys to secure areas will be maintained by the Office of Professional Standards exclusively and will not be issued to any CCBI employees.

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15.2. The Wake County Detention Center Administration or staff members may not possess any facility keys to access CCBI secure areas.

15.3. Secure areas may be accessed only by CCBI personnel who have been granted physical access authority to such location by virtue of their position or official job duties. All individuals or CCBI employees entering these areas who have not been granted access to any of these areas must be accompanied by a CCBI employee who has been granted physical access to the area during the entirety of the individual's presence in the respective area.

15.4. The following CCBI facility rooms are designated as CCBI secure areas:

1. C1397 – The Main Evidence Room
2. C1394 – The Putrefaction Room
3. C1398 – The Drug Evidence Room
4. C2426 – The Forensic Computer Evidence Room
5. C2422 – The Latent Evidence Control Room

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January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP
October 14, 2015	3	Addressed after hour visitor access

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CHAPTER 26: Uniforms and Agency Owned Property

1. Purpose

To establish dress code requirements and procedures regarding the use of agency property.

2. Policy

CCBI's dress code shall be administered in a manner to reflect a consistent and professional public image. Agency property shall be maintain and issued to promote efficient and provide employees with the necessary property to perform their assigned duties.

3. Uniforms (CALEA 26.1.1)

3.1. Dress Requirements

3.1.1. It is the policy of the Raleigh/Wake City-County Bureau of Identification (CCBI) for all personnel to present a neat and professional business-like appearance before the public and the agencies we serve. Members of the criminal justice community and public citizens have certain expectations regarding the appearance of professional law enforcement personnel, including civilian and sworn staff. All employees have an obligation to maintain the highest degree of personal hygiene, grooming, and dress. These standards do not allow room for eccentric or faddish styles, which detract from the professional image, uniformity, and the overall mission of CCBI. Being that it is impossible to provide samples of every appropriate or inappropriate grooming or dress issue, employees and Supervisors should use the following guidelines as to what is considered a neat and professional business-like appearance. Supervisors are expected to ensure that employees report for duty in the fashion described in this policy. In addition, Supervisors must take immediate corrective action regarding any employee who reports for duty in violation of this policy. Deputy Directors within each division may grant exceptions to any portion of these guidelines for special assignments. The final determination of acceptable limits of grooming and dress will be at the discretion of the CCBI Director.

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3.1.2. The wearing of the prescribed uniform shall be standard throughout CCBI except as specifically indicated below. Where an exception to the following regulation is necessary for a valid medical purpose, the employee shall request permission from their Supervisor to make the appropriate modification.

The CCBI uniform classifications will be divided into the following categories:

3.2. ~~Sworn~~ **Investigations Division**

3.2.1. The **Class A Uniform** for ~~sworn~~ personnel consists of the khaki (**sworn**)/**black (civilian)** long-sleeved shirt, black long-sleeved undershirt, black pants, and black socks. Insignia shall include the CCBI badge, name, and rank insignia, if appropriate. The shoe approved for wear with the Class A uniform is a tactical style black boot. The issued duty belt, holster, handcuff case, and pepper spray will be worn with the Class A uniform. The Class A uniform will be worn from October 16 through April 30. The Class A uniform may be worn during court appearances, speaking engagements, teaching assignments, etc.

3.2.2. The **Class B Uniform** for ~~sworn~~ personnel consists of the khaki (**sworn**)/**black (civilian)** short-sleeved shirt, black short-sleeved undershirt, black pants, and black socks. Insignia shall include the CCBI badge, name, and rank, if appropriate. The shoe approved for wear with the Class B uniform is a tactical style black boot. The issued duty belt, holster, handcuff case, and pepper spray will be worn with the Class B uniform. Class B uniforms are authorized between the dates of May 1 through October 15. The Class B uniform may be worn during court appearances, speaking engagements, teaching assignments, extra-duty assignments, etc.

~~3.2.3. The **Class C Uniform** for sworn personnel consists of the khaki polo short-sleeved shirt, black short-sleeved undershirt, black pants, and black socks. Insignia shall include the CCBI badge. The shoe approved for wear with the Class B uniform is a tactical style black boot. The issued duty belt, holster, handcuff case, and pepper spray will be worn with the Class C uniform. Class C uniforms are authorized between the dates of May 1 through October 15. The Class C uniform will not be worn during court appearances, speaking engagements, teaching assignments, extra-duty assignments, etc.~~

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3.3. ~~Civilian~~ **Criminal Identification Unit and Crime Laboratory**

3.3.1. The **Class D Uniform** for civilian personnel will consist of khaki (black for Investigations Division personnel) pants, long-sleeved black shirt, black t-shirt and belt. Black shoes and socks are a requirement for the uniform. The CCBI Director shall maintain authority for determining which articles, if any, are issued. The Class D Uniform may be worn for court appearances except as indicated below under Class F Requirement.

3.3.2. The **Class E Uniform** for civilian personnel will consist of khaki (black for Investigations Division personnel) pants, short-sleeved black shirt, black t-shirt and belt. Black shoes and socks are a requirement for the uniform. The CCBI Director shall maintain authority for determining which articles, if any, are issued. The Class E Uniform may be worn for court appearances except as indicated below under Class F Requirement.

3.4. All Employees

3.4.1. The **Class F Dress Requirement** for all male personnel consists of suit or sport coat with dress slacks, dress shirt, and tie. All female personnel will wear appropriate professional business attire. Class F dress is the preferred clothing to be worn for all court appearances. The Class F dress requirements may also be worn during speaking engagements, teaching, etc.

- Any CCBI employee expected to be called as an expert witness or is designated as an expert witness by virtue of their position will wear the Class F uniform for court appearances.

3.4.2. The **Class G Dress Requirement** is for employees not required to wear a uniform during the performance of their duty and is **optional** from May 1 through October 15. The Class G dress requirement will consist of short-sleeved dress/casual open collar shirt or blouse and dress slacks or skirt. The Class G uniform will not be worn for court appearances, teaching, and speaking engagements, etc.

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3.4.3. All clothing shall be properly fitted, neatly pressed, and of good general appearance at all times. The shirt must be tucked neatly into the pants and the utility belt should be worn through the belt loops.

3.4.4. When an employee is operating a county vehicle, attending any training or meetings, and/or representing CCBI in any official capacity, then the employee shall be in one of the seven uniform/dress requirements or other attire that is professionally appropriate for the assignment. *Clothing, such as shorts, tank tops, or clothing made of denim is not authorized.*

3.4.5. Employees assigned to the Crime Laboratory Division will be issued one uniform for the purposes of wearing when assigned to responsibilities that may jeopardize the condition of personal clothing including, but not limited to, the response to crime scenes and autopsy attendance. The issued uniform shall be maintained in a location that is readily available for wear upon assignment to any of the aforementioned functions. The uniform may not be worn during the course of normal work conducted in an office environment.

3.4.6. Employees engaged in chemistry related functions will be issued lab coats for the purposes of protecting clothing.

3.5. Hair Styles and Grooming – General

3.5.1. Extreme or fad-style haircuts are not authorized and, therefore, expressly forbidden. Extreme or fad-style haircuts do not convey the desired neat and professional business-like appearance. CCBI is, by necessity, a paramilitary organization and haircuts for both male and female members shall be semi-military in appearance.

3.5.2. If dyes, tints or bleaches are used, the colors used must be natural to human hair. Styles of hair and texture differ for the various ethnic groups that make up the membership of CCBI and it is recognized that these differences affect the length and bulk of hair as well as the particular style worn by each member. However, haircuts, without reference to style, will conform to the following standards:

Male Employees

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3.5.2.1 Hairstyles shall be professional looking in nature; neat, clean, and evenly trimmed at all times. The hair shall not extend downward at any point more than one inch beyond the hairline. The hair shall not touch the ears or collar when the head is held erect. Head and facial hair, such as the eyebrows and mustache will be neatly trimmed.

3.5.2.2. Sideburns shall be uniform from top to bottom, be neatly trimmed, not to exceed one inch (1") in width and not be excessively heavy or bushy. Sideburns shall be cut horizontally along the side of the face and extend no lower than one-half inch (1/2") above the bottom of the lower ear lobe.

3.5.2.3. Mustaches shall be a conventional type, be neatly trimmed, and not present a bushy or unkempt appearance. A mustache shall not be more than one half of an inch (1/2") in thickness, not extend onto or over the upper lip, and not extend beyond or below the corners of the mouth, and not extend horizontally farther than one-half inch, (1/2") from the corners of the mouth. Male personnel shall be otherwise clean-shaven. If an employee has a skin condition that prohibits shaving, hair removal creams should be utilized to maintain the guidelines set forth. If shaving or the use of hair removal creams is not possible, a physician's certification as to the skin condition shall be submitted stating the length of time a member cannot shave or use hair removal creams.

Uniformed Female Employees

3.5.2.4. Uniformed female personnel shall not permit the hair to touch the bottom of the collar when the head is held erect. Acceptable styles include a bun, braid, French braid, or ponytail that allows the hair to be worn up off the bottom of the collar. Plain and conservative pins, combs, and barrettes that are similar to the natural hair color may be worn to keep hair in place. Hair ornaments such as ribbons or jeweled pins and headbands are not allowed. Fingernails must be clean, well groomed and not interfere with duty performance or hinder proper fit of prescribed safety equipment or uniform items. A single color or French Manicure (natural or clear with white tips) polish may be worn as long as it compliments the uniform and does not detract from a professional appearance.

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The polish shall not contain any ornamentation. No artificial or false eyelashes shall be worn while on duty.

3.6. Jewelry and Other Ornamentation Male and Female Uniformed Personnel

3.6.1. While on duty watches and other jewelry will be conservative in taste, style, and color. No bracelets, other than a medic alert bracelet, are allowed for male or female employees. No more than two rings may be worn. In the case of female employees, the wedding and engagement set shall count as one ring. Uniformed female members may wear earrings consisting of one conservative, small, spherical pierced or clipped earring per earlobe. Uniformed male employees shall not wear earrings while on duty. Necklaces, if worn, should not be visible from beneath the uniform shirt. The employee's Supervisor will address any questions involving the properness of any jewelry worn by employees. Body piercing jewelry other than earrings shall not be visible at any time while on duty.

3.6.2. Mourning bands may be worn as a visible sign of respect for active or retired law enforcement officers at the time of their death. Members may wear mourning bands under the direction of the Director:

- (1) Upon official notification of the death of any North Carolina law enforcement officer.
- (2) Prior to and while attending a law enforcement officer's wake or funeral.
- (3) Mourning bands should not be worn after midnight on the day of the law enforcement officer's funeral.

3.7. Exceptions

3.7.1. Employees who desire, for medical or other reasons, to wear haircuts or hairstyles inconsistent with these regulations shall obtain permission from their Supervisor before reporting for duty with haircuts or hairstyles not in accordance with these guidelines. Employees assigned to undercover or other such special assignments shall be exempt from the physical appearance and grooming provisions.

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3.7.2. Appearance and grooming standards for employees assigned to undercover or other special assignments shall be established by the responsible Supervisor in accordance with the needs and circumstances of the special duties to be performed.

3.7.3. Employees who routinely wear a Class F or Class G uniform and job responsibilities are primarily located in an office environment are exempt from wearing the issued weapon, handcuffs, pepper spray, etc.

3.7.4. Employees assigned to the Criminal Identification Unit are expected to adhere to the Class D or Class E dress code at all times while on duty.

3.8. Authorized Personal Equipment

3.8.1. Any personal equipment and/or apparel used/worn by personnel must be first authorized by the Director to ensure uniformity and prevent the use of unauthorized and substandard items. Employees are prohibited from making any alteration to issued equipment without the consent of the Director or his designee.

3.8.2. All employees

All CCBI employees may carry personal cell phones on or about their person except in secure portions of the Wake County Detention Center Facility. Employees may carry purses about their persons during transit to or from their appropriate work location.

3.8.3. Crime Scene Personnel

1. Belt and holster
2. OC Spray and holder
3. Boots
4. Portable radio, charger and battery
5. CCBI issued identification

3.8.4. Sworn Crime Scene Personnel

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Every sworn officer, while in uniform performing a duty where enforcement action may be necessary, shall wear or be equipped with the following equipment, unless expressly waived by the CCBI Director:

- A. Uniform with appropriate badge and insignias
- B. Handcuffs, holder and key
- C. Belt and holster
- D. Pistol and ammunition
- E. OC Spray and holder
- F. Magazine and pouch
- G. Boots
- H. Portable radio, charger and battery
- I. Badge case containing badge and identification

4. Agency Property

4.1. Proper Care and Maintenance of Equipment

4.1.1. It will be the policy of the Bureau to issue each employee the necessary equipment and supplies to properly perform his/her duties in a safe and efficient manner.

4.1.2. It will be the responsibility of each employee to properly care for and maintain all Bureau equipment issued to and/or used by the employee in his/her work. Further, it is the employee's responsibility to make best use of issued supplies and to avoid waste whenever possible. Recycling is encouraged for all waste paper, soft drink cans, and other recyclable items.

4.1.3. Agency owned property is to be maintained and stored in a state of operational readiness at all times. It is the policy of CCBI that all individuals who possess agency owned property ensure that their equipment is fully functional, operational, and deployable at all times. (CALEA 17.5.3)

4.1.4. The use of Wake County time, supplies, and equipment shall be dictated by the [Wake County Human Resources Policy Manual](#) Section 608 absent any other CCBI policy.

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4.1.5. Damaged, lost, and stolen equipment must be reported to the employee's immediate Supervisor as soon as practical. In the absence of the employee's immediate Supervisor, the appropriate Deputy Director or the CCBI Director will be notified.

4.1.6. LOST OR STOLEN FIREARMS, COMMUNICATION EQUIPMENT, AND VEHICLE ACCIDENTS MUST BE REPORTED IMMEDIATELY. POLICE WILL BE NOTIFIED TO INVESTIGATE AUTOMOBILE ACCIDENTS AND THEFTS AT THE TIME OF OCCURRENCE.

4.1.7. Lost or stolen items valued at less than \$50.00 may not, at the discretion of the Division Deputy Director, require a police report.

4.1.8. The Bureau will repair or replace equipment damaged due to normal wear and tear, accidental damage, and damage "in the line of duty."

4.1.9. The employee may be required to pay for Bureau owned equipment in their care that is lost, stolen, or damaged through negligence or abuse. The negligent use, intentional abuse and/or destruction of Bureau equipment will result in disciplinary action up to and including dismissal.

4.1.10. When leaving the employ of CCBI, all issued equipment and supplies must be turned in to the employee's immediate Supervisor prior to the employee's final workday. The Supervisor is responsible for accounting for all agency property and returning property to its respective place. Property being turned in shall not be issued out without accounting for the return and documenting the reissuance. An accounting for any missing or damaged equipment will be made at that time and in accordance with the above paragraphs.

4.1.11. Investigations Division Supervisors will be responsible for turning off electronic equipment and removing individually assigned supplies and equipment from the issued vehicles of Investigations Division employees leaving the employment of CCBI.

4.2. Inventory and Control

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4.2.1. Division Deputy Directors shall maintain overall responsibility for the equipment, supplies, instruments, and functionality of work spaces assigned to their Division.

4.2.2. The Support Services Division Deputy Director is tasked with the responsibility of inventory and purchasing process. The Support Services Division Deputy Director will maintain a written inventory of uniforms and/or equipment designated for individual issuance. Employees utilizing supplies secured in agency stockrooms shall log the removal of such supplies to include at a minimum: the removing employee, the items removed, and the date of said removal.

4.2.3. Facility considerations and Wake County facility property shall be governed by the guidelines established by the Wake County General Services Administration.

4.3. Agency Owned Property: Issue/Re-Issue Procedures

4.3.1. Uniforms, weapons, and designated equipment items are issued by CCBI Support Services Division Deputy Director or his/her designee. An equipment issue form is used to document equipment distribution and will also serve as a means of verification upon return of equipment. Supervisors collecting equipment from employees leaving CCBI shall ensure that said equipment is returned to the Support Services Division Deputy Director.

4.3.2. Employees requesting the replacement of issued uniform items will turn in the originally issued item upon receipt of the replacement uniform article.

4.3.3. Upon the return of an issued firearm to the Support Services Division Deputy Director due to change of status, separation of employment, or any other reason, the Support Services Division Deputy Director shall provide that firearm to a CCBI certified armorer for examination and service. Such examination shall be documented.

4.3.4. CCBI maintains firearms for equipment purposes only. A safe shall be provided and maintained in the Support Services Division Deputy Director to maintain these firearms. Access to this safe shall be limited to the CCBI Training Coordinator, the CCBI Deputy Directors, and the Director or his/her designee. A log shall also be maintained documenting the issuance of and all serial numbers of firearms possessed by CCBI.

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4.3.5. Cellular phones are the property of CCBI. Phones are distributed and inventoried by the CCBI Support Services Deputy Director.

4.3.6. Wake County Information Technology personnel are tasked with all computers, computer related equipment, and proper documentation.

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January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP
February 3, 2014	3	Require uniforms articles that are replaced to be turned in.
September 24, 2014	4	Inv Div no longer wearing polo shirts, Crime Lab employees only issued one uniform and requirements for when it can be worn

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CHAPTER 27: Agency Owned Vehicles

1. Purpose

County-owned vehicles utilized and/or assigned to CCBI are provided for use in official business only to promulgate the efficiency of the services provided by CCBI.

2. Policy

CCBI employees will use all County-owned vehicles in accordance with N.C.G.S. § 14-247, Wake County vehicle policies and procedures, and all applicable CCBI policies and procedures.

3. Use of CCBI Vehicles

3.1. CCBI maintains County-owned vehicles specifically for the purpose of performing work related functions and the efficient delivery of CCBI services. CCBI vehicles may not be utilized for personal reasons. N.C.G.S. § 14-247 specifically states, *“It shall be unlawful for any officer, agent, or employee of any county to use for any private purposes whatsoever any motor vehicle belonging to the county.”*

3.2. CCBI vehicles shall remain at the Wake County Detention Center on the fourth level of the parking deck unless being used in the official performance of duty, authorized by policy, authorized by a Deputy Director or the Director, or in the custody of Wake County Fleet Operations.

3.3. CCBI vehicles may be driven by any CCBI employee with an active North Carolina driver license, having no suspensions or revocations for point accumulation or moving violation within the past 18 months, less than eight DMV points within the past 24 months, having no DUI/DWI conviction during the past three years, or as authorized by the Wake County policies.

3.4. Non-exempt employees are not authorized “take-home” vehicles and may not utilize a vehicle for the purpose of transporting themselves or other employees to or from work at the beginning or ending of any shift. Exceptions may occur for the purpose of training or other legitimate official functions at the expressed permission of a Deputy Director or the Director.

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3.5. The Director may authorize vehicles to be utilized for the purpose of transporting employees to and from their residences in the event of inclement weather as necessary to ensure the continued operation of CCBI services.

3.6. CCBI vehicles operated by non-exempt employees may be utilized for the purpose of a meal period only when the travel to or from the meal location coincides with traveling required as part of an official duty. CCBI vehicles shall not be utilized solely for the purpose of retrieving food for a meal period.

3.7. Non-exempt CCBI employees may be authorized to take a CCBI vehicle to their residence for a limited period of time when such operation serves a legitimate County purpose only at the direction of a Deputy Director or the Director.

3.8. Non-exempt employees may utilize a CCBI vehicle for official functions occurring during a regularly scheduled shift and for responding to court inside of Wake County on a scheduled day off.

3.9. When the vehicle is in operation, the computer screen should be down, or positioned as not to obstruct or interfere with the operator's vision for safe driving. Typing by the operator is prohibited if the vehicle is in motion.

4. Spare Vehicles

4.1. Spare vehicles will be maintained at CCBI. It is the responsibility of the last employee who drives the spare vehicle to make sure that it is in a state of readiness to include at least 1/2 tank of gas, a Wake County gas card is inside the vehicle, and all applicable supplies. Additionally, the employee using the vehicle will ensure that it is returned in a clean state free from trash or food.

4.2. Employees requiring a spare vehicle will retrieve a key from an authorized person and sign the vehicle out on the spare vehicle log. Upon return of the vehicle, the log will be updated and the key will be returned.

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4.3. No employee will take a vehicle designated for use by a specific employee without ~~an~~ the approval of an Investigations Supervisor, a Deputy Director, or the Director. If a vehicle designated to another employee is taken, it is the responsibility of the employee taking the vehicle to clean it, fill it with gas, replace any supplies used or consumed, and return the vehicle to its original location.

5. Vehicle Maintenance

5.1. Wake County Fleet Maintenance will provide all routine service and repairs to CCBI vehicles. It is the responsibility of the assigned operator(s) of each vehicle to arrange necessary work and regular service maintenance.

5.2. During business hours, employees will notify the CCBI Shift Supervisor and Wake County Fleet Operations if their vehicle becomes disabled. During non-business hours and weekends, if the vehicle becomes disabled while in the field, the employee will notify the CCBI Shift Supervisor and contact the Wake County authorized towing service and have the vehicle towed to Wake County Fleet Operations. The employee or Supervisor must notify Fleet Operations the next business day and advise them of the problems pertaining to the vehicle.

5.3. It is the responsibility of the operator of a CCBI vehicle to make sure the vehicle is clean and properly maintained to include washing, vacuuming, ensuring proper tire pressure, ensuring proper fluid levels, and maintaining a current North Carolina Inspection. Cleaning and maintenance supplies are provided in the CCBI garage and at Wake County Fleet Operations.

5.4. All CCBI vehicles will be maintained and inventoried by Fleet Management. All damages, repairs, upgrades, and replacements will be the responsibility of Fleet Management.

5.5. When an employee is the driver of a County owned vehicle, upon refueling that vehicle, said employee must remain outside of the vehicle near the fuel nozzle during the entire refueling process. It is not acceptable to be seated inside the vehicle during the refueling process.

6. Vehicle Accidents

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6.1. All accidents involving at CCBI vehicle will be reported immediately. Each vehicle has a Wake County Accident reporting pack in the glove box. The employee will refer to this pack for instructions. The following steps will be followed:

1. Notify the Raleigh Communications Center for police and EMS if necessary.
2. Contact the Investigations Supervisor or CCBI Fleet Manager.
3. The Investigations Supervisor will contact the appropriate Deputy Director.
4. A Risk Management accident report will be completed by the involved employee and submitted to their immediate supervisor prior to the end of the shift.

6.2. Employees will follow procedures set forth by Wake County Risk Management.

7. Training

7.1. Non-exempt employees attending authorized training inside of Wake County on a scheduled day off shall not utilize a CCBI vehicle for the purpose of attending such training. Exceptions to this requirement may only be made by the Director or Deputy Directors when such authorized training requires equipment maintained inside of the CCBI vehicle for use during the training.

7.2. Non-exempt employees attending authorized training inside of Wake County on a regularly scheduled work day may utilize a CCBI vehicle for the purpose of attending such training.

8. Out-of-Town Travel

8.1. No CCBI vehicle will be taken out of Wake County without the approval of the employee's immediate Supervisor. The assignment of employees to official training shall constitute such permission.

8.2. Employees assigned to functions requiring out-of-town travel are encouraged to use CCBI vehicles when such travel involves driving.

8.3. Employees driving a CCBI vehicle out of Wake County will be subject to all CCBI and Wake County policies the same as if performing official duties inside of Wake County.

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8.4. Employees utilizing a CCBI vehicle while traveling outside of Wake County for an authorized purpose may make reasonable personal use of the vehicle while outside of Wake County. This personal use is limited to the duration of the period for which the travel was authorized, the vehicle is used for a reasonable amount of time, and is operated in a manner to reflect favorably on CCBI and Wake County.

9. Notification Procedures (CALEA 41.2.4)

9.1. In the event a CCBI employee needs to call out street, highway personnel, public utilities personnel or other governmental units, they may do so by contacting the Raleigh Communications Center.

9.2. In the event a CCBI employee needs assistance from additional law enforcement personnel they may make this request by contacting the Raleigh Communications Center.

10. Motorist Assistance

10.1. CCBI employees will encounter motorists requiring assistance routinely. The primary role of the assisting CCBI employee will be to ensure the safety of the motorists and other citizens. CCBI employees may provide assistance to motorists when reasonable and appropriate.

10.2. CCBI employees may encounter motorists who require general assistance in the way of acquiring fuel, changing a tire, requiring a jumpstart, or in need of directions. CCBI employees are authorized to use reasonable means to assist motorists in such situations.

10.3. CCBI employees will not recommend a towing service to stranded or disabled motorist. If the motorist requests to contact a particular towing service, CCBI employees may contact that service. Otherwise, at the request of the motorist, CCBI employees may contact Communications for a rotation wrecker.

10.4. CCBI employees will assist motorists who are stranded in a hazardous area by standing by with the stranded motorist until such time as assistance arrives. The CCBI employee may transport the stranded motorist to a nearby safe location where assistance may be obtained. If a stranded motorist is transported, the CCBI employee should provide Communications with the time, mileage and location and ending time.

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10.5. CCBI employees will contact Communications by radio or telephone whenever any motorist requires emergency medical services or fire suppression services.

11. Roadway Hazards

11.1. If a CCBI employee observes any hazardous conditions such as debris in the roadway, defects in the roadway itself, down or damaged traffic control devices, or abandoned vehicles in the roadway, he/she should report the hazard to Communications by radio or telephone. A CCBI employee may correct simple hazards such as small debris in the roadway as long as it is done in a safe manner.

12. Safety Vest

12.1. CCBI employees performing any duty on or around a roadway, which is open for vehicular traffic, shall adorn an OSHA approved reflective safety vest prior to conducting such activity or entering the roadway.

13. Occupant Safety Restraints

13.1. In accordance with N.C.G.S. § 20-135.2A, all personnel and occupants of CCBI vehicles will use occupant safety restraining devices (seat belts) when utilizing agency vehicles.

14. Ride-Along Policy

14.1. CCBI supervisory staff may authorize a ride-along to include CCBI employees, law enforcement officers, and interns. A ride-a-long requested by an individual not designated above shall be subject to the approval of the Division Deputy Director or the Director.

14.2. A ride-along waiver shall be completed for any individual who is not a CCBI employee engaging in ride-alongs. The ride-along waiver shall be submitted to the Division Deputy Director.

14.3. All ride-along participants shall be appropriately identified as a CCBI ride-along during such time and shall wear the appropriate identification at all times while engaged in the ride-

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along. This shall include, at a minimum, a Wake County Identification Badge (issued to interns) or a general CCBI Ride-Along Identification Badge. (Supervisors shall have access to these badges for this purpose.)

14.4. No CCBI ride-along, to include law enforcement officers and any other non-Investigations Division staff participating in a ride-along, shall engage in any way in the collection and/or documentation of any evidence or any other activity by which participation could likely result in the necessity of testimony by the participant.

14.5. All CCBI ride-along participants will be assigned to a CCBI employee who shall be responsible to ensure that the participant's presence at a crime scene is unobtrusive and does not jeopardize the crime scene or any evidence located within. The CCBI employee shall also be responsible for the safety of all CCBI ride-alongs and shall ensure that their presence at any crime scene is in accordance with all applicable CCBI policies, local, state, and/or federal regulations (including wearing safety vests while in the roadway, etc.).

14.6. CCBI ride-alongs shall not be allowed access to the inner crime scene perimeter of any investigation known to be or reasonably believed to be a homicide.

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July 12, 2013	2	Restructure and reorganization of SOP
February 2, 2014	3	Parking take home fleet
September 24, 2014	4	Added section 3.9

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CHAPTER 28: Computer Access and Use

1. County Computers and Digital Devices

1.1. All use of County computers and digital devices will comply with Wake County Information Services policies [IS Policies & Procedures](#).

1.2. Any Wake County owned computer or digital devices used, issued, or assigned to or by any CCBI employee may be inspected at any time for any purpose. Use of such devices is designated for official business and may only be used for personal use in accordance with County policies and procedures.

2. Computer Software

2.1. No software should be installed on any Wake County Computer without the approval from Wake County Information Services.

3. Wake County Network and Internet Acceptable Use Policy

Purpose

Wake County offers a technical infrastructure for network and Internet services that are intended to serve the public. This policy establishes the conditions under which County-provided network and Internet services can and cannot be used. This policy provides the framework to ensure the services are used to meet the public purpose and are not used for illegal, private, or other inappropriate activities.

Policy Statement

Anyone using the County-provided network and Internet services must do so in an ethical, and lawful manner and is expected to act responsibly and professionally. Anyone using the County-provided network or Internet services shall not use these services in an illegal, malicious, or obscene manner or for self-gain, such as operating a business.

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Users may make reasonable personal use of the County-provided network and Internet services as long as:

- The direct measurable cost to the public is negligible.
- There is no negative impact on the user's performance of public duties.
- The use doesn't involve illegal, malicious, or obscene behavior.
- The services are not used for personal financial gain or cause an actual or perceived conflict of interest.

Users, to the best of their ability, have a responsibility to make sure that all public information disseminated via the County-provided network and Internet services is accurate.

When using social media representing Wake County, Users must follow the same code of conduct expected in any other form of written or face-to-face business communications. The content of social media communications is subject to the same public record requirements that govern all other communications by public employees.

Users have a responsibility to follow sound security practices, follow policies and procedures related to information risk management, and act in a manner that helps prevent the introduction or propagation of malware and other threats to the County's technical infrastructure and information management systems.

Wake County and CCBI maintain the right to monitor and review network and Internet activity to ensure compliance with this and related policies, regulations, and laws. Users should have no expectations of privacy when using the County-provided network and Internet services, except when using County-sanctioned services that create, transmit, or otherwise contain sensitive data.

CCBI employees may not utilize any CCBI hosted software, programs, or data for the purposes of accessing criminal arrest or investigatory data not related to official County business.

Depending on the nature of the User's actions, failure to follow the policy may result in the loss of privileges to use the County-provided network and Internet services, disciplinary action up to and including dismissal, and prosecution for illegal activities.

III. Definitions

Digital Media: Digitized content (text, graphics, audio, video, etc.) that can be electronically transmitted over the Internet or computer networks.

Information Risk Management Core Team (IRMCT): The IRMCT is a Countywide, cross-departmental team composed of technology and business managers and is chartered by the County Senior Management Team to assess and address information risk management, including the development of policies and procedures that govern the use of County resources.

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Malware: Software designed to infiltrate or damage a computer system without the owner's informed consent. Malware includes computer viruses, worms, trojan horses, rootkits, spyware, dishonest adware, and other malicious and unwanted software.

Peer-to-peer file sharing applications: Applications utilized to download or distribute/provide access to digitally stored information such as computer programs, multi-media (audio, video), documents, or electronic books. Examples include but are not limited to Gnutella, Gnutella2, eDonkey2000, the Kazaa network and BitTorrent.

Sensitive Data: Information handled in business processes that should be disclosed under controlled conditions, such as ePHI, personally identifiable, and any security-related information that needs to be protected.

Social Media: An umbrella term that encompasses the various activities that integrate technology, social interaction, and content creation. Social media use many technologies and forms, such as blogs, wikis, photo and video sharing, podcasts, social networking, mashups, and virtual worlds. Popular examples include Myspace, Facebook, Twitter, Flickr, Picasa and YouTube.

User or Wake County User: Anyone using Wake County equipment or IT resources and/or providing services on behalf of Wake County government. This includes, but is not limited to, Wake County employees, contractors, volunteers, and partners.

Wake County Information Technology (IT) Resource: Wake County data systems (Advantage, Performance Budget, Sire, etc.) and Wake County IT services (Lotus Notes email, BlackBerry Enterprise Server, Active Directory, NetMotion, etc.).

IV. Applicability

The policy applies to any User accessing the County-provided network and internet service whether the computing or communications device that is being used to gain access is publicly or privately owned. Any employee found to have violated this policy may be subject to disciplinary action, up to and including dismissal.

V. Policy Responsibility and Management

Responsibility for the Policy: The Information Services department has responsibility for development and implementation of this policy. Within the department, the responsibility is delegated to the Security Officer.

Policy Management: The Security Officer will review this policy no less than every three years from adoption or last revision date. The Security Officer shall make any necessary revisions in accordance with standard practice changes, statutes or changes in the law. Any policy revision made shall be submitted to the appointed policy committee at the time of revision for approval and adoption.

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Plan for communicating and training: The Wake County Chief Information Officer will communicate this policy and any changes to the policy to all department heads. Department heads are responsible for disseminating policies and updates to their staff and ensuring their staff attends any associated training.

Contact Department/Division and number: Security Officer, Information Services, 919-856-5800

VII. Appendices

Examples of acceptable uses of County-provided network and internet services

1. Communicating with other Wake County users about work-related matters.
2. Communicating with parties outside Wake County government for County-related business purposes.
3. Personal communications that are brief and do not interfere with work responsibilities.

Examples of unacceptable uses of County-provided network and internet services

1. Streaming video and/or audio for non-work use and mass personal mailings, as examples, can have a measurable cost and negative impact on the network and Internet services.
2. Utilization of peer-to-peer file sharing applications are specifically prohibited due to the bandwidth impact on County-provided network services and the high likelihood for creating technical and information security risks.
3. Copying, sending (uploading) or receiving (downloading) commercial software or digital media in violation of copyright law.
4. Using County-provided network and Internet services to play or download games, music or videos that are not in support of Wake County business functions.
5. Using County-provided network and Internet services in support of unlawful activities as defined by federal, state, and local law.
6. Sending sensitive data in violation of County policy or State or Federal law or regulation.
7. Creating and/or exchanging information or communications that can be interpreted as offensive, harassing, obscene or threatening.
8. Personal communication that interferes with work responsibilities.
9. Engaging in commercial activity, including personal business and work related to secondary employment, that is unrelated to Wake County work.
10. Opening file attachments from an unknown, suspicious, or untrustworthy source.
11. Accessing or attempting to gain access to any device, system, portions of the network, applications, files, or accounts for which the User is not authorized.
12. Intercepting or attempting to intercept data transmissions of any kind to which the User is not authorized.

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4. Locations of Network Access and Use

4.1. Wake County IS Department maintains different network drives for Wake County employees. All drives utilized by CCBI employees may only be utilized for official business. The following drives are provided and should be used for CCBI business:

1. ccbishared on 'data3' (S:) This drive is commonly referred to as the Shared drive. This drive is intended for CCBI use only and may be accessed only by CCBI employees or other Wake County employees as authorized by the Director. Information stored on the shared drive will be accessible by all CCBI employees. Information stored on the shared drive of a confidential nature will be secured by means of a password.
2. (U:) "U" drives are drives assigned to CCBI employees individually. Access to U drives is limited to individual employees. Confidential information may be placed on U drives; however, U drives may only be used for official business. The Director may examine information contained on any U drive at any time.

4.2. All network drives maintained by Wake County Information Technology Services are backed-up and stored every twenty-four (24) hours. Wake County contracts electronic storage services to maintain secure servers off-site containing all stored information

5. DCI/NCIC Security and Access

5.1. CCBI maintains a user's agreement to receive computerized criminal justice information from the North Carolina Division of Criminal Information (DCI) and the National Crime Information Center (NCIC). This policy establishes procedures and guidelines for insuring security of the system and the accessing and dissemination of information.

Policy

5.2. CCBI shall conduct all DCI and NCIC record functions and inquiries in accordance with all applicable state statutes, federal and state regulations, and departmental directives.

1. All information obtained from DCI/NCIC system is confidential and will only be disseminated to authorized criminal justice personnel.

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2. Only certified DCI terminal operators are authorized to access information from the system. An operator will not access information from a terminal that is signed on through another operator.
3. Violations of DCI/NCIC security policy may result in CCBI having its user privilege suspended.
4. CCBI employees who violate DCI/NCIC regulations may be subject to disciplinary action up to and including dismissal as described in the Wake County Human Resource Administration Manual.
5. It is the responsibility of every CCBI certified DCI operator to maintain an active operator status and be familiar with the regulations and guidelines of DCI and NCIC.

5.3. Terminal Agency Coordinator

1. The designated Terminal Agency Coordinator (TAC) will be responsible for ensuring that logs for criminal history inquiries are printed each month and reviewed for DCI compliance. The TAC will maintain these logs for one year.
2. The TAC will maintain all records required of CCBI by SBI/DCI regulation and guidelines. Examples of the records to be maintained are User Agreements and "Defense Attorney Access of SBI/DCI Network" forms. These records will be maintained during the periods described by the SBI/DCI.
3. The TAC will conduct all the duties as set forth by the SBI guidelines to include monitor testing of operators and maintaining user ID files. The TAC is responsible for enrolling personnel into DCI certification classes and providing DCI update information to the certified operators.
4. The TAC will report violations of SBI/DCI guidelines and procedures to the Deputy Director of the Support Services Division.
5. The TAC will notify DCI within 24 hours when a certified operator leaves CCBI.

5.4. Certified DCI Operators

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1. All CCBI personnel who use department owned equipment to access DCI must be certified within 120 days of employment or duty assignment.
2. All DCI operators are required to read and comply with the DCI Personnel Security Agreement furnished by DCI.
3. DCI operators will not share or use another operators ID or password to gain access to DCI. Should an operator forget his/her password, the TAC should be notified to submit the proper form to the DCI Quality Control Office.
4. DCI operators will not release DCI record information to anyone other than authorized law enforcement and criminal justice personnel.
5. DCI operators should shred unused DCI printouts. These printouts will not be thrown in the regular trash.

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January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP
September 24, 2014	3	Added personal use statement prohibitions

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CHAPTER 29: Records Management System Administration

1. Administration

1.1. The Wake County Sheriff's Office supports and maintains CCBI's primary records management system for all electronically maintained investigative, examination, or analytical test reports in Sungard's® ONESolution RMS system, hereafter referred to as RMS.

1.2. All information placed in RMS is backed-up and stored every twenty-four (24) hours. The Wake County Sheriff's Office maintains dedicated servers for the storage of RMS data and contracts electronic storage recovery services whereby maintaining secure servers off-site to back-up all RMS data.

1.3. The CCBI Director shall authorize a CCBI employee(s) to work with the Wake County Sheriff's Office and act as a CCBI RMS System Administrator. The CCBI Director and RMS System Administrator shall have full authority for creating access accounts, assigning security, and removing accounts as necessary for operational purposes based upon job functions.

1.4. The RMS function precludes the ability to separate investigative or examination records based upon service agency. As such, with the exception of the Wake County District Attorney's Office, CCBI shall not authorize any outside agency direct access to the CCBI RMS system for viewing or retrieval of records. (See FTP server instructions)

1.5. The RMS record management system automatically requires password changes every ninety (90) days to maintain access security.

2. Report Completion

2.1. A CCBI Report Writing Manual will be available to all CCBI employees responsible for the completion and submission of examination or test reports in the records management system. This manual shall provide specific instructions to assist the employee with regards to the operation of the RMS system and specifically serve as a guide in completing all examination or test reports.

2.2. Test and examination reports will be completed under the following situations: (CALEA 82.2.1(a))

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1. Any investigative request resulting in an employee being dispatched or assigned; and (CALEA 82.2.2(c))
2. Any Investigations Division investigation or follow up investigation conducted by CCBI Investigations Division staff.
3. Any evidence collected by the Evidence Technician or designee for examination purposes.
4. Any examinations conducted by the Forensic Drug Chemistry Unit.
5. Any examinations conducted by the Forensic Computer Examination Unit.
6. Any examinations conducted by the Latent Examination Services Unit.
7. Any photographic/video enhancements, crime scene response for photographic services, services requiring print scanning, or evidentiary photographic requests conducted by the Forensic Photographic Services Unit.
8. Any examinations or analysis completed by the DWI Blood Chemistry Unit.
9. When analytical conclusions and/or opinions are made regarding evidence submitted for analysis and/or when Crime Laboratory personnel respond to a crime scene investigation. (e.g., technical field response)
10. Any criminal and non-criminal cases initiated by law enforcement employees; and (CALEA 82.2.2(d))
11. Any incidents involving arrests, citations, or summonses. (CALEA 82.2.2(e))

2.3. All other reports conducted by CCBI staff shall be entered upon the collection of evidence or the completion of the examination as appropriate.

3. Report Information

3.1. CCBI utilizes Premiere CAD dispatching supported by the Raleigh/Wake Emergency Communications Center to generate unique case numbers and then transfer the generated number to RMS to be used as official CCBI case numbers for tracking and storage purposes. (CALEA 82.2.3)

3.2. The records management system provides a system for case status control by which the following information is recorded and available: the type of case, the CCBI personnel assigned, the date assigned, the requesting agency case number, and the report date. (CALEA 42.1.3(a))

3.3. Additional requirements for the content of reports vary by Division and/or Unit. See Division specific Administrative Manuals, Unit specific Technical Procedures, and the CCBI Report Writing Manual for further instructions.

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4. Review (CALEA 82.2.1(e))

4.1. All CCBI reports are considered "pending" until submitted for review by the employee. All CCBI reports will be reviewed for content, accuracy, and neatness as part of the required administrative review. (CALEA 42.1.3(b))

4.2. RMS is made of separate modules to allow for a supervisory review process. The RMS supervisory review process shall be considered an administrative review of the report. CCBI Crime Laboratory and Investigations Division Staff create and type reports in a mobile RMS module identified as Mobile Field Reporting or MOBLAN. Once the supervisory review of the report is complete, the report transfers from Mobile Field Reporting/MOBLAN to RMS.

4.3. Reviewers denying any submitted report must provide written reasons for the denial. Denial reasons are documented and maintained by RMS.

5. Amendments and Modifications

5.1. Once a report has been administratively reviewed and has moved from the mobile module into RMS, any alteration or modification of the content of the examination record or report is prohibited. Report contents must be corrected using amended report submissions.

5.2. Once the report has been published, if changes are required, a new report must be issued. This new report must be labeled "AMENDED REPORT" at the top of the new report above the date, in bold font, and within the body of the report must include a remark about the nature of the amendment made. Upon entering the Supplement screen in the report, select "Amended Report (CCBI Use)" in the Supp Type heading (see OSSI Records Management System document for more detailed instructions).

6. Modifications

6.1. The CCBI System Administrator may move and/or copy reports as necessary for the proper administration of the system. Such instances include reports entered in error, duplicate entries, or other administrative functions.

6.2. No report or additional report shall be deleted from the records management system due to content contained in the narrative portion without the expressed permission from the Director.

7. Release of Reports

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7.1. Reports may be transmitted electronically. Reports will only be released after the appropriate review is conducted.

7.2. All case records are confidential. Reports and test analysis results will not be released outside CCBI except as described below:

1. Preliminary findings and investigative lead information may be released to the submitting law enforcement agency, to the prosecuting attorney's office, or during deposition. Appropriate documentation of what information was released and to whom will be included in the case record.
2. Final results, conclusions, or reports will only be released to prosecuting attorneys and the submitting agency unless directed by the court, by the submitting agency, or authorized by the prosecuting attorney. Results may also be released by the appropriate authority in response to discovery requests or court orders.

8. File Transfer Protocol (FTP) Server

8.1. The RMS function precludes the ability to separate investigative or examination records based upon particular service agencies. As such, with the exception of the Wake County District Attorney's Office, CCBI shall not authorize any outside agency direct access to the CCBI RMS system for viewing or retrieval of records.

8.2. Wake County Information Services in conjunction with CCBI has established a File Transfer Protocol (FTP) Server to aid in the publication and distribution of completed test reports to customers. Customer agencies have been provided access to agency specific folders on the Wake County FTP Server.

8.3. The CCBI System Administrator designates an IT Liaison with the customer agency. Instructions for use and access are provided to the customer agency. CCBI maintains no further responsibility with regard to the distribution of access to each customer agency employee for access to their agency's FTP Server folder. Individual requests for access are directed to the specific agency IT Liaison.

8.4. The Wake County District Attorney's Office has been provided an FTP Server folder that consists of copies of each individual customer agency folder. A routine program has been incorporated to add newly published test reports placed in customer agency folders into the Wake County District Attorney's Office folder automatically on a routine basis.

8.5. CCBI employees conducting administrative reviews are responsible for publishing customer reports to the appropriate customer agency FTP Server folder at the conclusion of the review.

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8.6. Test reports downloaded from RMS are named with the CCBI case number. Submitting agencies do not have access to CCBI's RMS system and do not know the CCBI case number associated with their case. Therefore, when the report is saved on the FTP Server in the agency's individual folder, the report will be named with the agency's case number for convenience purposes.

8.7. Specific FTP Server use instructions are included in the CCBI Report Writing Manual.

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CHAPTER 30: Evidence Inspections/Inventories/Audits

1. Purpose

The accountability of all agency evidence is a foremost priority of CCBI. Policy and procedures for evidence accountability found in this document or other policy and procedural documents shall be adhered to strictly by all employees.

2. Policy

All evidence labeling requirements, evidence retention periods, evidence documentation, and evidence storage shall be done in accordance with applicable CCBI policies and procedures at all times.

2. Evidence Inspections

2.1. All CCBI personnel assigned to maintaining evidence at CCBI and designated a specific area for the storage of such evidence shall be subject to evidence inspections at any time.

2.2. Investigations Division employees maintaining evidence shall be subject to a formal evidence inspection biannually by their immediate Supervisor. Supervisors conducting evidence inspections shall ensure that evidence contained therein is in compliance with appropriate policies including documentation requirements and retention periods. (CALEA 84.1.6(a))

2.3. An inventory of all property assigned to the CCBI Evidence Technician shall be completed anytime a new Evidence Technician is assigned and/or transferred to the position. This inventory shall be conducted by the newly appointed Evidence Technician and a designee of the Director. (CALEA 84.1.6(b))

2.4. An audit of all evidence maintained by CCBI shall be conducted by a Supervisor not routinely or directly connected with the control of property and evidence biannually. This audit will utilize the CCBI Evidence Trackers to ensure that all evidence is accounted for correctly on the CCBI Evidence Trackers and agency records are being maintained accurately. The Director shall appoint a designee(s) to accomplish this audit. (CALEA 84.1.6(c))

2.5. The Director or his/her designee(s) will conduct an unannounced inspection of all evidence storage areas at least annually. This inspection may be as simple as inspecting property and

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evidence areas for cleanliness, orderliness, and tracing a few evidence items to assure adherence to applicable policies and procedures. ~~These unannounced inspections will include the safe used for valuable items.~~ (CALEA 84.1.6(d))

2.6. All employees designated by the Director for the purpose of conducting inspections or audits as described above shall report directly to the Director for the purposes of such functions.

2.7. Nothing in this section is designed to or precludes Division Deputy Directors from completing evidence inspections more routinely.

3. Staff Inspection Function

3.1. The Director or his/her designee shall designate personnel not having direct control over a unit, component or function to conduct the inspection. The inspection personnel may be composed of agency or non-agency personnel.

3.2. Personnel assigned to the staff inspection function shall conduct the staff inspection under the direct authority of the Director. In regards to the staff inspection function, personnel assigned shall be subordinate only to the Director.

3.3 Staff inspection personnel, for the purpose of inspections, shall have access to all records, facilities, equipment and personnel within CCBI.

3.4. Procedures

3.4.1. Prior to a staff inspection of a unit of CCBI, the Director shall notify the Division Deputy Director of the staff inspection, the personnel assigned to the staff inspection function, and the scope of the staff inspection.

3.4.2. At the onset of the staff inspection, personnel assigned to that function will meet with the Division Deputy Director to discuss any concerns or issues in regards to the implementation of the inspection. Any issues raised will be documented in the inspection report.

3.4.3. Staff inspections shall be conducted in a fair, systematic and impartial manner. Staff inspections may include, but are not limited to, the following areas:

1. Facilities

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2. Equipment
3. Vehicles
4. Policy and procedures
5. Files and records
6. Supervision and leadership
7. Evidence

3.4.4. Staff inspections may include interviews with CCBI employees. Any information derived from staff interviews will be documented anonymously. All personnel undergoing a staff inspection shall cooperate fully with the personnel assigned to the staff inspection function. Managers and Supervisors of areas being inspected shall not inquire into the specific content of their subordinate employee's interviews as conducted by staff inspection personnel.

3.4.5. Staff inspection personnel have no command authority over any line personnel and will not issue orders, except when the failure to do so would immediately jeopardize the Agency's reputation or the accomplishment of the Agency's mission.

3.4.6. Serious violations of policy or procedures identified during a staff inspection requiring immediate attention should be brought to the attention of the Division Deputy Director or in his/her absence of the on-duty Supervisor. Any violations of criminal law identified during a staff inspection will be brought to the attention of the Director immediately.

3.5. At the conclusion of a staff inspection, a written report will be compiled and submitted to the Director. The Director will provide the findings to the Division Deputy Director.

3.5.1. Staff inspection reports will include the following information at a minimum:

- a) Deficiencies identified during the inspection.
- b) Recommendations for the improvement or correction of deficiencies.
- c) Identification of positive aspects of the area being inspected.

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3.6. The Director or his/her designee shall ensure that follow-up inspections are conducted and written reports are prepared for noted deficiencies that cannot be immediately corrected.

3.7. Staff inspections will be conducted at the discretion of the Director and may be conducted within all organizational components. Staff inspections may be utilized to ensure compliance with applicable accreditation standards.

3.8. Staff inspection records and/or reports will be maintained in the Director's Office.

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CHAPTER 31: Critical Incidents/Homeland Security

1. Purpose

The purpose of this directive is to establish a systematic and logical plan for CCBI response to emergency situations, man-made or natural disasters, and other critical incidents in Wake County as well as to provide CCBI premise emergency evacuation routes and procedures for the benefit and safety of all CCBI personnel and the visitors/general public.

2. Policy

The Raleigh/Wake City-County Bureau of Identification will comply with the [Wake County Emergency Operations Plan](#) and the [Wake County Incident Command System Master Plan](#). Both plans are in compliance with the National Incident Management System (NIMS) as mandated by the Federal Emergency Management Agency (FEMA). GSA shall maintain conspicuous postings of emergency evacuation routes throughout the building and make all employees aware of their responsibility in the event of an emergency evacuation order.

3. Critical Incidents

3.1. In compliance with the Wake County Emergency Operations Plan, the Raleigh/Wake City-County Bureau of Identification maintains no lead responsibilities in the Incident Command System plan as outlined by Wake County. By function CCBI employs several sworn law enforcement officers, but is not an emergency response agency. The Raleigh/Wake City-County Bureau of Identification may provide assistance in critical incidents at the discretion of the CCBI Director upon request by Wake County Emergency Management. (CALEA 46.1.2 – 46.1.10)

3.2. In accordance with the Wake County Emergency Operations Plan, CCBI will perform the following functions upon the appropriate request during a critical incident under which the Incident Command System has been implemented:

1. CCBI may be called upon during a critical incident to assist in search and rescue activities as outlined in the Wake County Emergency Operations Plan Section B2.

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2. As outlined in the Wake County Emergency Operations Plan Section B6, for the purpose of public health, CCBI may be called upon to provide assistance in the following areas:
 - The Raleigh/Wake City-County Bureau of Identification will coordinate with the State Medical Examiner to provide transport for deceased victims requiring identification and mortuary services.
 - Protect the privacy of families of deceased.
 - Transport human remains to State Medical Examiner for investigation into cause of incident or death.

4. Critical Incident Response

4.1. The CCBI Director shall be responsible for planning and coordinating a CCBI response to critical incidents. The CCBI Director may assign functional responsibilities for a CCBI response as deemed necessary at his/her discretion. (CALEA 46.1.1)

5. Hazardous Materials Awareness Level Training

5.1. All Investigations and Crime Laboratory Divisions staff will receive Hazardous Materials Training at an awareness level annually in accordance with OSHA 29 CFR 1910.120. (CALEA 46.3.4)

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CHAPTER 32: Emergency Action Plan

1. Administration

CCBI will adhere to the Wake County Detention Center's Emergency Action Plan ([Emergency Action Plan.](#))

2. Emergency Fire Evacuation

2.1. Primary and secondary emergency evacuation routes have been designed and established throughout the entire Wake County Detention Center. These routes are clearly and prominently displayed in hallways and office areas for the benefit and safety of all persons conducting business in the building.

2.2. It is the duty and responsibility of each CCBI employee to locate and familiarize him/herself with the routes, especially those closest to his/her workstation. Specific instructions for each section and floor are outlined in this SOP.

2.3. Upon official notification that an emergency evacuation situation exists, the person/employee receiving notification should immediately contact a Supervisor, using the following chain of command:

Primary: CCBI Director

Secondary: CCBI Deputy Directors

Third: On-duty Investigations Supervisor
Lead Criminal Identification Unit Supervisor
On-duty Criminal Identification Supervisor
Administrative Services Coordinator

2.4. The Supervisor will be responsible to immediately notify all bureau employees and all visitors/general public that are in the office, utilizing other available Supervisors to assist in the notification.

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2.5. All bureau personnel will comply with established evacuation routes, and shall assist and direct visitors/general public in proceeding to the proper routes.

3. CCBI Criminal Identification Unit (Zero Level)

3.1. The Zero Level secure area of the Wake County Detention Center is divided into separate smoke compartments for evacuation purposes whereby allowing staff to remain inside of the facility during a fire.

3.2. When an emergency situation exists requiring all personnel/persons in the area to evacuate the Criminal Identification Unit, the CCBI Criminal Identification Unit Supervisor or his/her designee, will be responsible to ensure that all staff, civilians, officers and arrestees are evacuated from the Criminal Identification Unit.

1. Employees, Arresting Officers, and arrestees will move into the WCSO Detention Arrestee Processing area and remain there unless directed further by WCSO Detention Staff.

4. Investigations

4.1. Non-Detention staff and the public will evacuate into the parking garage on the street level when an emergency requires evacuation of the facility.

1. The primary exit route when entering the hall near the labs, turn right, travel to end of hallway and turn left into Stairwell 9. **Note: Use Stairwell 9 to exit the Building ONLY in an emergency.**
2. If entering the hall near the Blood Alcohol lab, turn right, travel down the hall, turn right down corridor in front of labs, and then turn left into Stairwell 9.
3. The secondary exit route is through the Courtyard out the Staff Entrance.
4. The severe weather shelter is the hallway in front of the Labs.

5. Evidence Room/Receiving

5.1. Non-Detention staff and the public will evacuate into the parking garage on the street level when an emergency requires evacuation of the facility.

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1. The primary exit route is out the Exit Door in Evidence Receiving.
2. The secondary exit route is down the corridor in front of the labs and exit out Stairwell 9. **Note: Use Stairwell 9 to exit the Building ONLY in an emergency.**
3. The severe weather shelter is in the corridor in front of Drug Evidence Storage or the hallway in front of the labs.

6. CCBI DWI Blood Alcohol Lab

6.1. Non-Detention staff and the public will evacuate into the parking garage on the street level when an emergency requires evacuation of the facility.

1. The primary exit route when entering the hall; turn left (DWI Blood Alcohol Laboratory) or right (Drug Chemistry), travel to next corridor, turn right and follow hallway to end, turn left into Stairwell 9, and exit near parking deck. **Note: Use Stairwell 9 to exit the Building ONLY in an emergency.**
2. The secondary exit route is through the Courtyard and exit out front Staff Entrance.
3. The severe weather shelter is the hallway in front of the Blood Alcohol lab.

7. DWI Blood Drug Lab/Wet Laboratory/ Dry Laboratory/Trace Evidence Laboratory

7.1. Non-Detention staff and the public will evacuate into the parking garage on the street level when an emergency requires evacuation of the facility.

1. The primary exit route when entering the hall turn left, travel to end of hallway and turn left into Stairwell 9. **Note: Use Stairwell 9 to exit the Building ONLY in an emergency.**
2. The secondary exit route is through the Vehicle Examination room.
3. The severe weather shelter is the hallway in front of the Labs.

8. Vehicle Examination/Garage

8.1. Non-Detention staff and the public will evacuate into the parking garage on the street level when an emergency requires evacuation of the facility.

1. The primary exit route will be out one of the two exit doors.

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2. The secondary exit route will be through Stairwell 9 near the parking deck. **Note: Use Stairwell 9 to exit the Building ONLY in an emergency.**
3. The severe weather shelter the hallway in front of the labs.

9. Crime Laboratory Offices, Forensic Photo Laboratory, Footwear Laboratory, Crime Laboratory, Computer Forensics Laboratory, AFIS/SICAR Room

9.1. Non-Detention staff and the public will evacuate into the parking garage on the street level when an emergency requires evacuation of the facility.

1. The primary exit route is down the hallway toward parking deck out and down Stairwell 9.
2. The secondary exit route is past the Public Waiting Area down the Lobby Stairs.
3. The severe weather shelter is down Stairwell 9, into the Staff Entrance corridor.

10. Break room C2364/Conference Room 2363/Open Break Area

10.1. Non-Detention staff and the public will evacuate into the parking garage on the street level when an emergency requires evacuation of the facility.

1. The primary exit route is down the hall past the Crime Lab out Stairwell 9.
2. The secondary exit route is past the Public Waiting Area down the Lobby Stairs.
3. The severe weather shelter is down Stairwell 9, into the Staff Entrance corridor.

11. Administration

11.1. Non-Detention staff and the public will evacuate into the parking garage on the street level when an emergency requires evacuation of the facility.

1. The primary exit route is past the Public Waiting Area down the Lobby Stairs.
2. The secondary exit route is Stairwell 1 beside the elevator in front of Medical.
3. The severe weather shelter is down the Lobby Stairs into Level 1 in front of the Elevators.

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CHAPTER 33: Blood-borne Pathogens Program

1. Purpose

1.1. It is the Raleigh/Wake City-County Bureau of Identification's purpose to provide a comprehensive exposure control system that maximizes protection against communicable diseases for all employees and for the public it serves.

1.2. While each employee is ultimately responsible for his/her own health, the Department recognizes a responsibility to provide all employees with the best available protection from the threat of occupational acquired communicable diseases.

2. Policy

CCBI shall maintain a blood-borne pathogen program consistent with all Federal and State regulations, OSHA regulations and Wake County policy.

3. Definitions

Blood-borne Pathogens: Pathogenic microorganisms present in human blood and can cause disease in humans. These pathogens include, but are not limited to, Hepatitis B Virus (HBV) and Human Immune Deficiency Virus (HIV).

Other Potential Infectious Materials: Includes the following human body fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva, and any body fluid that is visibly contaminated with blood.

Occupational Exposure: Actual or potential parenteral, skin, eye, or mucus membrane contact with blood or other potentially infectious material that may result from the performance of an employee's duties.

Standard Blood and Body Fluid Precautions: An approach to infectious disease control, according to the concept of standard precautions, where all human blood; blood components including serum; other body fluids containing visible blood; semen; vaginal secretions;

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tissues; and cerebral, spinal, synovial, peritoneal, and amniotic fluids are treated as if they were infectious for HIV, HBV, and other blood-borne pathogens.

4. General Policies and Directives

4.1. The Raleigh/Wake City-County Bureau of Identification has developed written exposure determinations and maintains a list of all job classifications in which employees have potential occupational exposure to blood-borne pathogens. All job tasks and procedures are classified into one of three categories to facilitate exposure determinations.

A. Exposure determinations include:

4.2. Regular Exposure: tasks that involve potential for membrane or skin contact with blood, body fluids or tissues, and/or potential for spills or splashes of them. The following positions are classified as having a regular exposure risk:

- Investigations Division Deputy Director
- Investigations Supervisors
- Agents
- Property Crime Technicians
- Forensic Supervisor
- Forensic Latent Examiners
- Evidence Technician
- Forensic Photographer
- DWI Blood Chemist

4.3. Some Exposure: tasks that involve no exposure to blood, body fluids, or tissues normally but employment may require performing unplanned tasks that could fall in the Regular Exposure category described in Subsection 1 above. The following positions are classified as having some exposure risk:

- Director
- Support Services and Crime Laboratory Division Deputy Directors
- Forensic Drug Chemist
- Forensic Computer Examiner
- Lead Criminal Identification Unit Supervisor

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Criminal Identification Supervisors

Identification Technicians

Forensic Technicians

Civil Identification Technicians

4.4. No Exposure: tasks that involve no exposure to blood, body fluids, or tissues, and potential exposure is not a condition of employment.

a. All other Bureau personnel are classified in the No Exposure category and are not responsible for adherence to this policy.

4.5. The Raleigh/Wake City-County Bureau of Identification establishes, maintains, and enforces work practices and standard operating procedures to eliminate or minimize the contact with blood and other potentially infectious materials. Employees are required to follow standard operating procedures as outlined in this document while performing duties classified as Regular Exposure and Some Exposure.

4.6. Hepatitis B Immunizations

4.6.1. All Raleigh/Wake City-County Bureau of Identification full-time personnel should have current Hepatitis B immunizations to perform jobs involving exposure to blood-borne pathogens. Hepatitis B immunizations will be provided at no cost to these employees. Wake County and the Raleigh/Wake City-County Bureau of Identification do not provide the initial Hepatitis B vaccine series free of charge to contract temporary employees, volunteers, or interns. All other aspects of this policy, and its standard operating procedures, apply to contract and temporary employees, students, and volunteers.

4.6.2. All full-time employees will be offered immunization for Hepatitis B free of charge and within 10 days of assignment to tasks with potential communicable disease exposure. Immunization for influenza, measles, mumps, rubella, poliomyelitis (polio), tetanus, and diphtheria are recommended. Employees who refuse immunization for Hepatitis B will be counseled on the occupational risks of communicable diseases and are required to sign a Hepatitis B Vaccine Declination Form. Employees who initially refuse immunization may later receive immunization for Hepatitis B upon request and free of charge.

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5. CCBI ~~Crime Laboratory and/or Investigations Division~~ Health and Safety Officer(s)

5.1. ~~The Raleigh/Wake City-County Bureau of Identification will designate a **Crime Laboratory and/or Investigations Division** Health and Safety Officer(s). It will be the Safety Officers' responsibility to maintain all confidential files regarding exposure to blood borne pathogens, as well as to maintain the confidential records connected with those exposures as required by OSHA regulations. The Officers will maintain records to indicate the compliance of personnel to the requirements set out in this policy and directive. (moved to 8.5) **Non-compliance with the policies and procedures will be reflected in the evaluations of each individual employee.** (moved this to next paragraph)~~

5.2. The ~~Raleigh/Wake City-County Bureau of Identification~~ Director shall appoint a ~~**Crime Laboratory and/or Investigations Division**~~ Health and Safety Officer(s). ~~**Crime Laboratory and/or Investigations Division**~~ The Health and Safety Officer(s) and the CCBI Training Coordinator will be responsible for initial and in-service training of all CCBI personnel in communicable diseases and infection control. Additionally, the Health and Safety Officers will provide regular updated training and evaluation of the Communicable Disease Program. **Non-compliance with the policies and procedures will be reflected in the evaluations of each individual employee.**

5.3. The Director shall appoint a ~~**Crime Laboratory and/or Investigations Division**~~ Health and Safety Officer(s). ~~(moved to 5.2).~~

6. Personal Protective Equipment (PPE)

6.1. Specification, Purchase, Storage, and Issue of Personal Protective Equipment (PPE)

6.1.1. Standards for personal protective equipment (PPE) will be developed by the ~~**Crime Laboratory and/or Investigations Division**~~ Health and Safety Officer(s) and updated or modified as needed.

6.1.2. CCBI is responsible for the supply, repair, replacement, and safe disposal of infection control PPE.

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6.1.3. Each Supervisor will ensure that stock of PPE is adequate and supplies nearing expiration dates are used first.

6.1.4. Available PPE will include sleeve protectors, laboratory coats, disposable gloves, rubber gloves for disinfection purposes, head covers, face masks, eye protectors, full face shields, disposable jump suits, leak-proof disposal bags, and shoe covers. The amount, type, and location of PPE will be standardized on all response vehicles.

6.1.5. Available PPE will include disposable gloves, rubber gloves for disinfection purposes, head covers, face masks, eye protectors, full face shields, disposable jump suits, leak-proof disposal bags, and shoe covers.

6.1.6. Disposable gloves will be constructed of latex/nitrile rather than plastic.

6.2. Selection and Use of Personal Protective Equipment (PPE)

6.2.1. Emergency response often is unpredictable and uncontrollable. While blood is the single most important source of HIV and HBV infection in the work place, it is safest to assume that all body fluids are infectious. For this reason, PPE will be chosen to provide barrier protection against all body fluids.

6.2.2. Criminal Identification Unit personnel should follow these guidelines when dealing with any injured or bloody person.

6.2.3. All laboratory operations should not only use safe laboratory practices but use special care when handling evidence contaminated with blood or other body fluids.

6.2.4. In general, employees should select PPE appropriate to the potential for spill, splash, or exposure to body fluids. No standard operating procedure of PPE ensemble can cover all situations. Common sense must be used. When in doubt, select maximal rather than minimal PPE.

6.2.5. Disposable latex/nitrile gloves will be worn during any contact with persons, living or dead, when potential exists for contact with blood, body fluids, non-intact skin, or

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other infectious material. All employees will carry extra pairs of disposable gloves in these situations.

6.2.6. Gloves will be replaced as soon as possible when soiled, torn, or punctured. Wash hands after glove removal.

6.2.7. Disposable latex/nitrile gloves will not be reused or washed and disinfected for reuse. Where possible, gloves should be changed between contacts with multiple persons.

6.2.8. Facial protection will be used in any situation where splash contact with the face is possible. Facial protection may be afforded by using both a face mask and eye protection or by using a full face shield. When in contact with a person known to have an airborne transmissible disease, face masks or particulate respirators will be used. The first choice is to mask the person with the communicable disease; if this is not feasible, mask the employee(s).

6.2.9. Fluid-resistant disposable jump suits are designed to protect clothing from splashes. Cloth jump suits, lab coats, fire-fighting gear, and raincoats also provide protection. The decision to use barrier protection to protect clothing and skin surfaces, and the type of barrier protection used will be left to the employee.

6.2.10. Under certain circumstances, head covers and/or shoe covers will be required to protect these areas from potential contamination.

Summary:

- If it's wet, it's infectious - use gloves.
- If it could splash onto your face, use eye shields and mask or full face shield.
- If it's airborne, mask the subject or yourself.
- If it could splash on your clothes, use a jump suit or other barrier protection.
- If it could splash on your head or feet, use appropriate barrier protection.

7. Definition of Occupational Exposure

7.1. For the purpose of this document, an occupational exposure (i.e., exposure that occurs during the performance of job duties) that may place a worker at risk of a communicable

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disease is defined as (1) a percutaneous injury, e.g., a needle-stick or cut with a sharp object, or (2) contact of mucous membranes or contact of skin (especially when the exposed skin is chapped, abraded, or afflicted with dermatitis, or the contact is prolonged or involving an extensive area) with blood, tissue or other body fluids to which standard precautions apply, including semen, vaginal secretions or other body fluids contaminated with visible blood, because these substances have been implicated in the transmission of communicable diseases to include HBV and HIV.

7.2. The Wake County Health Nurse or his/her designee shall have the final authority in defining an exposure and determining whether or not a particular incident is classified as an exposure.

7.3. Standard precautions should be used in the presence of all body fluids including cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, pericardial fluid, and amniotic fluid because the risk of disease transmission through these fluids has not been determined. Laboratory specimens that contain communicable diseases and suspensions of concentrated virus or other pathogens may also lead to an exposure.

8. Health Maintenance

8.1. Work restrictions for reasons of exposure control may be initiated by the ~~Crime Laboratory and/or Investigations Division~~ Health and Safety Officer(s). These may be temporary or permanent. As an example, employees with extensive dermatitis or open skin lesions on exposed areas may be restricted from investigating bloody crime scenes or fingerprinting suspects with bleeding wounds.

8.2. Any employee returning to work following debilitating injury or illness or communicable disease (occupational or non-occupational) will be cleared by their personal physician before returning to their duties.

8.3. The ~~Crime Laboratory and/or Investigations Division Health and Safety Officer(s)~~ will ~~maintain~~ records ~~will be maintained~~ in accordance with OSHA's C.F.R. 29, Part 1910.1030. Employee participation in the Exposure Control Program will be documented including:

- Name and SSN of employee. (SSN required by OSHA)
- Immunization records.

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- Circumstances of exposure to communicable diseases.
- Post-exposure medical evaluation, treatment, and follow-up.

8.4. Exposure control records will become a part of the employee's personal health file and will be maintained for the duration of employment plus thirty (30) years.

8.5. Medical records are strictly confidential. Medical records will be maintained in ~~the a separate medical folder located inside the employees' personnel file. office of the Crime Laboratory and/or Investigations Division Health and Safety Officer(s) and will not be kept with personnel records.~~ All confidential files regarding exposure to blood-borne pathogens, as well as ~~to maintain~~ the confidential records connected with those exposures as required by OSHA regulations will be maintained in the medical folder. Medical records will not be released without the signed consent of the employee. There will be no exceptions to this policy for Bureau Administration, County Administration, or insurance companies.

8.6. Records of participation in employee assistance programs are considered medical records.

8.7. Employees may examine their own medical records and may request that copies be sent to their personal physician. Release of medical records to another physician will be made only with the signed written consent of the employee. Abstracts of medical records without personal identifiers may be made for quality assurance compliance monitoring or program evaluation purposes, as long as the identity of the individual employee cannot be determined from the abstract.

8.8. Communications between medical and personnel sections will focus on fitness to work or recommended restrictions rather than upon specified diagnoses.

9. Exposure Control Training

9.1. All employees of the Raleigh/Wake City-County Bureau of Identification will be required to complete:

1. Initial exposure control training at the time of assignment to tasks where occupational exposure may occur. Coverage of the below listed elements by the Training Coordinator may satisfy this requirement.

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2. Refresher training for employees performing tasks where exposure may occur will be conducted at least annually, or when tasks, or procedures are added, changed, or modified.

9.2. All exposure control training materials will be appropriate in content and vocabulary to the educational level, literacy, and language of employees being trained.

9.3. Training will be in compliance with OSHA Regulation 29 C.F.R. Part 1910.1030 and shall include:

1. An accessible copy of 29 C.F.R. Part 1910.1030 and an explanation of its contents.
2. A general explanation of the epidemiology and symptoms of blood-borne diseases.
3. An explanation of the modes of transmission of blood-borne pathogens.
4. An explanation of the department exposure control plan and how the employee can obtain a copy.
5. An explanation of the appropriate methods for recognizing tasks and other activities that may involve exposure to blood and other potentially infectious materials.
6. Information on the types, proper use, location, removal, handling, decontamination and disposal of personal protective equipment.
7. An explanation of the basis for selection of personal protective equipment.
8. Information on the Hepatitis B vaccine, including information on its efficacy, safety, and the benefits of being vaccinated; and notification that the vaccine and vaccination will be provided at no charge.
9. Information on the appropriate actions to take and persons to contact in an emergency involving blood or other potentially infectious materials.

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10. An explanation of the procedure to follow if an exposure incident occurs, including the method of reporting the incident and the medical follow-up that will be made available.
11. Information on the post-exposure evaluation and follow-up that the Bureau is required to provide following an exposure incident.
12. An explanation of the signs and labels and/or color coding required for biohazard materials; and information on the proper storage and disposal of biohazard materials.
13. Opportunity for interactive questions and answers.
14. Exposure control trainers shall be knowledgeable in all of the program elements listed above, particularly as they relate to services provided by the Bureau.

9.4. Written records of all training sessions will be maintained in accordance with the North Carolina Retention and Disposition Schedule by the CCBI Training Coordinator.

9.5. Training records will include:

1. The dates of the training sessions.
2. The contents or a summary of the training sessions.
3. The names and qualifications of persons conducting the training.
4. The names and job titles of all persons attending the training sessions.

10. CCBI Facilities

10.1. Storage, Decontamination, and Disposal Areas

10.2. The Raleigh/Wake City-County Bureau of Identification will designate separate, locked areas for:

1. Equipment decontamination and disinfection.
2. Storage of clean infection control personal protective equipment.
3. Storage of biohazard waste.

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10.3. Under no circumstances will break rooms, bathrooms, or work areas be used for decontamination or storage of infectious waste.

10.4. The Person Decontamination Room (C1391) is designated as the decontamination area for personnel. All contaminated equipment and biohazard waste will be managed in the Putrefaction Room (C1394).

10.5. The Putrefaction Room (C1394) is designated as the decontamination area for the equipment and supplies and will be marked with biohazard signs and will be equipped with:

1. A sink constructed of nonporous materials.
2. Proper lighting and adequate ventilation.
3. Adequate counter areas constructed of nonporous materials.
4. Adequate rack space to allow air-drying of equipment.
5. Appropriate containers for disposal of biohazard waste.
6. Facilities for the safe storage, use, and disposal of cleansing and disinfecting solutions.
7. Appropriate PPE for the use of disinfecting solutions.
8. Material safety data sheets (MSDS) for cleansing and disinfecting solutions.
9. Appropriate containers for disposal of biohazard waste.

10.6. All personnel using these solutions will be familiar with the MSDS and will use the recommended PPE.

10.7. Clean exposure control personal protective equipment will be stored in the Investigations Division Supply Room, the Criminal Identification Unit Supply Room, and the Administrative supply room. PPE will be available in the Civil Identification Units, the Evidence Labs, and the vehicle examination area. Employees may keep PPE in their respective work place as needed.

10.8. Infectious waste storage will be marked with biohazard signs and will be maintained in accordance with all EPA and local regulations. Bureau infectious waste storage will be in the Putrefaction Room. Covered trash cans lined with red biohazard bags will be readily accessible in the Putrefaction Room.

10.9. Other contaminated materials will be stored in leak-proof bags with appropriate biohazard markings and color coding.

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10.10. If outside contamination of a disposal bag is a possibility, a second bag with an identical marking will be placed over the first.

10.11. Reusable bins and containers used to store biohazard waste will be inspected monthly by the ~~Crime Laboratory and/or Investigations Division~~ Health and Safety Officer(s) or his/her designee. Reusable bins and containers used to store biohazard waste in the Putrefaction Room will be cleaned and disinfected monthly by the employee assigned monthly cleaning responsibilities for that room. The ~~Crime Laboratory and/or Investigations Division~~ Health and Safety Officer(s) or his/her designee will be responsible for the cleaning, disinfecting, and/or arranging for disposal of the contents of any other reusable bins and containers used to store biohazard waste as found during the monthly examination that such bin or container has been used.

10.12. Sharps containers used by CCBI are not considered reusable and shall be examined by the ~~Investigations Division Health and~~ Safety Officer regularly for use. At least annually, the ~~Investigations Division Health and~~ Safety Officer(s) will arrange for the proper disposal of all used sharps containers.

10.13. All disposal of biohazard waste will be in accordance with EPA and local regulations and will be performed by an approved licensed contractor designated by the CCBI.

11. Contaminated Employee Clothing

11.1. All Investigations Division employees with any risk of exposure to communicable diseases will maintain a clean change of clothing at the CCBI. CCBI maintains clean uniform clothing for this purpose. Contaminated clothing will be changed as soon as possible.

11.2. Under no circumstances will contaminated clothing be washed at home. This will protect the employee's family from both infectious and chemical contamination. **Laundering will be completed by CCBI.**

11.3. Under no circumstances will any break room be used for the purpose of cleaning, sterilizing, disinfecting, storing, or disposing of any infectious material or waste.

11.4. Disposable hand-drying materials will be used in bathrooms. Cloth towels will not be used. Showers will be provided for all employees with exposure potential.

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12. Infection Control Procedures

12.1. Scene Operations

12.2. The blood, body fluids, and tissues of all persons are considered potentially infectious, and Standard Precautions/Body Substance Isolation Procedures will be used for all contact with these people.

12.3. Recommendations for use of personal protective equipment (PPE) are specified elsewhere in this guideline. Employees will be encouraged to use maximal rather than minimal PPE for each situation.

12.4. While complete control of the emergency scene is not possible, scene operations as much as possible will attempt to limit splashing, spraying, or aerosolization of body fluids.

12.5. The minimum number of employees required to complete the task safely will be used for all on-scene operations. Employees not immediately required at the scene will remain a safe distance from operations where communicable disease exposure is possible or anticipated.

12.6. Hand washing is the most important infection control procedure.

12.7. Employees will wash hands:

1. After removing PPE.
2. After each contact with a potentially contaminated subject.
3. After handling potentially infectious materials.
4. After cleaning or decontaminating equipment.
5. After using the bathroom.
6. Before eating.
7. Before and after handling or preparing food.

12.8. Handwashing with soap and water will be performed for ten to fifteen seconds. If soap and water are not available at the scene, a waterless handwash may be used, provided that a soap and water wash is performed immediately upon return to the office.

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12.9. Eating, drinking, smoking, handling contact lenses, or applying cosmetics or lip balm is prohibited at the scene.

12.10. Used needles, scalpels, razor blades, and other sharps shall be disposed of in approved sharps containers. Needles will not be recapped, resheathed, bent, broken, or separated from disposable syringes. **The most common occupational blood exposure occurs when needles are recapped.**

12.11. Disposable equipment will be used for sample collection and other operations where potential exposure to infectious materials is involved.

12.12. Personal protective equipment will be removed after leaving the work area and as soon as possible if contaminated. After use, all PPE will be placed in leak-proof bags, color coded, and marked as a biohazard, and transported back to the office for proper disposal.

12.13. On scene public relations will be handled by the senior officer on the scene, preferably of the rank of Supervisor or above. The public should be reassured that infection control PPE is used as a matter of routine for the protection of all employees and the public they come in contact with. The use of PPE does not imply that a given person may have a communicable disease.

12.14. No medical information will be released on scene. Media requests will be directed to the ranking officer of the agency having jurisdiction and handling the investigation.

12.15. At the conclusion of on-scene operations, all potentially contaminated equipment will be removed for appropriate disposal or decontamination and reuse.

13. Decontamination and Clean-Up Procedures

13.1. Upon return to the office, contaminated equipment will be removed and replaced with clean equipment. Supplies of PPE on response vehicles will be replenished.

13.2. Contaminated equipment will be stored only in the Putrefaction Room. Cleaning and decontamination will be performed as soon as practical.

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13.3. Disposable equipment and other biohazard waste generated during on-scene operations will be stored in the biohazard disposal area in appropriate leakproof containers. Sharps containers, when full, will be closed and placed in the biohazard disposal area.

13.4. Gloves will be worn for all contact with contaminated equipment or materials. Other PPE will be used depending on splash or spill potential. Heavy-duty utility gloves may be used for cleaning, disinfection, or decontamination of equipment.

13.5. Eating, drinking, smoking, handling contact lenses, or applying cosmetics or lip balm is prohibited during cleaning or decontamination procedures.

13.6. Disinfection will be performed with a CCBI-approved disinfectant or with a 1:10 solution of bleach in water. All disinfectants will be tuberculocidal and EPA approved and registered.

13.7. Any damaged equipment will be cleaned and disinfected before being sent out for repair.

13.8. The manufacturer's guidelines will be used for the cleaning and decontamination of all equipment unless otherwise specified.

13.9. Durable equipment will be washed with hot soapy water, rinsed with clean water, and disinfected with an approved disinfectant or 1:10 bleach solution. Equipment will be allowed to air dry.

13.10. Delicate equipment (radios, flashlights, electronics, etc.) will be wiped clean of any debris using hot soapy water, wiped with clean water, then wiped with disinfectant or 1:10 bleach solution. Equipment will be allowed to air dry.

13.11. Work surfaces will be decontaminated with an appropriate disinfectant after completion of procedures, and after spillage or contamination with blood or potentially infectious materials. Seats on vehicles contaminated with body fluids from soiled PPE also will be disinfected upon return to the office.

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13.12. Contaminated work clothes will be removed and exchanged for clean clothes. The employee will shower if body fluids were in contact with skin under work clothes.

13.13. Contaminated shoes or boots will be brush-scrubbed with a hot solution of soapy water, rinsed with clean water, and allowed to air dry.

13.14. Arrangements will be made to launder contaminated clothing. **Under no circumstances will contaminated work clothes be laundered at home by any employee.**

13.15. Infectious wastes generated during cleaning and decontamination operations will be properly bagged and placed in the biohazard disposal area.

14. Procedures for Exposure to Blood-borne Pathogens

When an inadvertent percutaneous or permucosal exposure to blood or other potentially infectious materials occurs:

14.1. Employees are required to:

1. Remove contaminated personal protective equipment and place in a red bio-hazard labeled bag.
2. Wash exposed areas (hand and other skin surfaces) with soap and water.

14.2. Immediately flush exposed mucous membranes with water and flush eyes with large amounts of water or eye wash solution.

1. Immediately report the exposure incident to his/her Supervisor.
2. If there is a spill of contaminated blood or breakage, immediately arrange for decontamination with an EPA approved disinfectant, such as phenolic or water quaternary ammonia, germicidal detergent solution, or a 1:10 dilution of bleach.
3. Seek medical care if first-aid is needed.

14.3. WHEN AN EXPOSURE IS REPORTED

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The Supervisor is required to:

1. Contact the Wake County Health Nurse or his/her designee. The Wake County Health and Infectious Disease Nurse is Dory Babi and may be reached during normal business hours (8:30 a.m. – 5:15 p.m) at (919) 212-9498 or (919) 218-0123. For incidents occurring after normal business hours employees and/or supervisors should contact CDC at (919)-999-6873.
2. Inform the CCBI ~~Crime Laboratory and/or Investigations Division~~ Health and Safety Officer(s).
3. Review standard operating procedures and methods to prevent future exposure with the employee.

14.4. Any employee having an occupational communicable disease exposure will immediately report the exposure to his or her Supervisor. Needlestick injuries will be reported to the ~~Crime Laboratory and/or Investigations Division~~ Health and Safety Officer(s) immediately.

15. Work-Place Injuries

15.1. Injuries occurring outside of official County business hours will be immediately reported to the Supervisor or acting Supervisor. Incidents not requiring immediate medical attention may be held until the next business day for guidance from Wake County Risk Management. For incidents requiring immediate medical attention, the Supervisor may authorize a first-visit for exposures and work-related injuries. Supervisors authorizing such a visit should complete a WC Authorization form for the employee to take to the first visit and provide a copy of the prescription billing information (both forms may be found on the CCBI Share Drive in a folder entitled Work Related Injuries). A copy of the form must be faxed or emailed to Wake County Risk Management at (919) 856-5504 or Carolyn.watson@wakegov.com.

15.2. For further information, refer to the [Wake Employees website](#) regarding work related injuries.

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16. Compliance and Quality Monitoring/Program Evaluation

16.1. The ~~Crime Laboratory and/or Investigations Division~~ Health and Safety Officer(s) will collect compliance and quality monitoring data including:

1. Inspections of CCBI facilities
2. Monthly inspections of all biohazard reusable bins, containers, and sharps containers
3. Observation of on-scene activities
4. Analysis of reported exposures to communicable diseases

16.2. The ~~Crime Laboratory and/or Investigations Division~~ Health and Safety Officer(s) will reevaluate the program at least annually to ensure that the program is effective and appropriate. In addition, the program will be reevaluated as needed to reflect any significant changes in assigned tasks or procedures, in medical knowledge related to infection control, or in regulatory matters.

16.3. The Investigations and/or Crime Laboratory Division Deputy Directors will assume the duties of the ~~Crime Laboratory and/or Investigations Division~~ Health and Safety Officer(s) in his/her absence.

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RALEIGH/WAKE CITY-COUNTY BUREAU OF IDENTIFICATION

WAKE COUNTY DEPARTMENT OF HEALTH HEPATITIS B VACCINE
DECLINATION FORM

I understand that due to my occupational exposure to blood or other potentially infectious materials that I may be at risk of acquiring Hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with Hepatitis B vaccine at no charge to myself. However, I decline Hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring Hepatitis B, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with Hepatitis B vaccine, I can receive the vaccination series at no charge to me.

Name _____

Signature _____

Date _____

Witness _____

Date _____

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Revision History		
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January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP
September 24, 2014	3	Medical records to be kept with personnel records

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CHAPTER 34: CCBI Respiratory Protection Program

1. Purpose

1.1. The purpose of this policy is to outline the procedures used by CCBI to protect its employees exposed to harmful dusts, fogs, fumes, mists, gases, smokes, sprays, vapors, oxygen deficiency, or biological agents. These procedures are based on written requirements published in the Code of Federal Regulations (29 C.F.R. 1910.134 and 1926.103), and adopted by the North Carolina Department of Labor.

1.2. While each employee is ultimately responsible for his/her own health, the Department recognizes a responsibility to provide all employees with the best available protection from occupational acquired communicable diseases and occupationally encountered respiratory threats.

2. Policy

2.1. CCBI shall maintain a written respiratory program applicable to CCBI operations. The implementation of said program shall be the responsibility of the Director. The respiratory program shall be designed, conducted, and implemented in accordance with OSHA regulation 29 C.F.R. 1910.134 and Wake County Policy.

3. Responsibilities

1. **Risk Management/Safety Officer and Employee Health:** Wake County Risk Management/Safety Officer and Employee Health will have the ultimate responsibility for Respiratory Protection Program administration and conducting evaluations of program effectiveness. Each year a review of the Respiratory Protection Program will be conducted.
2. **Department Head:** The department head will be responsible for making sure that all information is correct and appointing a Program Administrator.

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3. **Program Administrator:** The Program Administrator will be responsible for making sure that everyone in their department is in compliance with annual medical evaluations, fit testing, and training. This would also include any new personnel added during the year. The Program Administrator will have a good working knowledge of the respirator standard.
4. **Employee:** Employees who are identified as needing respiratory protection are required to follow procedures described in their work unit's plan and Wake County's Respiratory Program, which outlines proper use and care of the respirators, medical evaluation, annual training, and fit-testing procedures.

4. Selection of Respirators

4.1. The selection of respirators shall be based on the hazards to which the employee is exposed and workplace and user factors that affect respirator performance and reliability. Only NIOSH-certified respirators shall be selected. Respirators must be selected from a sufficient number of respirator models and sizes so that the respirator is acceptable to, and correctly fits, the user. The safety officer will be able to provide assistance upon request.

5. Filters, Cartridges, and Canisters

5.1. The primary means of identifying a respirator canister shall be by properly worded labels. The secondary means of identifying a respirator canister shall be by a color code. All CCBI canisters shall be labeled and color coded in accordance with 29 C.F.R. 1910.134(j) and 1926.103(i). A change out schedule of cartridges and filters based on usage and environmental conditions is provided in Respirator Appendix A form. (See Wake County Safety Manual.)

6. Use of Respirators

6.1. Standard operating procedures for the use of respirators shall be based on the Department's operations and the requirements of 29 C.F.R. 1910.134 (g).

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6.2. CCBI provides and maintains respirators for emergency use purposes. Due to the nature of work performed by CCBI employees, the situations that may be encountered requiring the use of the respirator could be limitless. Therefore, the following general procedures and guidelines shall be used:

1. Employees shall not enter areas believed to be or contain any contaminant considered Immediately Dangerous to Life and/or Health (IDLH)
2. Employees believing an area to contain a contaminant requiring the use of a respirator shall not enter such an area until the contaminant has been identified and the concentration is known. The employee may contact the Fire Department with jurisdiction for assistance in identifying a contaminant.
3. Employees shall adhere to any suggestions or recommendations by on scene qualified authorities before entering a contaminated area.
4. Any CCBI issued respiratory equipment shall be maintained in proper working order and stored by the employee in a place allowing quick access.
5. Employees shall not have any facial hair that may prevent the proper seal of any supplied respirator.
6. Respirators shall be chosen and worn according to the contaminant present and canisters shall be used based upon Appendix A and the specifications outlined for each canister
7. Employees shall receive training annually in compliance with OSHA 19 C.F.R. 1910.134.
8. Employees shall inspect, maintain, use, store, and disinfect all supplied respirators in accordance with this program and training received.

7. Maintenance and Care of Respirators

7.1. Standard operating procedures for the maintenance and care of respirators shall be based on the Department's operations and the requirements of 29 C.F.R. 1910.134(h).

7.2. When respirators are issued to individuals, the individual is responsible for primary maintenance and care of his/her respirator. Where respirators are used collectively or kept ready for emergencies, the supervisor is responsible for establishing a respirator maintenance and cleaning program. This program shall be adjusted for the number of types of respirators in use, working conditions and hazards involved, and shall include the basic services: inspection for defects (including a leak check), cleaning and disinfecting, repair and storage. Equipment shall be properly maintained to retain its original effectiveness as listed here and in accordance with

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1910.134 (h) (1). This information will be addressed in Respirator Appendix A form (Wake County Safety Manual.)

7.3. Inspection

7.3.1. Respiratory protection is no better than the respirator in use, even though it is worn conscientiously. Supervisors and/or the respiratory protection Program Administrator shall conduct frequent random inspections to assure that respirators are properly selected, used, cleaned and maintained.

1. All respirators shall be inspected routinely before and after each use. A respirator that is not routinely used but kept ready for emergency use shall be inspected after each use and at least monthly to assure that it is in satisfactory working condition. See Respirator Appendix B for documentation. (See Wake County Safety Manual)
2. Respirator inspection shall include a check of the tightness of connections and the condition of the facepiece, headbands, valves, connecting tube, and canisters. Rubber or elastomer parts shall be inspected for pliability and signs of deterioration. Stretching and manipulating rubber or elastomer parts with a massaging action will keep them pliable and flexible, and prevent them from hardening or stiffening during storage.
3. The user shall keep a record of inspection dates, findings, and corrective actions for respirators maintained for emergency use.
4. Respirators issued to specific individuals shall be cleaned and disinfected as frequently as necessary to ensure that skin-penetrating and dermatitis-causing contaminants are removed from respirator surfaces. Respirators maintained for emergency use or used by more than one person shall be cleaned and disinfected after each use.

7.4. Cleaning and Disinfecting

7.4.1. Manufacturer's recommendations should be followed. If the manufacturer's recommendations are not available the following procedure is recommended for cleaning and disinfecting respirators:

1. Remove any filters, cartridges, or canisters.
2. Wash facepiece and breathing tube in a cleaner-disinfectant solution. A brush may be used to facilitate dirt removal.
3. Rinse completely in clean, warm water.

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4. Air-dry in a clean area.
5. Clean other respirator parts as recommended by the manufacturer.
6. Inspect valves, head straps, and other parts; replace defective parts with new ones.
7. Insert new filters, cartridges, or canisters periodically as specified by the manufacturer or by the department's change out schedule; make sure seal is tight.
8. Place in plastic bag or other closed container for storage.

7.4.2. Cleaner-disinfectant solution may be commercially prepared solutions; which are followed by a clean, warm-water rinse and air-dried; or respirators may be washed in a liquid detergent solution. Follow manufacturer's written directions and in accordance with the mandatory Appendix B-2 to 29 C.F.R. 1910.134, Respirator Cleaning Procedures.:

7.4.3. Respirators contaminated with organic phosphate pesticides should be decontaminated by an alkaline soap wash and 50 percent isopropyl or ethyl alcohol rinse followed by normal cleaning procedures.

7.5. Repair/Replacement

Only experienced persons using parts designed for the respirators shall do replacement or repair. No attempt shall be made to replace components or to make adjustments or repairs beyond the manufacturer's recommendations. Reduction or admission valves or regulators shall be returned to the manufacturer or to a trained technician for adjustment or repair.

7.6. Storage

7.6.1. After inspection, cleaning, and necessary repair, respirators shall be stored to protect against dust, sunlight, heat, extreme cold, excessive moisture, or damaging chemicals and other contaminants. Respirators placed at stations and work areas for emergency use should be stored in compartments built for that purpose, clearly marked to indicate the content, and must be quickly accessible at all times. Routinely used respirators, such as dust respirators, may be placed in plastic bags. Respirators should not be stored in such places as lockers or toolboxes unless they are in containers or cartons.

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7.6.2. Respirators shall be packed or stored so that the facepiece and exhalation valve are not damaged.

7.6.3. Instructions for proper storage of emergency respirators, such as gas masks and self-contained breathing apparatus, are found in "use and care" instructions usually mounted inside the carrying case lid.

8. Surveillance of Work

8.1. The CCBI Supervisor present on scene shall maintain surveillance of the work area conditions, employee exposure, and employee stress during the use of respirators to ensure that the respirators are being used properly and to ensure employee safety.

9. Program Evaluation/Effectiveness

9.1. The CCBI Director shall designate a Program Administrator to administer/oversee the program and conduct the required evaluations of program effectiveness as required in 1910.134(c)(3). The safety officer will also conduct periodic reviews of departmental programs.

9.2. CCBI Vehicle Inspections shall include inspections of the issued respiratory equipment and ensuring that the maintenance of such equipment is being done in accordance with this program.

9.3. It is required that periodic workplace evaluations be conducted to ensure that the written respiratory protection program is being properly implemented and continues to be effective. Employees shall be regularly consulted to identify any problems and to assess respirator fit, appropriate respirator selection proper respirator use, and proper respirator maintenance.

10. Medical Evaluation

10.1. Persons shall not be assigned to tasks requiring the use of respirators until it has been determined that they are physically able to perform the work and use the equipment, before an employee is fit tested or required to use a respirator. The medical evaluation must be performed by a physician or other licensed health care professional (PLHCP) using the required medical questionnaire. Employees may be reviewed by specialists when appropriate.

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10.2. The respirator user's medical status shall be reviewed by filling out the Medical Surveillance form and reviewed by the appointed PLHCP for that department. All medical surveillance records will be kept by the Employee Health Physician or his/her designee. If a Supervisor or an employee reports medical signs or symptoms that are related to the ability to use a respirator, a medical re-evaluation will take place by the appointed PLHCP for that department. Medical re-evaluations may also take place under the following circumstances: when a change occurs in workplace conditions that may result in a substantial increase in the physiological burden placed on the employee, when the Program Administrator or Supervisor deem that an employee needs to be reevaluated, or when observations made during the fit testing and program evaluation indicates a need for reevaluation. These requirements are in accordance with 29 C.F.R. 1910.134(e).

10.3. Prior to assignment of tasks requiring the use of a respirator, the employees will be required to have a medical evaluation. All employees being evaluated should complete the Respirator Medical Evaluation Questionnaire to provide information of employee medical conditions or symptoms which might limit or preclude respirator use. This form will be given to the physician or other licensed health care professional performing the medical evaluation at the time of evaluation. The guidelines established by the physician will determine what further evaluation is necessary, if any. The medical evaluation shall obtain the information requested by the questionnaire in Sections 1 and 2 Part A.

10.4. A follow up medical evaluation shall be provided for an employee who gives a positive response to any question among questions 1 through 8 in Section 2 Part A or any other reason the physician may deem necessary.

10.5. Upon reviewing all forms, the physician will determine if and what further evaluation is needed. This will depend on the type of respirator(s) to be used and the conditions of use as well as the physical condition of the employee. The LHCP will fill out the Medical Evaluation form stating whether the employee is eligible to wear a respirator. This form will be kept in the employee's medical records and notification of the contents given to the employee.

10.6. Employees are required to report to their Supervisor and/or their respirator Program Administrator any changes in their medical status.

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11. Fit Testing

11.1. Employees using any respirator with a negative or positive pressure tight-fitting facepiece must be fit tested with the same make, model, style, and size of respirator that will be used in accordance with 29 C.F.R. 1910.134(f). Fit testing will be performed by using the following methods depending on the respirator being used: Qualitative fit test (QLFT) means a pass/fail fit test to assess the adequacy of respirator fit that relies on the individual's response to the test agent or Quantitative fit test (QNFT) means an assessment of the adequacy of respirator fit by numerically measuring the amount of leakage into the respirator. Qualitative fit-testing procedures may be used for N-95's. Quantitative will be required for N-95's when the employee has no sense of smell or taste or is having trouble passing the qualitative fit test. Quantitative fit testing will be conducted on half-face and full-face respirators. Full-face respirators which are used for emergency response will pass a fit-factor of 1000. Respirator Appendix D will be used for documentation of Qualitative fit testing and the print out from the Portacount will be used as documentation for Quantitative fit testing.

11.2. Respirators shall not be worn nor will employees be permitted to perform tasks that require respiratory protection wearing half-mask or full-face respirators when conditions such as growth of beard, sideburns, a skull cap that projects under the face piece, temple pieces on corrective spectacles or goggles, or when the absence of one or both dentures prevent a good facepiece-to-face seal.

11.3. Each time the respirator is worn, positive and negative pressure tests shall be conducted to ensure a satisfactory face fit. Respirators with an improperly fitting face piece shall not be used until repaired or adjusted in accordance with the manufacturer's instructions.

1. **Positive pressure test:** Close (cover with the palm of the hand) the exhalation valve and exhale gently into the facepiece. The face fit is considered satisfactory if a slight positive pressure can be built up inside the facepiece without any evidence of outward leakage of air at the seal.
2. **Negative pressure test:** Close off the inlet opening of the canister or cartridges by covering with the palm of the hand(s), inhaling gently so that the facepiece collapses slightly, and hold the breath for ten (10) seconds. If the facepiece remains in its slightly collapsed condition and no inward leakage of air is detected, the tightness of the respirator is considered satisfactory.

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12. Mandatory Use

12.1. Departmental procedures shall state that it is the policy of Wake County to provide respirators when such equipment is necessary to protect the health of employees, the hazard cannot be eliminated, another less toxic product cannot be substituted or engineering controls cannot be implemented, and that all employees shall use the provided respiratory protection in accordance with instructions and training received.

13. Voluntary Use

13.1. Where respirator use is not required, but an employee is permitted to wear respiratory protection voluntarily, Appendix D of 29 C.F.R. 1910.134 (Respirator Appendix F) must be provided to the employee. Additionally, employees voluntarily wearing tight-fitting respirators must be medically evaluated to ensure they are able to use that respirator and trained in how the respirator must be cleaned, stored, and maintained so that its use does not present a health hazard to the user.

14. Training

14.1. Upon the successful completion of the medical evaluation, employees will be required to undergo a training program in the use of the respirator(s) that is comprehensive, understandable, and recurs annually. The training will consist of:

1. An opportunity to don and doff the respirator.
2. Explanation of the fitting procedures, how to adjust it and how to determine if it fits properly using positive and negative seal checks. Items that can cause problems with the seal such as facial hair and glasses shall be covered.
3. Detailed instructions on maintenance, cleaning, storage and repair of the respirator(s).
4. Explanations of the limitations on the use of respirators and any special training required for unique uses.
5. Training should include the recognition of the end of the service life of canisters/filters, i.e., smelling organic vapor through the canister/filter, manufacture specified termination, or an increase in breathing resistance.
6. A quantitative respirator fit test for half-mask and full-face respirators.

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7. Qualitative fit testing is acceptable for N-95; for people who cannot smell or taste, quantitative fit testing will be required.

15. Medical Records

The Director shall be responsible for the appointment of the departmental medical records custodian. Unless otherwise stated, the CCBI Training Coordinator shall be responsible for the maintenance of all CCBI respiratory related medical and fit test records.

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January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP

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CHAPTER 35: Criminal Identification Unit

1. Purpose

The purpose of this directive is to establish procedures for the collection of arrest data by the Criminal Identification Unit.

2. Policy

It is the policy of CCBI to establish procedures for the Criminal Identification Unit that prioritize CCBI employee safety, officer safety and the safety of arrestees while providing for an efficient processing process.

3. General Processing Security Procedures

3.1. Officers shall not enter the Criminal Identification Unit while carrying a firearm, knife, or other deadly weapon. Such items will be secured prior to entering. Secure lock boxes are provided in the Wake County Sheriff's Office sally port adjacent to the Detention intake.

3.2. Officers may carry tazers, pepper spray, or other issued non-lethal weapons in the processing area as long as such officers are trained and qualified to carry such items by their employing agency. Officers may carry department issued radios and cellular phones in the processing area. The use or volume of such items should not be such as to disrupt the responsibilities of CCBI staff.

3.3. Officers may use discretion in regards to the use or continued use of arrestee restraint devices. The officer shall maintain sole responsibility for any personal items removed from the arrestee during the search procedures.

3.4. Arrestees whose statements, actions, or mental condition present a reasonable belief of possible harm or the intent to do harm to CCBI employees, the officer, or other arrestees, will be restrained by the use of handcuffs behind their backs at a minimum. Those restraints shall not be removed for any processing procedures unless the attending officer can arrange for adequate personnel to maintain control of the arrestee during such procedures.

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3.5. Officers bringing arrestees to CCBI for processing purposes will maintain custody, control, and supervision of their arrestees at all times while inside CCBI controlled portions of the facility.

3.6. [See Section 16](#)

3.7. Arrestees may not be left unattended or unmonitored while in the Criminal Identification Unit.

3.8. Males, females, and juveniles (processed as an adult) need not be separated in the Criminal Identification Unit.

3.9. CCBI employees reporting for duty in the Criminal Identification Unit shall be allowed to carry only those personal belongings as authorized by Wake County, Wake County Sheriff's Office, and CCBI applicable policies.

4. Arrestee Processing Procedures

4.1. The following duties and procedures must be performed for each arrestee brought to the Criminal Identification Unit and in accordance with the charges brought against the arrestee. Each CCBI Criminal Identification Unit employee will record arrest information to include fingerprints and photographs on arrestees presented to them by a law enforcement officer.

4.2. CCBI Criminal Identification Unit employees will ask biographical data from all arrestees brought into CCBI by a law enforcement officer during the arrest process. These questions will be limited to biographical information allowed in the process by state and federal law. This information will be documented in CCBI's booking system, in compliance with the N.C.G.S. § 15A-903.

4.3. The CCBI Criminal Identification Unit employee is responsible for obtaining all appropriate information pertaining to the arrest from the arrestee and the arresting officer and for entering this information into the CCBI booking system.

4.4. CCBI employees shall comply with [N.C.G.S. § 15A-502](#) in regards to fingerprinting and/or photographing persons charged with a crime. (CALEA 1.2.5(b)(c))

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1. CCBI staff will fingerprint and photograph any person charged with a felony or misdemeanor (see below exceptions) when he/she has been:
 - Arrested or committed to a detention facility, or
 - Committed to imprisonment upon conviction of a crime, or
 - Convicted of a felony.
2. Fingerprints and/or photographs may not be collected for persons charged with Class 2 or 3 misdemeanor offenses under the Chapter 20 of the North Carolina General Statutes, "Motor Vehicles." (For photograph exception, See SOP 1.2.5(H))
3. CCBI employees will collect fingerprints and photographs on persons charged with criminal Class 1 misdemeanors. CCBI employees will collect fingerprints and photographs on persons charged with certain Class 1 Chapter 20 (traffic) misdemeanors as determined by the Director.
4. Refer to SOP 42.2.2 for fingerprinting and photographing juvenile offenders.
5. Fingerprints obtained subsequent to this section will be forwarded by CCBI employees to the State Bureau of Investigation and will also be entered into any local database that CCBI may maintain or utilize for such purposes.

Fingerprinting Arrestee:

4.5. All arrested individuals brought to the Criminal Identification Unit will be fingerprinted except those exempt from the fingerprint requirement as stated in the North Carolina General Statute described above. The employee taking the prints will ensure that the prints are classifiable and of AFIS quality prior to submission.

4.6. (See Section 16)

4.7. (See Section 16)

4.8. (See Section 16)

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4.6. If the arrestee's ridge detail, fingerprints, and/or palm prints are not of good quality, the employee must indicate in the notes section of the DWP booking system "Best Possible Prints" and the reason why.

Photographing Arrestee:

4.7. It is the responsibility of the CCBI Criminal Identification Unit employee to ensure that a facial view of the arrestee is recorded in the booking system. The CCBI employee will obtain the best possible photograph of the arrestee. Any hats, sunglasses, or other articles presenting an obstructing view of the arrestee shall be removed prior to the photograph unless such articles are worn for religious reasons. If the arrestee wears glasses, two photographs will be completed to include one with glasses and one without glasses.

4.8. All arrest records and photographs will remain on file unless a court ordered expungement is received.

~~4.9. General Assembly of North Carolina Session 2007, Session Law 2007-534, House Bill 454 ratifies N.C.G.S. § 15A-502 to allow photographs to be taken for Class 2 or 3 misdemeanor offenses under Chapter 20 of the General Statutes, "Motor Vehicles," under certain circumstances. When arrestees classified under this section with no other applicable criminal charges are brought to CCBI for booking, the following searches shall be conducted:~~

4.9. The identification of arrestees brought to CCBI whose charges do not authorize fingerprints to be taken in accordance with N.C. General Statutes may be identified using the following procedures:

1. No arrestee information will be entered and saved in Dataworks.
2. A search of CCBI's local database will be conducted for fingerprints on file. If fingerprints are located, then a fingerprint comparison will be conducted to confirm the arrestee's identity. If no fingerprints are located, a Rapid Identification (ID) search will be completed.

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3. A DCI National Name Query “QH” will be conducted to check for possible outstanding warrants, wants, or notifications. Affirmative responses will be provided to the arresting officer.

Assignment of Master ID Numbers:

4.10. Individuals brought to CCBI under custodial arrest for processing will be assigned an individually specific local identification number in the DWP booking system. All subsequent arrest information related to the individual shall be done utilizing the originally assigned local identification number.

4.11. Local identification numbers assigned to individuals shall be linked or provide a cross-reference capability to a fingerprint card, a criminal history, and a photograph. If it is determined that the subject has previously been assigned a CCBI local identification number, the individual will be processed using the original local identification number.

Warrants:

4.12. If an active arrest warrant appears during the processing process, the CCBI Criminal Identification Unit employee will notify the arresting officer.

5. Fingerprint Verification

5.1. Only qualified CCBI employees may conduct a fingerprint verification. A qualified employee is defined as one who has successfully completed the Identification Technician Training Program and has successfully completed and passed a competency test approved by the Lead Criminal Identification Unit Supervisor.

5.2. When presented with an arrestee by an arresting officer, the CCBI Criminal Identification Unit employee will check the CCBI booking system to ascertain if the individual may have been previously processed by CCBI. If such information is found, the CCBI employee will verify that this is, in fact, the same individual processed by CCBI on those previous occasions by verifying the name, date of birth, race and sex, arrest number, other identifiers, and by comparing the previous fingerprints and photographs stored in the CCBI booking system with that of the arrestee.

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5.3. The previously obtained fingerprints will be compared using the single verifier. The right index finger and the right middle finger of the arrestee will be placed on the single verifier. The CCBI booking system will provide either a verified or not-verified response. If a verified response is received, the entering CCBI employee will manually compare the prints to confirm the identity. If a not-verified response is received, the entering CCBI employee and another qualified CCBI employee will manually compare the print to confirm identity. Both types of verifications shall be documented in the CCBI booking system.

5.4. CCBI's Photo Manager only maintains thumb prints on arrests prior to April of 2007. In such instances, the corresponding digit will be placed on the single verifier. Two (2) qualified CCBI employees will manually compare the prints to confirm the identity. If the Local ID number cannot be verified by fingerprint comparison, the Local ID number identified on the arrestee's criminal history will be utilized provided that the SBI response SID number has been verified. In other instances, a new Local ID number will be generated.

6. CCBI Criminal Identification Unit Erroneous Identification Policy and Procedures

6.1. Purpose

To establish and outline corrective actions for an erroneous identification.

6.2. Application

The following policy and procedures apply to Identification Technicians, Senior Identification Technicians, and Criminal Identification Unit Supervisors who have successfully completed the competency test.

6.3. Definition

An erroneous identification occurs when a fingerprint comparison is made and it is determined that the two fingerprints originated from the same source, when in fact the fingerprints did not originate from the same source.

6.4. Policy

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1. In situations where a second examiner reviews and verifies the identification of another examiner and the identification is later found to be erroneous, the second examiner is considered to have made the same erroneous identification.

6.5. Punishment:

First-Erroneous Identification:

1. Documentation of the erroneous identification will be submitted to the Lead Criminal Identification Unit Supervisor. The Lead Criminal Identification Unit Supervisor will notify the employee who made the error. Documentation of the error will be placed in the employee's personnel file. The error will be noted on the employee's annual performance evaluation.
2. The employee who made the erroneous identification will immediately be suspended from performing any comparisons (to include verifications and quality checks of prints in SPEX) in the normal course of their duties.
3. The employee will be retrained on fingerprint comparisons and identifications by the Lead Criminal Identification Unit Supervisor and/or their designee. The retraining will begin upon completion of a performance discussion by the Supervisor with the employee. The retraining will be documented to include the content of the retraining program. A "final examination" will be given to the employee at the completion of the re-training. A perfect score of 100% must be achieved by the employee for them to be authorized to return to performing comparisons in the normal course of their duties. If the employee fails to complete this "final examination" with a perfect score, then the employee will be terminated.
4. Administrative disciplinary action may be taken at the discretion of the Lead Criminal Identification Unit Supervisor, the Support Services Division Deputy Director, and/or the Director up to and including dismissal.

6.6. Second-Erroneous Identification:

1. Documentation of the erroneous identification will be submitted to the Lead Criminal Identification Unit Supervisor. The Lead Criminal Identification Unit Supervisor will notify the employee who made the error. Documentation of the

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error will be placed in the employee's personnel file. The error will be noted on the employee's annual performance evaluation.

2. The employee who made the erroneous identification will immediately be suspended from performing any comparisons (to include verifications and quality checks of prints in SPEX) in the normal course of their duties.
3. Provided the employee has received initial training and retraining as specified in this policy, the employee may receive retraining at the discretion of the Support Services Division Deputy Director and/or the Director. In the event retraining is authorized, it shall be completed and subject to the same provisions as found in Section 6.5.3.
4. The employee will receive administrative disciplinary action. The severity of the administrative disciplinary action will be at the discretion of the Director up to and including dismissal based upon the nature and circumstances of the second error.

7. Supervisory Review

7.1. The Criminal Identification Unit Supervisors or designated Senior Identification Technicians are responsible for the review of all work completed during assigned shifts. Quality checks of fingerprints in SPEX are not considered a supervisory review for the purposes of this section.

7.2. When feasible, the review of completed work will be done prior to the end of the assigned shift. Incomplete reviews being passed to the ongoing shift will be brought to the attention of the oncoming Supervisor.

8. Priority Searches

The following procedures shall be utilized to assist in the identification of arrestees suspected of concealing their true identity.

8.1. Criminal Search Only (Identification Purpose Only)

1. The arrestee will be fingerprinted at the Live Scan. The NC Fingerprint Card Type will change to "Criminal Search Only." The Type of Transaction will remain "CAR-Criminal

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Answer Required.” The charge should be listed as free text. The fingerprints will be submitted to “SBI” and the response will come back via Live Scan transaction tab.

2. For “CSOs” performed Monday-Friday between the hours of 8:00 a.m. and 11:30 p.m., CCBI shall contact the SBI to remove the CSO. CCBI will update and change all necessary information and will resubmit the same fingerprint card as an arrest. For CSOs performed after hours (including weekends) the arrestee must be re-fingerprinted and submitted as an arrest.
3. All CSOs will be changed to an arrest or be deleted as applicable.
4. The TCN number and Check Digit number of the CSO will be provided to the Lead Criminal Identification Unit Supervisor.

8.2. Priority Submission to the FBI:

1. Call the FBI Special Criminal Identification Unit in Clarksburg, West Virginia at **304-625-5584** and ask for a rush fingerprint search for the purpose of establishing positive identification of an arrestee who is in custody.
2. Print fingerprint card and make two copies of the fingerprint card at **121%** - one from top to bottom, one from bottom to top.
3. Fax the two fingerprint cards to the FBI at **304-625-5587**.
4. A response to this inquiry will be faxed to CCBI from the FBI within two (2) hours.

Note: The Supervisor/leadworker is responsible for priority paperwork to be placed in the pending identification bin. They are also responsible for briefing the next shift coming on as to the status of this SBI/FBI inquiry.

9. Arrestee DNA Collection

9.1. Purpose

9.1.1. North Carolina General Assembly House Bill 1403 and corresponding North Carolina General Statute § 15A-266.3A requires a DNA sample to be collected upon arrest for certain offenses as of February 1, 2011. The CCBI Criminal Identification Unit

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will provide this service to all law enforcement agencies utilizing CCBI for processing purposes. Nothing within this section should be construed in such a manner as to suggest that service law enforcement agencies are required to use CCBI for adherence to this legislation.

9.1.2. The following policy is subject to only DNA samples collected under the authority of the above listed legislation and is not applicable to any DNA samples collected for evidentiary purposes. The CCBI Criminal Identification Unit will not collect any DNA samples to be used as evidence. Such samples or requests shall be done in accordance with established CCBI evidence collection procedures.

9.1.3. CCBI will collect these samples in a professional manner and do so in accordance with the established collecting procedures set forth by the North Carolina State Bureau of Investigation in the "Collection Procedures for Arrestees" publication. CCBI employees will adhere to these procedures specifically to ensure the integrity of the DNA samples, however, CCBI does not consider these DNA samples to be evidence and as such hereby adopts the following procedures to guide employees in the collection and submission of these samples.

9.2. Training

9.2.1. All CCBI Criminal Identification Unit employees actively involved in the processing process as a function of their employment shall be trained and responsible for the completion of this DNA collection service. CCBI employees shall receive training in the collection of DNA samples prior to collecting DNA samples. Such training shall include at a minimum the Collection Procedures for Arrestee's publication and training program as published by the North Carolina Justice Academy and shall include familiarization with CCBI policies regarding the collection of DNA samples. Additional training requirements may be made at the discretion of the Director. This training shall be documented by the CCBI Training Coordinator or be included and documented in the CCBI Identification Technician Field Training Program.

9.3. Collection

9.3.1. North Carolina General Statute § 15A-266.3A requires that a DNA sample be collected from an arrestee at the time of arrest, or when fingerprinted, when arrested for

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any of the offenses specified below. If the person is arrested without a warrant, the DNA sample shall not be taken until a lawful probable cause determination has been made by a judicial official. DNA samples will not be collected if a sample on the arrestee has previously been obtained lawfully, the record is stored in the State DNA database, and that record or sample has not been expunged pursuant to any provision of law in accordance with applicable statutes. The SBI shall maintain responsibility for making previously collected DNA sample information available.

9.3.2. A detailed list of applicable charges shall be provided to CCBI employees. In accordance with [N.C.GS § 15A-266.3A](#), DNA samples will be collected for arrestees charged with any offenses outlined in the statute.

9.3.3. CCBI employees will collect the DNA sample in accordance with the procedures outlined in the “Collection Procedures for Arrestees” publication to include the completion of the DNA collection card and providing the arrestee with the written notice of expunction procedures form promulgated by the Department of Justice as provided in the DNA sample collection kit. CCBI employees are responsible for instructing arrestees regarding the actions required for the completion of the DNA collection kit. Under no circumstances will CCBI employees use or participate in any physical force or physical coercion to complete a DNA sample collection kit. Upon request by the arresting law enforcement officer, CCBI employees completing the DNA collection card will provide a complete copy of the DNA collection card to the arresting officer.

9.3.4. The DNA Collection Form will be completed in the following manner:

1. Type the information on the DNA Collection Form for Arrestees.
2. Print off two copies.
3. Hand write any information on the form needed (and/or left blank) upon completion of fingerprint (i.e., Check Digit number, SID number, FBI number)
4. Give one copy of the form to the Arresting Officer.
5. Paper clip the second copy of the form to the DCI printout for the DA’s Office.

9.3.5. In accordance with N.C.G.S. § 7B-2201, when jurisdiction over a juvenile is transferred to the superior court, a DNA sample shall be taken from the juvenile if any of the offenses for which the juvenile is transferred are included in the list above.

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9.4. DNA Sample Submission

9.4.1. Upon the completion of the DNA collection kit, CCBI employees will place the completed kits into a secure storage container provided. The CCBI Evidence Technician shall maintain responsibility for the retrieval of the kits and transporting the kits to the NC SBI. The retrieval and transporting of the kits will be done at a time frame determined by the CCBI Crime Laboratory Division Deputy Director and the Director.

9.5. Refusal or Inability to Complete the DNA Sample Collection Kit

9.5.1. Occasionally, the behavior of arrestees may preclude the ability of CCBI staff to obtain the required DNA sample. This may be due to the mental or physical state of arrestees, the inability of arrestees to follow directions, language barriers, or the simple refusal of arrestees to complete the sample as directed. North Carolina General Statute § 15A-534(a) affords judicial officials the authority to make the DNA sample a condition of pretrial release in the event that a defendant refused to provide the DNA sample.

9.5.2. In the event of a refusal, follow procedures set forth below in Section 16.

9.6. Legality of DNA Collection Pre-Conviction

See Maryland V. King, 569 U.S. ____ (2013)

10. Criminal Identification Unit Inspections/Review

10.1. The Criminal Identification Unit Supervisor or his/her designee shall inspect all areas of the Criminal Identification Unit at the beginning of each shift. A CCBI Secure Area Checklist shall be completed and forwarded to the Lead Criminal Identification Unit Supervisor and the Accreditation Manager. The Lead Criminal Identification Unit Supervisor may forward this form to other personnel at his/her discretion. The retention of these forms shall be at the discretion of the Director. This inspection shall include a search for contraband, cleanliness as well as an inspection of the facility to identify any unsafe conditions present or developing.

10.2. Any unusual incidents occurring in the processing area during a shift shall be documented on a CCBI Criminal Identification Unit Incident Reporting Form by the Criminal Identification

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Unit Shift Supervisor or his/her designee prior to the end of the shift. Unusual occurrences shall include but are not limited to:

1. Found property
2. Found contraband
3. Assaults
4. Exposure to biohazards
5. Injured persons

10.3. The CCBI Criminal Identification Unit Incident Reporting Form shall be forwarded to the Lead Criminal Identification Unit Supervisor and the Accreditation Manager. Incidents resulting in criminal charges, increased agency liability, or otherwise deemed significant by the Lead Criminal Identification Unit Supervisor will be forwarded to the Support Services Division Deputy Director and the Director. The retention of such reports shall be at the discretion of the Director for a period no less than three years.

11. Found/Recovered Item Disposition

11.1 Personal property and contraband items will routinely be found in the Criminal Identification Unit. Upon the completion of the CCBI Criminal Identification Unit Incident Reporting Form, the Criminal Identification Unit Supervisor or his/her designee shall make every reasonable attempt to identify ownership of the item. When such items can be identified to a particular person, the arresting officer should be notified. The item should be turned over to the arresting officer or otherwise returned to the rightful owner.

11.2. Items not deemed to be contraband for which no owner or arresting officer can be determined shall be turned over to the Lead Criminal Identification Unit Supervisor. The Lead Criminal Identification Unit Supervisor shall document the item on a CCBI Evidence Form. Items shall be retained for no longer than sixty (60) days. After sixty days, items shall be disposed. A witness shall observe the disposal and the Lead Criminal Identification Unit Supervisor and witness shall sign the evidence form. The Lead Criminal Identification Unit Supervisor shall retain all evidence forms.

11.3. Contraband shall be defined as weapons, drugs, or any other item by which possession is illegal. Contraband items for which ownership cannot be determined shall be turned over to a sworn CCBI employee. The following procedures should be utilized:

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1. Sworn CCBI employees accepting such items will complete a CCBI Evidence Form and have the processing employee sign the form.
2. Reasonable efforts shall be taken to identify ownership, including processing the item for prints if the item recovered is contraband whose possession would constitute a felony.
3. The sworn CCBI employee shall document a description of the item, the collection of the item, any processing conducted and the disposition of the item in a case report in the records management system.
4. Contraband recovered for which no investigative leads can be obtained should be destroyed. Such destruction shall be documented on an evidence form and should be witnessed by another CCBI employee. The witness shall sign the evidence form. When possible, a CCBI Investigations Supervisor will be included in the destruction.
5. Guns, knives, or other weapons shall be relinquished to the Investigations Division Deputy Director for disposition purposes.
6. Evidence collected in this manner shall be documented the same as other criminal evidence collected and subject to the same policies and procedures.

12. Criminal Identification Unit DCI Use

All DCI use shall be in accordance with the following:

12.1. Each DCI certified Criminal Identification Unit employee processing an arrestee will complete a computerized criminal history on each arrestee that is processed/booked. Persons presented for a misdemeanor booking(s), under the custody of Wake County Detention Staff and having been so since the initial booking, do not require an additional computerized criminal history to be completed. A computerized driving history will be completed on each arrestee charged with a traffic offense. Random checks through DMV or DCI/NCIC on persons not being presented for processing, ~~or~~ not as a result of official business, or for personal reasons are not permitted and may be subject to disciplinary action up to and including termination.

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12.2. The DCI certified CCBI employee will enter the arrestee's name, date of birth, race, sex, and social security number on the "QH" screen. If the name entered has a criminal record, a response with either a State ID Number (SID), or a Federal ID Number (FBI) will be received. If the entry name has no record, a NO RECORD will be received. If a response with a SID/FBI number is received, the searching CCBI employee will input the SID/FBI number into the National Record Query "QR" screen and obtain the full criminal history. The QR response (and when applicable, all out-of-state records) will be printed and disseminated to the authorized designees.

12.3. Records received as a result of DCI computerized criminal history search (to include NLETS) shall be distributed in the following manner:

1. Felonies AND Domestic Violence offenses - Four copies will be printed and a copy will be provided to each: the Wake County Detention Center, (2) copies to the District Attorney's Office, and to the Magistrate.
2. Felonies OR Domestic Violence offenses - Three copies will be printed and a copy will be provided to each: the Wake County Detention Center, the District Attorney's Office, and to the Magistrate.
3. Misdemeanor – Two copies will be printed and a copy will be provided to the Wake County Detention Center and to the Magistrate.
4. Pre-Trial Release – Pre-trial release staff are authorized to receive one copy of the printed criminal history for an arrestee upon request.

12.4. Any arrestees found to qualify as required under the 287G program will be indicated by placing a stamp on the tracker and the DCI copy provided to the Wake County Detention Center.

12.5. Driver's History Checks

12.6. All arrestees brought to CCBI's Criminal Identification Unit for processing for a violation of the North Carolina Motor Vehicle Law will have a computerized driver history check done by a DCI terminal operator.

1. The arresting officer's first two initials, last name, and law enforcement agency will be put in the "Attention Line."
2. The driver's history check will be given to the arresting officer for the on-duty magistrate overseeing the arrestee's bond.

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12.7. The Lead Criminal Identification Unit Supervisor or Support Services Division Deputy Director may adopt or change procedures regarding the manner of distribution as necessary to promote efficiency or the needs of those agencies receiving these records.

13. Habitual/Serious Offenders

13.1. See Latent Print Unit Technical Procedures Chapter 45.

14. Firearm by Felon Comparison Requests

14.1. See Latent Print Unit Technical Procedures Chapter 45.

15. Processing Juveniles Transferred to Superior Court

15.1. A juvenile may be transferred to superior court in accordance with N.C.G.S. § 7B-2200. In such an instance, the juvenile shall be taken to the CCBI Criminal Identification Unit and processed as an adult to include fingerprinting, photographing, and being entered into the record's management system. (Also see N.C.G.S. § 7B-2201) An appropriate authority shall maintain constant supervision of such juveniles and be physically in the presence of such juvenile at all times during such processing.

16 Refusal Process

16.1. Occasionally, the behavior of arrestees precludes the ability of CCBI staff to process the individual. CCBI processing employees encountering such a situation may use discretion in refusing to process an arrestee based upon such behavior; however, when possible an on-duty Supervisor will be consulted prior to such a decision being made.

16.2. CCBI employees do not possess statutory authority to REQUIRE an arrestee be maintained in custody for failure to complete a booking process. Such authority rests with the Magistrate. CCBI employees shall inform the Magistrate when the actions of an arrestee preclude our ability to obtain fingerprints, photographs, or DNA under statutory authority. The failure of an arrestee

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to provide any or accurate demographic information does not constitute a refusal in situations where the arrestee fails to provide such information, but is willing and able to provide fingerprints, photographs, or DNA in accordance with North Carolina General Statutes.

16.3. Refusal Process:

- 1) Prior to beginning the refusal paperwork, a reasonable effort should be made to complete the process.
- 2) Inability to complete the booking process will be communicated to the arresting officer, Wake County Detention Staff, and a Magistrate.
- 3) CCBI will complete the appropriate/applicable portion of the Refusal Form and indicate whether the refusal was a result of the inability to collect fingerprints, take a photograph, or collect DNA. CCBI will hand the form to the appropriate Magistrate for completion of the form (authorize or deny the hold to be placed).
- 4) A copy of the refusal form will be made and given to the Lead Criminal ID Unit Supervisor .

Denied Holds

- 5) For holds that are denied, CCBI will take the following steps:
 - a. All information already obtained in CCBI records will remain.
 - b. Notation will be made in the CCBI booking system.
 - c. The booking slip, copies of the defendant's charges, and the original refusal form will be given to the Lead Criminal ID Supervisor.

Authorized Holds

- 6) For holds that are authorized, CCBI will take the following steps:
 - a. All information pertinent to the refusal will be documented on the booking slip. This will include the name of the Magistrate who authorized the hold and the steps of the booking process that need completion.
 - b. The live Scan record will be updated to include all pertinent arrest information. CCBI will note "REFUSAL" in the notes section of the record.
 - c. One (1) copy of the OSSI tracker will be made.
 - d. CCBI will staple the OSSI tracker and a refusal slip to the card stock photo tracker. The refusal slip will be marked to include the booking processes that remain incomplete.

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- e. CCBI will find the correct record in OSSI and place a hold noting the processes that still remain and the magistrate that authorized the hold.
- f. The OSSI tracker will be scanned out at the Live Scan.
- g. The arresting officer will be provided with the defendant's charges, the criminal history, the card stock photo tracker with refusal slip and OSSI tracker attached, and the original copy of the refusal form.
- h. The booking slip, copy of the defendant's charges, and a copy of the OSSI tracker will be stapled together and filed according to arrestee's last name in the refusal bin.
- i. The CCBI Supervisor on duty will send an e-mail to CCBI-Incomplete Processing (and CC the Lead Supervisor). The e-mail will include the OSSI arrest number and the Local ID number of the arrestee.

17 Expungements

17.1. The Criminal Identification Unit shall be responsible for all expungements received by CCBI. Expungement orders are received from the Wake County Clerk of Court's Office. The date they are received and by whom are recorded on the list that accompanies each group of orders. All expungement orders will be logged documenting the Clerk's date of list, the date received, the assigned packet number, and the total number of cases as identified by separate CR #s. The date the employee begins work on the expungement will be documented as well as the date the expungement is completed. Criminal Identification Unit Supervisors are responsible for the completion of received expungements at the discretion of the Lead Criminal Identification Unit Supervisor.

17.2. The names shown on the expungement orders will be checked in the records management system to verify the name, charges, date of charges, and the court docket number(s). Once the data is verified, all information pertaining to the expungement order will be deleted from CCBI's record management system along with any other records maintained by CCBI relating to the expungement. When an expungement order mandates only partial expungement, only the records indicated on the order shall be deleted from CCBI records.

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17.3. An SBI final disposition report (green sheet) will be completed and attached to the original expungement order. The original expungement order and SBI final disposition report (green sheet) will be submitted to the SBI for compliance.

17.4. All expungements shall be conducted in accordance with North Carolina General Statutes found in Chapter 15A, Article 5.

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Revision History		
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January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP
September 24, 2014	3	Clarified no fingerprinting of Class 2 and 3 traffic offenses, New procedures for photo only, changes to erroneous id policy, modified supervisory approval process, defined expungement responsibilities
May 1, 2015	4	Changed Photo Only to Identity Verification

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CHAPTER 36: Central Records Unit

1. Purpose

The purpose of this directive is to establish guidelines for the administration of the Agency's Central Records Unit.

2. Policy

2.1. CCBI will maintain a Central Records Unit and a Records Management System to maintain accurate records and such records shall be compiled, retained, and/or released according to North Carolina General Statutes, the North Carolina Department of Cultural Resources' [Records Retention and Disposition Schedule](#), CCBI policies and procedures, and any Agency specific court orders.

2.2. The Director's Office shall maintain the applicable North Carolina Department of Cultural Resources' Records Retention and Disposition Schedules as well as all Agency specific orders in regards to the retention of records.

3. Definitions

Active Case File: Active ("open") cases refer to active criminal investigations in which CCBI personnel are actively investigating or cases in which CCBI maintains custody responsibilities for evidence.

Case File: Any records created or utilized by CCBI personnel in regards to a criminal investigation to include: reports, notes, sketches, evidence forms, photographs, service requests, or any other discoverable documents as defined in North Carolina General Statutes Chapter 15A, Article 48.

Closed Case File: CCBI case files for which CCBI's portion of the investigation or requested action is completed and all evidence has been removed from CCBI custody.

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Evidence Trackers: Tracking instruments used for documenting cases for which evidence has been collected by CCBI. Multiple tracking documents may be utilized for specific disciplines at the discretion of the Division Deputy Director.

Test report: CCBI shall define a test report as any investigative, examination, or analytical test report prepared by CCBI employees as a result of a service provided to a Wake County Law Enforcement Agency or as a result of the examination of evidence submitted to CCBI by a Wake County Law Enforcement Agency. For the purposes of CALEA, a Test Report shall be synonymous with a "Field Report."

4. Administration

4.1. All CCBI documents, records, or case files shall be retained according to policy and access to such shall be limited to those individuals specified and in the manner specified. The release of any agency records, case files, or documents shall be done in accordance with CCBI policy and North Carolina General Statutes.

5. Central Records

5.1. The Central Records Unit shall be a component of the Support Services Division of CCBI. Unless otherwise stated in policy, the Central Records Unit shall be responsible for maintaining, archiving, and disposing of all CCBI records. Such records shall be organized and maintained in a manner promoting efficient retrieval.

5.2. The Central Records Unit shall be responsible for the following records:

5.2.1. Physical Records:

1. All Closed Case Files: All closed case files shall be forwarded to the Central Records Unit.
2. All investigative request forms, Latent Examination Manual Comparison Requests, and latent examination notes and identifications.
3. All historic chemical breath test maintenance files, test results, and notes.
4. All physical fingerprint cards.
5. CCBI Criminal Identification Unit Processing Slips.
6. All completed Habitual Felon/Firearm by Felon Fingerprint Request Comparisons

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7. The completion and documentation of all requested Discoveries

5.2.2. Electronically Stored Records

1. A record of all fingerprint, photograph, or criminal record services conducted through the Civilian Identification Unit.
2. Master index files for all stored or disposed records.

6. Record Retention Schedule

6.1. CCBI records shall be retained in accordance with North Carolina General Statutes, the North Carolina Department of Cultural Resources' [Records Retention and Disposition Schedule](#), CCBI policies and procedures, and any Agency specific court orders or authorization memorandums from the Wake County District Attorney's Office. (CALEA 42.1.3(e))

7. Privacy and Access to Central Records

7.1. The Central Records Unit shall maintain physical records in the Central Records File Room (C2361.)

7.2. Physical access to all agency records shall be limited to only CCBI personnel authorized by the Director. The entrance to the Central Records File Room shall maintain video surveillance twenty-four (24) hours a day and seven (7) days a week. (CALEA 82.1.1(a))

1. Case Files: Case files located in the Central Records Unit may be accessed by Central Records/Support Services staff, Investigations Division Supervisors, Deputy Directors, or the Director and his/her designee.
2. Historical Chemical Breath Test Records: Chemical breath test records shall include Intoxilyzer test tickets, operator notes, and Intoxilyzer Preventative Maintenance Records.

Chemical breath test records may be accessed by any Central Records/Support Services staff, any CCBI Deputy Director or his/her designee, or the Director and his/her designee. All original records shall remain in the files. Only copies may be released.

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Any copies made in the Central Records Unit of chemical breath test records shall be documented on the Case File Removal Form and attached to the chemical breath test records.

3. Fingerprint Cards: Fingerprint cards may be accessed by any Central Records/Support Services staff, any CCBI Deputy Director or his/her designee, or the Director and his/her designee.
4. Habitual Felon/Firearm by Felon Comparison Requests shall be completed by Criminal Identification Unit staff and forwarded to the Central Records Unit at the end of each shift or at the discretion of the Support Services Division Deputy Director. Any Central Records Unit staff, any CCBI Deputy Director or his/her designee, or the Director and his/her designee may access processing slips and Habitual Felon Comparison Requests.
5. Electronic Records: Access to any electronic records maintained by Central Records shall be at the discretion of the Support Services Division Deputy Director and the Director.

7.3. CCBI personnel accessing case files for copies shall do so in the Central Records Unit and shall not physically remove the case file from the Central Records Unit. Any copies made in the Central Records Unit from a case file shall be documented on the Case File Removal Form and placed inside the case file.

7.4. Original documents found in CCBI case files shall not be provided to any person outside of CCBI. Any person requesting access to such case files, for which authorization may be given, shall receive copies of said case files.

7.5. Any CCBI employee being called to court to testify in regards to a criminal or civil investigation shall be granted access to any case files related to such investigation and shall be prepared to provide testimony. In the absence of a judicial order requiring original copies, any documentation taken from a case file in preparation for court will be done so in the form of a copy.

7.6. Investigations Division Investigations Supervisors will have after-hours access to records maintained and located inside the Central Records Unit in accordance with this section. Any Investigations Supervisor accessing records after hours will do so in accordance with all applicable CCBI policies and will provide written notification of the access and reason for such access to the Support Services Division Deputy Director. (CALEA 82.1.1(b))

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8. Removal of Records

8.1. No original records having been assigned to the custody of the Central Records Unit shall be removed from the Central Records Unit without written documentation of the removal of such record.

8.2. Original case files shall only be removed from Central Records when a Case File Removal Form has been completed indicating the case file removed, the official removing the file, and the reason for removal. The Case File Removal Form shall be inserted into the case file in place of the removed case file. When the case file is returned, the Case File Removal Form shall document the return of the case file and shall be inserted into the original case file. All original documents shall remain with the original case file at all times.

9. Release of Agency Records (CALEA 82.1.1(c))

1. Case Files: Any CCBI employee authorized to access such records, may release records contained within a CCBI case file to any law enforcement officer involved in the case and employed by the investigating agency with primary jurisdiction for the case.
2. Authority for the release of any case file records to any other person shall rest with the agency with primary jurisdiction for the case or the prosecuting authority.
3. All requests for Intoxilyzer records in tests run by CCBI employees will be in writing or by subpoena. Requests for records and subpoenas will be forwarded to the Central Records Unit. Written requests will be documented in the CCBI Records Request Log and subpoenas will be documented in the CCBI Legal Process Log.
4. All written responses to requests and subpoena information will be sent to the requestor by way of U.S. Mail. If the requested or subpoenaed information is unavailable, a notification letter will be sent to the requestor and a copy of that letter will be kept on file with the Central Records Unit.
5. Preventative maintenance records and individual employee permits are available on-line through the [North Carolina Department of Health and Human Services](#).
6. Central Records will maintain preventative maintenance records in accordance with procedures set forth by the North Carolina Department of Health and Human Services.

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7. Chemical breath test records will be retained by CCBI for a period of five (5) years.
8. Copies of fingerprint cards may be released to any requesting law enforcement agency, prosecuting attorney or any defense attorney requesting access to such records.
9. DCI/NCIC records maintained by CCBI for the purposes of this section may only be released in accordance with applicable FBI and SBI rules and regulations.
10. CCBI Habitual Felon/Firearm by Felon Comparison Request files may only be released to or at the discretion of the prosecuting entity's authority.
11. Any electronic records not otherwise specified may be released at the discretion of the Director.

10. Discovery

10.1. The release of records for Discovery purposes shall be a function of the Central Records Unit or persons designated by the Support Services Division Deputy Director or the Director. Any request of records for Discovery purposes shall be directed to Central Records. Any Discovery request shall be logged and placed in the original case file.

10.2. An Order for Discovery and Compliance Form will be completed. This form shall include at a minimum the requesting entity and date, the copies provided, a signature of receipt by the requesting entity and the date of receipt, and the CCBI employee complying with the request. This form shall be maintained with the original record. Any documents added to the record after discovery shall be documented on the Order for Discovery and Compliance Form and the appropriate entity shall be notified.

10.3. No CCBI employee shall provide any record or portion thereof to any prosecutorial entity for discovery purposes except as outlined in this section or without the expressed permission of the Director. All requests for records made by prosecutorial persons for the purpose of Discovery shall be done so in accordance with this policy and forwarded to the Central Records Unit.

11. Juvenile Arrest Records (CALEA 82.1.2)

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11.1. If CCBI obtains information alleging that fingerprints, photographs, and an arrest record were created on an offender believed to be an adult and the offender has subsequently been found to have been a juvenile at the time of the offense, the Support Services Division Deputy Director shall be made aware immediately.

11.2. The Support Services Division Deputy Director or his/her designee shall review any substantiating documentation of the offender's age. If such documentation is verified, all CCBI records, fingerprints, and/or photographs will be destroyed. Any electronic records related to the individual will be removed and deleted from the record's management system. The Support Services Division Deputy Director or his/her designee will inform the SBI of the mistake as soon as possible.

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January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP

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CHAPTER 37: Civil Identification Unit

1. Purpose

CCBI will be committed to serving the citizens of Wake County by providing civil identification services and public information as required by North Carolina General Statutes.

2. Policy

CCBI shall offer services to the public as determined by the Director in compliance with North Carolina General Statutes regarding public information and assess fees for such services as dictated by the Wake County Board of Commissioners.

3. Civil Identification Services and Record Check Requests

3.1. The CCBI Civil Identification Unit provides the following services to the general public:

1. The completion of fingerprint cards.
2. The distribution of Wake County arrest records.
3. Upon request of a citizen, CCBI will photograph the citizen for a "mugshot" style photograph. This photograph will be given to the citizen and CCBI will not maintain this photograph.

4. Requests for Fingerprinting

4.1. A request for civilian fingerprinting should be made to the Customer Service Representative or Administrative Assistant. The requesting person must present a current (not expired) form of government issued identification such as a driver license, a passport, or a military identification card. The identification must contain a photograph of the requestor.

4.2. No person under the age of 16 will be fingerprinted unless authorized by North Carolina General Statute or without the approval from the Support Services Division Deputy Director or the Director.

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4.3. Civilian fingerprinting will be conducted by the Civil Identification Technicians. Unless otherwise approved by the Support Services Division Deputy Director or Administrative Services Coordinator, all civilian fingerprinting will be done on standard fingerprint cards. The fingerprint card will be given to the requesting person.

4.4. Civilians requesting an electronic submission of the fingerprints must have an electronic submission form from the requesting agency. The fingerprints will be submitted in accordance to the SBI's policy and procedure on electronic submission. A printed version of an electronically submitted fingerprint card may be furnished to the person if requested.

4.5. Fingerprinting fees shall be charged in accordance with the Wake County Fee Schedule. ~~There shall be no fee charged for criminal justice or military applicants or applicants seeking employment with Wake County Government, or Wake County employees needing fingerprints for official business.~~ **There shall be no fee charged for Wake County employees, Wake County contractors, or Wake County vendors needing fingerprints for official Wake County business. Any other free services may only be done at the discretion of the Administrative Supervisor, Deputy Directors, or the Director.**

5. Photographs

5.1. CCBI will provide a photographic service for the general public. Digital "mugshot" style photographs will be offered for licenses and applications. A request for a photograph will be made to the Customer Service Representative. A Civil Identification Technician will take the digital photograph of the requesting person. That person will receive a printed copy of the photograph. A computer format of the photograph may be sent by electronic mail. The technician will then delete the photograph from the CCBI computer file.

5.2. Photograph fees shall be charged in accordance with the Wake County Fee Schedule.

6. Record Requests

6.1. Requests for CCBI arrest records may be requested in person or in writing. Customer Service Representatives and Administrative Assistants will receive all civilian requests for arrest

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records. Written requests will be date and time stamped and entered into the CCBI Records Request Log.

6.2. An arrest record check is done based off a name, race, sex, and date of birth search in the CCBI Arrest Database. Social security numbers and agency case file numbers may also be used.

6.3. Arrest information or the fact that there is no arrest information will be documented on a CCBI Record Form. The signature of the CCBI employee doing the check is placed on the form along with the CCBI seal. The CCBI Record Form will be given to the person requesting the record upon completion of the check. Records that were requested in writing will be mailed back to the requestor. The mailing will be documented in the CCBI Record Request Log.

6.4. All other record requests received by the Customer Service Representative or Administrative Assistant will be forwarded to the Administrative Services Coordinator for approval. If the Customer Service Representative or Administrative Assistant receives a court ordered request for records, the order should immediately be forwarded to the Administrative Services Coordinator or Support Services Division Deputy Director.

6.5. Fees charged for arrest record checks shall be done so in accordance with the Wake County Fee Schedule. Checks or money orders received with written requests will be documented and processed according to the CCBI procedure on cash receipts. (SOP 17.4.2) **News media organizations will not be charged fees for copies of CCBI arrest records or arrest photographs unless the voluminous nature of the request causes an undue burden on CCBI. Fees will not be charged to any attorney or defendant for records they are entitled to under Federal or State laws of evidence discovery.**

7. Photographic Lineups

7.1. Law enforcement agencies may request that CCBI produce a lineup for identification purposes. Any such request will be forwarded to the Support Services Division. A designee of the Support Services Division Deputy Director will be assigned to the creation of the requested lineup. All lineups created by CCBI will be done in accordance with N.C.G.S. § 15A-284.52.

7.2. At the time of the request, the requesting entity will provide CCBI with the specific identity of the suspect to be included in the lineup and a timeframe by which they wish the lineup to be created.

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7.3. CCBI will maintain electronic copies of all lineups created for requesting law enforcement agencies. The implementation of the lineup for identification purposes will be done by the requesting agency.

8. Identity Verifications/Errors

8.1. On occasion, customers shall request CCBI records to be changed as a result of erroneous information entered at the time of processing an arrestee. Such a request shall be made to the Civil Identification Unit and logged appropriately. Necessary verification documents shall be recovered by the Civil Identification Unit and the requestor's fingerprints shall be collected. Such verification shall be made by the appropriate CCBI staff as directed by the Support Services Division and/or the Crime Laboratory Division Deputy Directors.

8.2. Upon the verification of erroneous information entered in CCBI records, such records shall be corrected by a designee of the Support Services Division.

8.3. A written notification of the results shall be provided to the requestor by the Support Services Division in person or by mail and such notification shall be documented.

8.4. All documents, records, fingerprint cards, or other related records to the examination shall be forwarded to the Central Records Unit for retention.

9. Mail Receipt

9.1. The Civil Identification Services Section shall be responsible for the receipt of all official mail received by the agency. Upon receipt, each item will be date and time stamped with the date and time received. Any mail specifically addressed to CCBI may be opened and examined by Civil Identification Technicians to ensure proper delivery. Any mail addressed to a current employee of CCBI shall remain unopened and be delivered to that employee through interoffice mail procedures. Exceptions to this policy may only be made with prior approval of the Director.

9.2. Any CCBI employee who receives mail for CCBI or on behalf of another CCBI employee will transfer that mail to the Civil Identification Services Section for delivery receipt and distribution.

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10. Cash Fund/Account Maintenance

10.1. All financial records related to CCBI public services shall be retained by the Administrative Services Coordinator and in accordance with Wake County policy and procedure. Access to such records shall be limited and physically restricted to the Administrative Services Coordinator, the Support Services Division Deputy Director or his/her designee, and the Director or his/her designee.

10.2. Any financial records maintained by CCBI will be released at the discretion of the Director or the Wake County Manager's Office.

10.3 Authority

10.3.1. The Administrative Services Coordinator is responsible for all cash funds/accounts where agency personnel are permitted to receive, maintain, or disburse cash. The Administrative Services Coordinator uses daily software program called 'PC Workstation back-office software' documenting date, employee who completed the transaction, service type(s), payment method(s), and total amount collected. (CALEA 17.4.2(a))

10.3.2. All transactions made by CCBI personnel are collected as cash, check, money order, Visa, or Master Card, American Express, and Electronic Fund Transfers.

Monies are collected for the following services:

- i. Record Checks
- ii. Fingerprints
- iii. Professional Photos for employment purposes
- iv. Crime scene photos/CD's
- v. NC Court ordered fee(s)
- vi. Payment from the City of Raleigh
- vii. Arrest Photos

10.3.3. CCBI will maintain a negative balance (balance forward) for monthly accounts only. Any monthly account payments received by CCBI employees for which the amount received is in excess of the account balance will be returned to the customer by mail with a letter requesting the correct fee be re-submitted. (For instance, CCBI

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receives a check for \$150.00 and the balance is only \$100.00, the check will be returned. However, if CCBI receives a check for \$100.00 and the balance is \$150.00, then CCBI shall accept the \$100.00 payment and balance forward the amount of \$50.00.)

10.3.4. The Director and/or his/her designee shall determine the appropriate initial cash balance to be provided to employees involved in cash transactions. The on-hand cash balances will be maintained securely by the Administrative Services Coordinator or his/her designee and provided to employees on a daily basis. All cash shall be turned into the Administrative Services Coordinator or his/her designee by the end of the shift and in accordance with CCBI policies.

10.4. Receipts for Services Rendered (CALEA 17.4.2(b))

The following procedures shall be utilized in preparing and/or providing receipts for services rendered:

- a. A receipt will be generated for ALL money received, to include walk-in customers and mailed-in payments.
- b. Each receipt must indicate method of payment: cash, check, credit card, or money order. If check or money order, the number will be written on the receipt.
- c. Original receipts written for checks received in the mail will be returned to the customer with the mail request, if possible. If not returned, the original receipt will be submitted to the Administrative Services Coordinator.
- d. Receipts written for monthly charge customer payments must be so noted with breakdown of services, i.e., record checks \$50, fingerprints \$90, etc. The original receipt shall be provided to the customer.
- e. Each person receiving checks must stamp the checks on the back "FOR DEPOSIT ONLY."
- f. Receipts written for payment of special photography work by the Forensic Photographer must be so noted.
- g. If the customer is present, the original receipt will be given back to him/her.
- h. If the payment is received by mail, the original receipt will be forwarded to the Administrative Services Coordinator.

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10.4.1. Employees needing to void a transaction may do so as necessary. Upon the voiding of the transaction another employee shall sign the register tape and indicate the reason for the void on the tape.

10.4.2. CCBI does not authorize cash disbursements or possess a petty cash fund. CCBI does however possess a \$100 change fund to change larger bills when needed.

10.4.3. Records/documentation of cash expenditures are n/a, as noted above.

10.4.4. No person within CCBI is authorized to disburse cash other than in business transactions for services rendered. As several positions at CCBI may be required to accept cash in response to providing the above listed services, the Director, Support Services Division Deputy Director, and/or the Support Services Division Administrative Services Coordinator are authorized to determine those employees that may receive cash funds for the provided services.

10.5. Cash Balances (CALEA 17.4.2(c)(d)(e))

10.5.1. The CCBI Support Services Division cash register shall be balanced at least one time per workday. The Administrative Services Coordinator or his/her designee shall be responsible for conducting this balance.

10.5.2. Persons responsible for working at or relieving the Receptionist's Desk will be issued individual cash supplies for a designated amount. Each person assigned a cash supply will be responsible for balancing his/her transaction balance prior to the daily Administrative Services Coordinator's balance.

10.5.3. The administrative daily balance shall include retrieving the register transaction tape printout for a twenty-four (24) hour period. Using the register transaction tape, each individual employee's currency and check transaction totals should be added. The initial amount of cash supplied to the employee should be subtracted. The remaining currency and check total should match the total indicated on the register transaction tape.

10.5.4. Overages/Shortages: Should an overage or shortage be found during balancing, a written note must accompany the deposit indicating the amount of overage/shortage, any explanation in regards to the reason for the overage/shortage, and should be signed and dated by the employee incurring the overage/shortage. The Administrative Services

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Coordinator shall maintain a separate file with these notes which shall be made available upon request for auditing purposes.

10.6. Deposit Preparation

10.6.1. CCBI employees preparing a deposit cannot be involved in any transactions occurring during the time period for which the deposit is being prepared.

10.6.2. Deposits shall be prepared and made by the Administrative Services Coordinator or his/her designee. Deposits shall be made either daily or when collections amount to at least \$250.00.

10.6.3. The Wake County Finance Department furnishes CCBI with deposit slips imprinted with the department name, number, and account number. Each set consists of an original (white), pink, and yellow copy. All three copies are enclosed with the deposit along with the money and go to the bank for verification of deposit funds. After the bank has accepted and verified the funds, the copies stamped with a "received" date are returned to the depositing CCBI employee. The deposit slip copies shall be returned to the Administrative Services Coordinator or his/her designee. The yellow copy shall be attached to the CCBI Cash Report to be sent to the Wake County Finance Department. The pink copy of the deposit slip will be kept in the CCBI copy of the CCBI Cash Report.

10.6.4. The following information shall be indicated on the deposit slip:

1. Date of deposit
2. A breakdown of the currency denomination totals and a total cash amount
3. Total amount of checks
4. Total deposit in two different spaces as indicated on the deposit slip

10.7. Deposit Submission

10.7.1. Deposits will be hand delivered to Wells Fargo daily by the person preparing the deposit. Deposits being submitted will include:

- a) All cash
- b) All checks

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- c) All copies of the deposit slip

10.7.2. The Wake County Finance Department shall receive and forward a Wells Fargo Balance Detail Inquiry Report daily to CCBI. The Administrative Services Coordinator or his/her designee shall review the report to confirm that the deposited totals on the report accurately reflect the previous day's register tape balances as indicated on the CCBI Cash Report.

10.8. CCBI Cash Reports (CALEA 17.4.2(f))

10.8.1. The Administrative Services Coordinator or his/her designee shall complete a CCBI Cash Report daily upon the conclusion of the balancing. The CCBI Cash Report shall be completed accurately and thoroughly. All CCBI Cash reports shall be submitted to the Wake County Finance Department and a copy of the report and all included documentation shall be kept on file at CCBI. The CCBI Cash Report shall include:

- a) The CCBI Cash Report form
- b) The pink copy of the deposit slip (for CCBI's copy) and the yellow copy of the deposit slip (for Finance's copy)
- c) The register transaction tape balance printout for all transactions occurring during the reporting period
- d) A copy of all checks received as payment
- e) A CCBI Daily Log of Checks Received by mail
- f) A machine tape computation of received check totals
- g) A copy of the Wells Fargo Balance Detail Inquiry Report

10.9. Finance Reporting

10.9.1. The CCBI Cash Report shall be forwarded to the Wake County Finance Department. Upon completion of the CCBI Cash Report, the Administrative Services Coordinator or his/her designee shall document the transaction balances on the AMS Advantage Performance Budgeting System in accordance with the procedures set forth by the Wake County Finance Department.

10.10. Recording Revenues by Type of Service

10.10.1. The Administrative Services Coordinator is tasked with accounting for all cash transactions. The Administrative Services Coordinator accounts for all transactions on a

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daily basis in a daily software program called 'PC Workstation back-office software' and is capable of giving daily, monthly, quarterly, and annual balances.

10.10.2. The software includes a breakdown of revenues generated by services to include: record checks, fingerprints, photos done by the Civil Identification Unit, special photos done by the Forensic Photographic Services Unit, and court ordered fees. The sum of these categories should be the same as recorded on the CCBI Cash Reports. The individual category total, along with the grand total of money collected for that date, the initials of the employee conducting the transaction as well as the date of collection should be entered in the balance ledger book.

11. Expungements

Has moved to SOP Chapter 35, Section 17

12. Juvenile Operations Function

12.1. The Civil Identification Unit retains responsibility for juvenile functions of CCBI to include the following (CALEA 44.1.1):

1. Completion of Non-Testimonial Identification Orders
2. Completion of juvenile elimination prints
3. Completion of juvenile major case prints

12.2. All juveniles requiring fingerprinting, photographs, or major case prints will be completed by CCBI at the Public Safety Center by appointment only. For major case prints, a latent examiner will respond to the PSC to complete those requests. Major case print collections will be reported as a Technical Field Assistance for reporting purposes. (This does not include juveniles bound over to superior court)

12.3. The completion of these tasks will be completed at the Civil ID station at the Public Safety Center. The window on the door in that area is being darkened to prevent viewing inside for this purpose. All law enforcement responding with juveniles to that location will be required to enter through the rear of the Wake County Sheriff's Office. The Civil Identification Technician present at the appointed time will maintain responsibility for assisting in getting them in and out through the rear of the facility.

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13. Non-Testimonial Identification Order

13.1. A (juvenile) Non-Testimonial Identification Order may be issued by a judge of district or superior court and may order identification by fingerprints, palm prints, footprints, measurements, blood specimens, urine specimens, saliva samples, hair samples, or other reasonable physical examination, handwriting exemplars, voice samples, photographs, and lineups or similar identification procedures requiring the presence of a juvenile. (N.C.G.S. § 7B-2103)

13.2. Juveniles brought to CCBI for processing subsequent to a Non-Testimonial Identification Order shall be accompanied by the appropriate authority (attorney, prosecutor, law enforcement officer, parent, etc.). The Non-Testimonial Identification Order shall be present at the time of the requested processing and shall be presented for review to the CCBI employee fulfilling the requirements set forth in the order. The Civil Identification Unit shall be responsible for the completion of such orders.

13.3. Juveniles being processed under such an order will be done in private, outside of the view of the public and/or any other detainees. The item created by any identification procedure will be given to the appropriate accompanying authority. CCBI will keep no record of the procedure or any copy of the generated item. No information shall be entered in the CCBI records management system nor shall any fingerprints or photographs be retained by CCBI. (CALEA 82.1.2(b))

14. Comparison Requested/Major Case Prints

14.1. Comparison Requested Prints and Major Case Prints for all juveniles who are not in the physical custody of a detention facility are only authorized to be completed physically in the Public Safety Center Civil Identification Services Unit. Comparison and Major Case Prints for persons in the physical custody of a detention facility will be completed in the CCBI Criminal Identification Unit. At no time will any persons from whom such prints are taken or anyone who may be accompanying them be allowed to access any secure operational areas of CCBI.

14.2. Law enforcement officers may request the CCBI Support Services Division or Latent Examination Services Unit to take fingerprints from subjects and/or witnesses in criminal investigations for the purposes of comparing to previously collected impressions.

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14.3. The CCBI employee collecting the prints will indicate on the fingerprint card the date and time the comparison print card was completed and the employee will sign the card. The comparison print card will be given to the accompanying law enforcement officer if one is present. Otherwise, the collecting employee will transfer the collected comparison print card to the CCBI Evidence Technician.

14.4. Fees shall not be assessed for comparison requested prints.

15. Fingerprinting and Photographing Juveniles (Nondivertible Offense Petitions and Adjudications)

15.1. The Civil Identification Section will be responsible for the fingerprinting and photographing of juveniles who allegedly committed a nondivertible offense or upon the issuance of an adjudication order. Juveniles being fingerprinted and photographed will be kept out of view of the public or other unrelated persons.

15.2. Non-divertible offenses may be found in [N.C.GS § 7B-1701](#) and are identified as follows:

1. Murder;
2. First-degree rape or second degree rape;
3. First-degree sexual offense or second degree sexual offense;
4. Arson;
5. Any violation of Article 5, Chapter 90 of the General Statutes that would constitute a felony if committed by an adult;
6. First-degree burglary;
7. Crime against nature; or
8. Any felony which involves the willful infliction of serious bodily injury upon another or which was committed by the use of a deadly weapon.

15.3. All fingerprinting and photographing will be done in accordance with N.C. [GS 7B-2102](#).

15.4. CCBI's Civil Identification Unit shall forward all fingerprints and photographs collected as a result of a delinquency adjudication to the SBI.

15.5. Fingerprints or photographs collected as a result of a petition for a nondivertible offense in the absence of a delinquency adjudication order shall be turned over to the requesting authority.

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A green SBI Final Disposition Card shall be completed and forwarded to the Clerk of Court on all nondivertible offense petitions.

15.6. When completing the SBI fingerprint card for petitions and/or adjudication orders, the CCBI employee will enter the following in the Additional Arrest Data block: "**Juvenile/Nondivertible Offense**" or "**Adjudicated Delinquent Juvenile**" as appropriate.

15.7. CCBI will keep no records related to the juvenile to include copies of court orders, photographs, and/or fingerprints.

15.8. Absent a court order (petition, adjudication order, non-testimonial identification order) CCBI will not fingerprint or photograph any juvenile offender unless bound over to superior court to be tried as an adult.

16. Juvenile Elimination Prints

16.1. At the request of a law enforcement agency, a juvenile's fingerprints may be taken, based upon consent for elimination purposes only. A juvenile 14 years old or older may give consent to submit to elimination prints. (See N.C.G.S. § 7B-2101)

16.2. A juvenile under the age of 14 years old must be accompanied by a law enforcement officer and must have parental consent. In the absence of a parent or legal guardian, such consent may be verbal as long as the consent was given to the requesting officer.

16.3. Juveniles may be brought to the Public Safety Center Civil Identification Unit for the completion of elimination prints. A fingerprint card, including palm prints, will be collected and given to the accompanying law enforcement official. CCBI will keep no copy of elimination prints. Elimination prints for submission to CCBI for comparison purposes will be submitted to the CCBI Evidence Technician.

16.4. Any prints collected from a juvenile for comparison purposes in a criminal investigation other than elimination prints will be done so only under the authority of a nontestimonial identification order or other legal court authority (See N.C.G.S. § 7b-2107.)

16.5. Elimination prints submitted to CCBI shall be used for elimination purposes only.

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Revision History		
Effective Date	Version Number	Reason
January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP
May 1, 2015	3	Free services limited to Wake County Only

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CHAPTER 38: Law Enforcement Role and Authority

1. Purpose

The purpose of this Directive is to define CCBI's role regarding law enforcement functions and regulate law enforcement action taken by sworn CCBI personnel.

2. Policy

It shall be the policy of CCBI to define the role and authority sworn employees to ensure understanding and compliance to local, state, and federal laws.

3. Legal Authority

3.1. The legal mandated authority and responsibilities vested in sworn CCBI personnel is derived from Chapter 535 of the North Carolina Public-Local Laws of 1937, North Carolina common law and North Carolina General Statutes § 15A-401, § 15A-402, and § 162-14.

3.2. CCBI maintains only one category of sworn personnel, which by definition is a sworn employee who possesses the legal authority to make a full custody arrest. Sworn CCBI employees exercising legally mandated authority in any enforcement activity will be subject to all applicable legal requirements and all CCBI policies in regards to those enforcement activities. (CALEA 1.2.1)

3.3. All sworn personnel of CCBI, prior to assuming sworn status, will take and subsequently abide by an Oath of Office to enforce the laws of the State of North Carolina and uphold the United States Constitution (See attached). (CALEA 1.1.1)

4. Legal Authority to Carry/Use Weapons

4.1. CCBI sworn personnel are authorized to carry and use weapons pursuant to the implied authority granted by the State of North Carolina. Law enforcement is granted the right to use deadly force in North Carolina General Statutes § 15A-401 (d) (1) and (d) (2) which implies the

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right to carry and use weapons. N.C.G.S. § 14-269 (b) (4) and [18 U.S.C. § 926B](#) allows law enforcement officers to carry and or use concealed weapons while in the discharge of their duties. The North Carolina Sheriffs' Education and Training Standards Commission mandates the minimum requirements for sworn law enforcement officers to carry and use weapons ([12 N.C.A.C. 10](#)).

5. Constitutional Requirements

5.1. CCBI Agents conduct interviews of citizens during crime scene investigations. Any interviews by CCBI Agents shall be conducted in a manner that safeguards the individual's rights under the United States and North Carolina Constitutions. All information from an interview and the circumstance of that interview will be documented in an investigative report to comply with North Carolina General Statute § 15A-903.

5.2. Interviews shall not be conducted without first establishing the nature of the circumstances surrounding the interviewee. If the person being interviewed is in custody, the Agent will ensure that the person has been advised of his/her Miranda Rights and has waived those rights. If the interviewee in custody requests access to counsel, the interview will stop until that person talks to counsel or withdraws the request. (CALEA 1.2.3(a)(c))

5.3. CCBI is an assisting law enforcement agency and any interviews or interrogations conducted by CCBI staff of suspects not in CCBI custody shall be limited to that which is necessary for the function of evidence collection procedures. Participation in such interviews or interrogations by CCBI staff shall be in accordance with applicable laws and policy. CCBI does not conduct field interviews. (CALEA 1.2.3(b))

5.4. If a CCBI employee uses another agency's interview room for the purpose of an interview or interrogation or is requested to conduct a forensic examination of a detainee during the course of an interview or interrogation in a specifically designated room for such a purpose, then the employee will adhere to the corresponding agency's policies and procedures for the use of such a room.

6. Search and Seizure

6.1. CCBI Agents shall conduct searches and seizures within the confines of the law. All Agents shall comply with the following guidelines relating to searches and seizures without a warrant:

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6.2. Pursuant to Chapter 15A, Article 9 of the General Statutes of North Carolina, Agents may conduct searches and make seizures by consent; however, consent must be granted by: (CALEA 1.2.4a)

1. The person to be searched;
2. The registered owner of a vehicle, or the person in apparent control of its operation at the time;
3. The person who, by ownership or other circumstances, is reasonably and apparently entitled to give or deny consent to search of premises.

6.3. Individuals may be stopped and frisked without a warrant as authorized by N.C.G.S. § 15A-255. (CALEA 1.2.4b) Only sworn Agents may conduct a stop and frisk and sworn Agents conducting a stop and frisk shall:

1. Have articulable reasons to fear for their safety, or the safety of others present; and
2. Feel for dangerous weapons by an external patting of an individual's clothing; and
3. During such frisk, upon feeling any object consistent with a weapon or an object that makes an officer reasonably believe a dangerous weapon is present, then such object may be seized.

6.4. Vehicles may be searched without a warrant when such a search is based upon the movable vehicle exception. Article 10, N.C.G.S. § 15A-231, of the North Carolina General Statutes authorizes other searches that are constitutionally permissible and are not covered by any of the General Statutes of North Carolina. The United States Supreme Court has ruled on warrantless searches of vehicles in a number of cases, most notably, *Carroll v. United States*, 267 U.S. 132, 45 S. Ct. 132, 69 L. Ed. 543 (1925), which deems a vehicle to be an exception in regards to securing a search warrant due to the mobility of a vehicle, so long as that vehicle is in a public place, and probable cause exists to believe that it contains evidence of a crime.

6.5. A crime scene may be searched without a warrant pursuant to N.C.G.S. § 15A-231 which authorizes other searches that are constitutionally permissible and not covered by any of the General Statutes of North Carolina. The United States Supreme Court has ruled that crime scene searches are permissible in certain situations; *Mincey v. Arizona*, 437 U.S. 385, 98 S. Ct. 2408, 57 L. Ed. 2d 290 (1978) is the most notable. Therefore, based upon N.C.G.S § 15A-231 and the

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United States Supreme Court, Agents may conduct a warrantless search of a crime scene as listed in Sections 6.6 through 6.9. (CALEA 1.2.4)

6.6. The General Statutes of North Carolina authorize such actions (1.2.4{2}) in emergency situations. N.C.G.S § 15A-285 gives officers such statutory authority; however, officers must abide by the provisions contained within said statute.

6.7. An inventory of property shall be done on any vehicle that is seized. The inventory shall be completed by the law enforcement agency that conducts the seizure. Any CCBI Agent who completes an inventory for a law enforcement agency shall provide a written list to that agency and document it in an investigative report. If a CCBI Agent seizes any vehicle, it will be that Agent's responsibility to complete the inventory of property and document the inventory in the investigative report.

6.8. Agents who seize property in an investigation will provide a description of the property seized to the law enforcement agency that had requested assistance. The requesting agency will be responsible for completing the Inventory of Seized Property form to comply with N.C.G.S. § 15A-223 (b). If a CCBI (sworn) Agent is the primary affiant of a search warrant, then it will be the responsibility of that Agent to complete the Inventory of Seized Property and comply with the requirements of N.C.G.S. § 15A-223 (b).

6.9. Agents may find other situations that permit a warrantless search or seizure. If such incidents should arise, each officer shall use the Fourth Amendment of the United States Constitution as a guide in performing such search or seizure. N.C.G.S. § 15A-231 provides the authority to conduct other searches; however, such searches or seizures must be constitutionally permissible.

7. Arrest With/Without A Warrant

7.1. Any CCBI (sworn) Agent who initiates an arrest will document the details of the arrest in the CCBI records management system. The state arrest form will be completed. The arrest form and a copy of the arrest warrant or citation will be forwarded to the CCBI Records Section and filed by case number. (CALEA 1.2.5(a))

7.2. CCBI (sworn) Agents making arrests, with a warrant or without a warrant, shall abide by the General Statutes of North Carolina. To ensure that all arrests are in accordance with the law, CCBI Agents shall:

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A. Abide by all the laws governing arrests in accordance with North Carolina law; Article 20, N.C.G.S. § 15A-401, which defines arrests by law enforcement officers, including arrests made pursuant to an arrest warrant and arrests made without an arrest warrant. Included in said statute are laws governing how arrests are made, the use of force in arrests, entry into private premises or vehicles, and use of deadly force during arrests.

B. Agents (sworn) making arrests pursuant to an arrest warrant, as authorized by statute, may arrest the person named or described on said warrant at any time and at any place within the Agent's territorial jurisdiction; however, if the Agent does not have an arrest warrant in their possession but has knowledge that it exists, they must inform the person arrested that the warrant has been issued and serve said warrant as soon as possible.

C. Agents, as authorized by statute, may make arrests without an arrest warrant when an offense is committed within the Agent's presence. If the offense occurs out of the Agent's presence, then said Agent must have probable cause to believe an arrestee has:

1. Committed a felony; or
2. Committed a misdemeanor, and:
 - a. Will not be apprehended unless immediately arrested, or
 - b. May cause physical injury to himself or others, or may damage property unless immediately arrested; or
3. Has committed a misdemeanor under N.C.G.S. § 14-72.1 (Concealment of merchandise), § 14-134.3 (Domestic criminal trespass), § 20-138.1 (Impaired Driving), or § 20-138.2 (Impaired driving of commercial vehicle);
4. Has committed a misdemeanor under:
 - a. N.C.G.S. § 14-33(a) (Simple Assault), § 14-33(c)(1) (Assault with a deadly weapon inflicting serious injury), § 14-33(c)(2) (Assault on female by a male at least 18), or § 14-34 (Assault by pointing a gun) when the

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offense was committed by a person with whom the alleged victim has a personal relationship as defined in N.C.G.S. § 50B-1; or

- b. N.C.G.S. § 50B-4.1(a) (Violation of valid protection order)

D. Pursuant to an arrest, whether made with or without a warrant, Agents have the authority to search certain areas and/ or persons who have been arrested. Such authority is granted by N.C.G.S § 15A-231, which gives law enforcement officers the authority to conduct searches and seizures if such is constitutionally permissible and not regulated or prohibited by any of the General Statutes of North Carolina. Accordingly, the United States Supreme Court has ruled that searches and seizures incident to an arrest are constitutionally permissible; however, certain restrictions do apply. Agents shall use the following guidelines established by the United States Supreme Court when conducting searches and seizures incident to arrest:

1. Agents may search a defendant and seize evidence from said defendant during a search incident to the defendant's arrest, pursuant to United States v. Robinson, 414 U.S. 218, 94 S. Ct. 467, 38 L. Ed. 2d 427 (1973) .
2. Agents may search the area within the defendants immediate control pursuant to Chimel v. California, 395 U.S. 752, 89 S. Ct. 488, 38 L. Ed. 2d 456 (1969).
3. Agents may search the entire passenger compartment of a vehicle during a search incident to arrest to include glove compartments, consoles, or other receptacles located anywhere within the passenger compartment pursuant to New York v. Belton, 453 U.S. 454, 101 S. Ct. 2860, 69 L. Ed. 2d 768 (1981); however, pursuant to the court's ruling, the trunk of a vehicle cannot be searched during a search incident to arrest as it is not within the scope of the arrestee's immediate reach or control.

Arizona v. Gant, 556 U.S. ___, 129 S. Ct. 1710, 173 L. Ed. 2d 485 (2009), further restricts such a warrantless vehicle search in that “Police may search the passenger compartment of a vehicle incident to a recent occupant’s arrest only if it is reasonable to believe that the arrestee might access the vehicle at the time of the search or that the vehicle contains evidence of the offense of the arrest.”

E. Agents shall be cognizant that persons under arrest have the right to due process of law as provided by the United States Constitution and the North Carolina Constitution. Therefore, all Agents shall comply with federal, state, and local laws, including N.C.G.S. Article 23, § 15A-

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501(2), which dictates the proper procedures regarding the rights of an individual to be taken before a judicial official after arrest without unnecessary delay.

F. Pursuant to any arrest of a person 16 years of age or older in which a felony or criminal misdemeanor is charged the arresting officer shall ensure that an arrest report is completed. If the arrestee is 16 or 17 years old, the arresting Agent or his/her Supervisor must notify the arrestee's parents and/or guardian, and if applicable, the arrestee's school as required in N.C.G.S. § 15A-505.

8. Discretion

8.1. CCBI (sworn) Agents may use their discretion when deciding the best course of action to take when confronted by an enforceable offense. Agents should consider the following:

1. Agents shall use discretionary authority in furtherance of established departmental goals and objectives, but only when in compliance with applicable laws and the Law Enforcement Code of Ethics.
2. The exercise of discretion shall be defined and controlled through a combination of written enforcement policies, training, and supervision.
3. Reasonableness and probable cause shall vary with each situation and different facts may justify investigation, detention, search, arrest, warning, referral to another law enforcement agency or no action at all. In each case, Agents shall act reasonably and within the limits of authority as defined by statute and judicial interpretation.
4. Arrests or other enforcement action should generally be taken or effected when there is probable cause to believe a person has committed a serious crime. Agents should severely limit the use of discretion when the incident involves an indictable offense.
5. For minor offenses, Agents should consider the action that would most likely deter future violations. Such actions may include the following: physical arrest; citation; written warning; or verbal warning.
6. The degree of enforcement action or inaction used by Agents shall not be influenced by malice, vengeance, or prejudice based upon race, gender, ethnic background, religious belief, economic status, or political affiliation.

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7. Enforcement action shall not be more severe than can be reasonably and objectively justified. Agent contact shall not be extended unnecessarily for the purpose of delaying the release or inhibiting the free movement of any person.

9. Strip and Body Cavity Searches

9.1. CCBI Agents have the authority to conduct strip searches and attend body cavity searches when a valid request for assistance is received from a law enforcement agency to detect and secure evidence. Such searches shall be conducted only with proper justification, *i.e.*, search warrant, written consent to search and in accordance with the procedural guidelines for conducting such searches as set forth in this directive. (CALEA 1.2.8(a))

9.2. Strip searches are defined as any search of an individual requiring the removal of clothing to permit the visual inspection of the skin surfaces including genital areas.

9.3. Strip searches may be conducted by a CCBI Agent of the same sex as the person being searched or with another law enforcement officer of the same sex. It is preferred that the CCBI Agent be of the same sex as the person being searched. The strip search should be conducted in a private area out of the view of the public and only personnel authorized to conduct the search present. (CALEA 1.2.8(b))

9.4. Body cavity searches are defined as any search involving visual inspection or physical examination of internal body cavities, such as the rectal or vaginal cavity, excluding visual inspection of the open mouth.

9.5. A body cavity search shall be performed pursuant to a search warrant or written consent of the person being searched. Only a physician or other medically trained personnel, who are acting under a physician's direction, shall perform a body cavity search.

9.6. All details of investigations involving strip searches and body cavity searches will be fully documented in the CCBI Agent's investigative report. The report should include all personnel involved in the search. (CALEA 1.2.8(c))

10. Bias Based Profiling

10.1. CCBI Agents are prohibited from conducting any enforcement actions based solely on race, ethnic background, gender, sexual orientation, religion, economic status, age, cultural group, or other identifiable groups. (CALEA 1.2.9(a))

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10.2. CCBI shall conduct training annually in bias based profiling issues including legal aspects. (CALEA 1.2.9(b))

10.3. Any CCBI Agent that conducts bias based profiling in any enforcement action shall be subject to disciplinary action up to and including dismissal. (CALEA 1.2.9(c))

10.4. It shall be the responsibility of the Deputy Director of the Investigations Division or his/her designee to conduct an annual review of CCBI practices to identify any possible bias based profiling to include citizen concerns. A written report will be provided to the Director. (CALEA 1.2.9(d))

11. General Weapon Policies

11.1. All firearms carried by CCBI employees while on or off-duty shall only be carried on their person in an approved holster. No employees shall carry a firearm in their pocket, waistband, or in any other fashion that would reasonably present an increased risk of discharge. Any CCBI employee carrying a weapon on or off-duty under statutory authority and in accordance with CCBI policy shall also maintain on their person their issued photographic CCBI identification card identifying them as a sworn law enforcement officer.

12. Authorized On-duty Weapons and Ammunition

12.1. CCBI personnel will only use weapons and ammunition approved by the Director. These weapons and ammunition are authorized for use in law enforcement responsibilities only to include approved extra-duty employment. CCBI employees must carry departmentally issued and approved weapons and ammunition while on-duty **and in uniform**. CCBI employees working approved extra-duty employment must carry CCBI issued weapons and ammunition approved by the Director or his/her designee. Employees must be qualified with all firearms carried on or off-duty.

12.2. The following weapons are the only weapons approved for use on-duty: (CALEA 1.3.9a)

1. ~~Sig Sauer Model P229 .357~~ **Glock 26, 9mm** caliber semi-automatic pistol (Sworn Only)
2. Oleoresin Capiscum (OC) Spray
3. **Authorized "off-duty" firearm while on-duty in personal clothing**

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12.3. Type and specification of approved ammunition: (CALEA 1.3.9b)

- Speer Sig ~~.357~~ 9mm caliber Gold Dot Hollow Point
- Any approved “off-duty” hollow point ammunition

12.4. Additional types of ammunition may be utilized for training purposes provided that the Director or his/her designee has approved such ammunition for training purposes. Ammunition used for training purposes that differs from the ammunition listed above is not authorized to be carried in issued weapons while on-duty or off-duty except when actively engaged in an official training activity. Any ammunition approved for such purposes will have the same point of impact and felt recoil as the issued ammunition.

12.5. CCBI (sworn) employees may carry their issued service weapon within the State of North Carolina in compliance with North Carolina State Law, N.C.G.S. § 14-269. An employee will not carry a weapon while consuming alcohol or an unlawful controlled substance or while alcohol or an unlawful controlled substance remains in the employee’s body.

12.6. All CCBI issued weapons will be inspected and/or approved by a designated firearms instructor or qualified armorer upon issuance to an employee. (CALEA 1.3.9c) The designated firearms instructor or armorer will inspect and/or approve weapons when an employee is required to demonstrate proficiency. If any weapon is found unfit or unsafe, the weapon will be removed until the weapon is made to function properly and safely. (CALEA 1.3.9d)

12.7. It is the responsibility of any CCBI employee issued a firearm to maintain that firearm in a clean condition. The proper method of cleaning the issued firearm can be found in the ~~Sig Sauer P229 Training Manual published by the Wake County Sheriff's Office~~ preventive maintenance of the Glock semi-automatic “safe action” pistol manual supplied with the firearm. A copy of this manual will be supplied to the employee upon the initial issuing of the firearm.

12.8. CCBI armorers are the only individuals authorized to disassemble, modify, or make changes to the issued CCBI firearms. CCBI employees may not disassemble issued firearms beyond that specifically indicated in the ~~Sig Sauer P229 Training Manual~~ preventive maintenance of the Glock semi-automatic “safe action” pistol manual for any purpose to include cleaning, changing or removing of grips, altering sights, or any other modifications.

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12.9. The Director or his/her designee will maintain an inventory of all firearms issued or approved. The weapon's manufacturer, model number, serial number, and assigned employee will be recorded. Firearms that are not issued will be stored in a locked safe designated by the Office of Professional Standards. Employees will not leave firearms unattended or unsecured at any time or in any place accessible to the public either directly or indirectly. Employees are responsible for the safe storage of their issued firearm in accordance to N.C.G.S. § 14-315.1. (CALEA 1.3.9(e)(f)), (CALEA 84.1.4)

13. Carrying Concealed Weapons

13.1. Sworn CCBI employees may carry their service or approved off duty weapon while off duty in accordance with N.C.G.S. § 14-269. North Carolina and CCBI prohibits this authority when entering federal property or while consuming alcohol or an unlawful controlled substance or while alcohol or an unlawful controlled substance remains in the employee's body. Employees wishing to carry their service weapon or off-duty weapon out of state must do so in accordance with Title 18 U.S.C. § 926B.

13.2. Employees who elect to carry their service weapon or personal off-duty weapon while off duty, will wear their weapon in a discreet and concealed manner so as not to attract attention and will not have the weapon in open view of the public.

13.3. Employees who choose to carry a concealed handgun beyond their geographical jurisdiction do so at their own risk. CCBI and Wake County will not assume liability, pay judgments, or represent officers sued for actions arising out of incidents which occur off-duty outside of the employee's geographical jurisdiction.

14. Off-duty Weapons

14.1. The intent of this policy is to allow sworn CCBI staff members the ability to carry approved personal firearms, other than the issued service weapon, concealed while **on-duty in personal clothing or** while off duty in accordance with all applicable statutes.

14.2. Sworn CCBI employees may carry approved firearms off-duty in accordance with N.C.G.S. § 14-269 during periods of employment when such an employee's status is defined by the North Carolina Sheriffs' Education and Training Standards Commission as authorized to carry and active and only during those periods of employment when the employee is authorized

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to carry their issued service weapon. CCBI employees placed in an unauthorized to carry status, placed on administrative investigation with the condition of not carrying their duty weapon, on light duty restricting their operation of a marked vehicle, or during any periods of disciplinary action or suspension, may not carry an off-duty weapon. Off-duty weapons may not be carried while on duty or during any extra-duty employment.

15. Authorized Off-duty Weapons and Ammunition

15.1. CCBI employees desiring to carry an off-duty weapon different than their issued service weapon must obtain written approval (CCBI Off-duty Weapons Approval/Inspection Form) from a CCBI Firearms Instructor and the Director prior to carrying such a weapon. In addition to approval for the specific weapon, any holster to be utilized to carry such a weapon and ammunition to be carried in the weapon must also be approved. The following sections shall provide specific requirements for each area:

15.1.1. Firearms: Any firearm to be considered for approval must be of such a caliber as to be reasonably considered sufficient to neutralize a threat should a deadly force engagement be encountered. Requested firearms must also be of such a size as to easily maintain concealment when carried in an approved holster.

- Calibers may include but are not limited to .380 ACP, 9mm, .357 sig, 10mm, .40 caliber, .45 caliber
- Firearms must carry a combined total of at least six (6) rounds
- Only one (1) firearm per employee will be approved at any given time
- Must be double action or "safe action"

15.1.2. Holsters: The only holsters to be approved for off-duty weapons will be those specifically to be worn about the waist or ankle, must secure the firearm in a safe manner, must be size specific to the firearm, and must secure the firearm to prevent accidental removal.

15.1.3. Ammunition: Any ammunition carried in the approved firearm must be approved and be "duty" quality. Ammunition must be factory loaded. Reloaded or remanufactured ammunition will not be approved. Ammunition must be expandable or hollow point ammunition. No full metal jacket ammunition may be carried in off-duty weapons except for training purposes as indicated below.

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15.2. All off-duty weapons will be inspected and/or approved by a designated firearms instructor or qualified armorer prior to being carried. (CALEA 1.3.9c) The designated firearms instructor or armorer will inspect and/or approve weapons when an employee is required to demonstrate proficiency. If any weapon is found unfit or unsafe, the employee shall not be authorized to carry the weapon until such time as the weapon is proven to function properly and safely. (CALEA 1.3.9d) This examination shall be documented on the CCBI Off-duty Weapon Approval/Inspection Form.

15.3. CCBI will not defray any costs of maintenance or repair to personally owned weapons used by employees for off-duty purposes. The carrying of approved off-duty weapons does not relieve the officer from accountability for regular care, cleaning, and maintenance of such weapons.

16. Qualifying with Off-duty Weapons (CALEA 1.3.10)

16.1. CCBI employees must qualify with any approved off-duty weapon prior to carrying such weapon and in accordance with the same standards required of the issued service weapon and those requirements set forth by the North Carolina Sheriffs' Education and Training Standards Commission as found in SOP 1.3.10 Demonstrating Proficiency with Weapons and SOP 1.3.11 Annual Proficiency Demonstration for Firearms.

16.2. Any employee approved to carry an off-duty weapon must qualify with the specific ammunition approved for carry during the initial qualification. Subsequent annual qualification attempts for the same firearm may utilize different ammunition than approved for carrying as long as such ammunition is approved by the CCBI Firearms Instructor conducting the qualification and the ammunition has the same point of impact and felt recoil as the issued ammunition. Only ammunition that has been indicated on the approval form and has been approved may be carried inside the off-duty weapon while being carried in an off-duty capacity.

16.3. Any employee failing to qualify as required by this policy shall be immediately prohibited from carrying the firearm until such time as the employee is able to successfully qualify. The qualification of CCBI employees' off-duty weapons shall be conducted by CCBI Firearms Instructors only. All qualification records shall be maintained by the CCBI Training Coordinator.

16.4. A record of all approved and qualified off-duty weapons to include make, model, serial number, ammunition, and holster will be maintained by the Office of Professional Standards.

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17. Annual Proficiency Demonstration for Firearms (Sworn Only) (CALEA 1.3.10)

17.1. All CCBI sworn employees will qualify annually with their issued firearms. The firearms qualification will be conducted and monitored by a North Carolina Specialized Firearms Instructor and conducted in accordance to the standards as required by the North Carolina Sheriffs' Education and Training Standards Commission. (CALEA 1.3.11(a))

17.2. All CCBI employees subject to the required annual firearms qualification will be required to attain a minimum passing score as mandated by the North Carolina Sheriffs' Education and Training Standards Commission.

17.3. The training and firearms test scores will be documented in accordance with the requirements of the North Carolina Sheriffs' Education and Training Standards Commission. Copies of the approved instructional lesson plans, including the courses fired, and the scores achieved by employees will be kept at CCBI by the CCBI Training Coordinator. (CALEA 1.3.11(b))

17.4. In accordance with the North Carolina Sheriffs' Education and Training Standards Commission, CCBI employees will have three attempts during the same qualification period to achieve a minimum passing score during any firearms qualification. CCBI employees must successfully complete one of the three attempts. Failure to successfully qualify will necessitate immediate remediation.

17.5. Upon the failure to successfully qualify, the CCBI employee will turn the weapon over to the Firearms Instructor. The weapon will be turned over to the CCBI Training Coordinator and the CCBI employee will not be allowed to carry the firearm on or off-duty.

17.6 The Firearms Instructor will provide written documentation to the CCBI Training Coordinator on the employee's failure to qualify. The CCBI Training Coordinator will schedule remedial training for the employee. Upon successfully completing the qualification requirements, the employee will be re-issued their weapon.

17.7. The Firearms Instructor will document in writing the completion of remediation and qualification and forward the information to the CCBI Training Coordinator. All remediation,

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training, and documentation will be done in accordance with the North Carolina Sheriffs' Education and Training Standards Commission. (CALEA 1.3.11c)

17.8. Training for other less-lethal weapons and defensive tactics will be conducted at least every two years by instructors certified by the North Carolina Criminal Justice Training and Standards Commission in such instruction. The CCBI Training Coordinator will document this training. Any instructor that determines the need for remedial training of a CCBI employee will direct that request to the CCBI Training Coordinator who will coordinate such training.

17.9. The Criminal Justice Standards Division of the North Carolina Department of Justice maintains the Retired Law Enforcement Officers Firearms Qualification Certification Program by which law enforcement officers retiring from a law enforcement agency may continue to qualify with that agency for the purposes of carrying a concealed weapon. Any such CCBI retirees wishing to participate in this program shall direct such a request to the Director who shall maintain the authority to approve, approve with stipulations, or deny such a request.

18. Enforcement Action Against Juveniles

18.1. CCBI employees shall not formally charge a juvenile with a criminal offense in any manner. Any exceptions to this Directive will be made only at the discretion of the Director (CALEA 44.2.1).

18.2. Any CCBI employees dealing with a juvenile offender will do so in the least intrusive manner possible and in a non-adversarial way.

19. Custody of Juveniles

19.1. Sworn CCBI employees may take a juvenile into temporary custody in accordance with N.C.G.S. § 7B-500, § 7B-501, § 7B-1900 in the following circumstances:

1. A juvenile may be taken into temporary custody without a court order by a law enforcement officer if there are reasonable grounds to believe that the juvenile is abused, neglected, or dependent and that the juvenile would be injured or could not be taken into custody if it were first necessary to obtain a court order. (CALEA 44.2.2(b))

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2. By a law enforcement officer if grounds exist for the arrest of an adult in identical circumstances under N.C.G.S. § 15A-401(b).
3. By a law enforcement officer if there are reasonable grounds to believe that the juvenile is an undisciplined juvenile involved in non-criminal misbehavior (status offense) including runaway juveniles. (CALEA 44.2.2a)
4. By a law enforcement officer if there are reasonable grounds to believe the juvenile is an absconder from any residential facility operated by the Department of Social Services or from an approved detention facility.
5. In accordance with N.C.G.S. § 7B-500(b)(c)(d)(e) in regards to the voluntary delivery of an infant under seven days of age to a law enforcement officer.

19.2. Sworn CCBI employees taking a juvenile into temporary custody will do so for only such a length of time until custody can be transferred to the appropriate agency with jurisdiction. (CALEA 44.2.2(d)) Any sworn CCBI employee maintaining temporary custody of a juvenile will ensure that the juvenile's constitutional rights are protected. (CALEA 44.2.2(c)) Any CCBI employee taking a juvenile into temporary custody should be aware that N.C.G.S. § 7B-1901 requires a law enforcement officer to notify the juvenile's parent, guardian, or custodian that the juvenile has been taken into custody. (CALEA 44.2.2(e))

19.3. Any sworn CCBI employee who takes a juvenile into temporary custody will immediately notify his/her Supervisor.

20. Juvenile Interrogation

20.1. No CCBI employee shall conduct an interrogation of a juvenile suspected of committing a criminal offense. Any CCBI employee requested to collect information or evidence from a juvenile who is in custody will ensure that the requesting agency is in compliance with N.C.G.S. § 7B-2101 "Interrogation Procedures" prior to such collection. (CALEA 44.2.3)

21. Health and Physical Fitness (CALEA 22.3.2)

21.1. The physical demands of a law enforcement officer require that sworn CCBI employees maintain the appropriate level of general health and fitness necessary to safely and effectively perform the law enforcement function. Sworn CCBI employees are encouraged to maintain a physical fitness level consistent with the requirements of a law enforcement officer.

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21.2. The Director may include physical fitness training and/or requirements as part of the mandated annual in-service training at his/her discretion. When such courses or requirements are conducted, all sworn CCBI employees shall be required to complete such courses or requirements successfully.

22. Physical Examinations

22.1. All newly hired sworn CCBI employees must successfully complete a physical fitness examination conducted by a physician selected by CCBI and in accordance with the requirements set forth by the North Carolina Sheriffs' Education and Training Standards Commission. The examination will be provided at no cost to the employee.

22.2. Any CCBI employee who serves as a firearms instructor will have the appropriate medical examination completed annually at no cost to the employee. Such examination will be done in accordance with [OSHA 29 CFR, 1910.1025](#).

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STATE OF NORTH CAROLINA

**OATH OF OFFICE
DEPUTY SHERIFF**

COUNTY OF WAKE

I, _____, do solemnly swear and affirm that I will be alert and vigilant to enforce the criminal laws of this State; and that I will not be influenced in any matter on account of personal bias or prejudice; that I will support and maintain the Constitution and laws of the United States, and the Constitution and laws of North Carolina not inconsistent therewith; and that I will faithfully and impartially discharge and execute the duties of my office as a law enforcement officer according to the best of my skill, abilities and judgment; so help me, God.

I, _____, do solemnly swear and affirm that I will well and truly execute the duties of office of Deputy Sheriff of Wake County to the best of my knowledge and ability, according to the law, so help me, God.

Deputy Sheriff, Wake County

Sworn and subscribed to me
This _____ day of _____, _____

Notary

My commission expires _____

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January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP
February 2, 2014	3	Accommodate new service weapons and carrying "off-duty" weapons while on-duty

CHAPTER 39: Use of Force

1. Purpose

The legal authority of a law enforcement officer to use force in accomplishing lawful objectives must be strictly regulated to ensure the constitutional rights of citizens are protected at all times. CCBI's Use of Force policies are designed to provide rules and regulations to meet that expectation.

2. Policy

Use of force used by any CCBI sworn employee will be reasonable and in accordance with North Carolina General Statutes and CCBI policies.

3. Definitions (CALEA 1.3.2)

Deadly Physical Force: That force that is reasonably likely to result in the death or serious physical injury of any person against whom it is applied and shall specifically include but is not limited to:

- a) The discharge of a firearm; or
- b) The use of an "impact tool" against the unprotected head of any person.

Firearm: As used in this policy, any handgun, rifle, or shotgun issued to an officer by this department or any other such handgun, rifle, or shotgun owned or possessed by an officer of this department.

Force: physical contact or actions beyond mere restraint

Hard Hands: techniques that have a higher probability of injury, such as punches and/or kicks.

Imminent: Impending on the point of happening.

Impact Tool: Any inanimate object that is used as a weapon to strike a physical, mechanical blow to the body of a person.

Non-Lethal Weapon: A weapon that is designed to be used in a manner which minimizes the likelihood that a person against whom it is used will suffer death or serious physical injury as a result of the weapon's use. Such weapons include, but are not limited to, electronic stun guns

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(both contact and projectile type), chemical mace, pepper mace, and “police batons” when used other than to strike a blow to another person’s unprotected head.

OC Spray: aerosol spray based in the active natural ingredient oleoresin capsicum, a derivative of various species of cayenne pepper

Officer: As used in this policy shall include all sworn deputy sheriffs employed by the Raleigh/Wake City-County Bureau of Identification.

Personal Weapons: An officer’s personal weapons are the officer’s own physical strength and parts of the body, such as the hands and feet, which may be used both offensively and defensively against another person.

Reasonable Belief: The facts or circumstances the officer knows, or should know, that would cause an ordinary and prudent officer to act or think in a similar way under similar circumstances.

Reasonable Officer: a legal term used to describe how an officer will be judged by the courts. The courts use an objective standard: how a “reasonable” officer would act in the same circumstances. The officer will be thought of as an ordinary and prudent law enforcement officer, not an exceptional officer.

Serious Physical Injury: A bodily injury that creates a substantial risk of death; causes serious, permanent disfigurement; results in long-term loss or impairment of the functions of any bodily member or organ, or requiring significant medical intervention to diagnose or treat.

Soft Hands: techniques that have a low probability of injury, such as joint locks and pressure points.

Use of Force: The use of any weapon, tool, or object (including parts of a person’s body) by a person that causes actual physical contact of the same or another object against the body or clothing of another person which is applied to subdue, stop, or otherwise exert control over the person against whom it is applied. Additionally, the use of a motor vehicle to physically stop a person or another motor vehicle is considered to be the use of force

4. Use of Force in accomplishing lawful objectives (Sworn Only)

4.1. CCBI (sworn) Agents will use only the amount of force reasonably necessary to accomplish lawful objectives. Excessive force used by a CCBI Agent will not be tolerated. CCBI (sworn) Agents are expected to comply with North Carolina General Statutes governing the use of force by law enforcement officers. (CALEA 1.3.1)

4.2. According to N.C.G.S. § 15A-401, Use of Force in Arrest:

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1. A law enforcement officer is justified in using force upon another person who he reasonably believed has committed a criminal offense, unless he knows that the arrest is unauthorized, or
2. To defend himself or a third person from what he reasonably believes to be the use or imminent use of physical force while effecting or attempting to effect an arrest or while preventing or attempting to prevent an escape.

4.3. Officers of this department are authorized to use whatever degree of physical force as reasonably appears necessary, under the totality of the circumstances then known to them, to effect the relocation of an individual, when necessary, to or within some law enforcement or detention facility.

5. Use of Deadly Force (Sworn Only) (CALEA 1.3.2)

3. A law enforcement officer is justified in using deadly physical force upon another person for a purpose specified in subsection (1) of this subsection only when it is or appears to be reasonably necessary thereby:
 - i. To defend himself or a third person from what he reasonably believes to be the use or imminent use of deadly physical force, or
 - ii. To effect an arrest or to prevent the escape from custody of a person who he/she reasonably believes is attempting to escape by means of a deadly weapon, or who by his conduct or any other means, indicates that he presents an imminent threat of death or serious injury to others unless apprehended without delay.
4. While North Carolina General Statute authorizes the use of deadly force to prevent the escape of a person from custody imposed upon him as a result of conviction, CCBI employees will not shoot a fleeing felon simply because he/she has been convicted of a felony.
5. Nothing in this subsection constitutes justification for willful, malicious or criminally negligent conduct by a person, which injures or endangers any person or property, nor shall it be construed to excuse or justify the use of unreasonable or excessive force.

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5.1. Although N.C.G.S. § 15A-401 (d)(2)(c) permits the use of deadly force to prevent the escape of a person from custody imposed upon him as a result of a conviction for a felony, it is the policy of this department that this authority is primarily intended to be exercised by prison guards employed by the North Carolina Department of Correction, and that officers of this department will use deadly force only as permitted in this regulation under sections i and ii.

5.2. A verbal warning, if feasible, will be given before using deadly force.

5.3. The use of deadly force against an animal is justified for self-defense or defense of a third person.

6. Issuance of Directives and Training on Use of Force (Sworn Only)

6.1. All CCBI sworn Agents will be issued a copy of CCBI's Use of Force directives and trained on these directives before being authorized to carry a weapon. Training on CCBI's Use of Force policies will be conducted annually in accordance with the requirements set forth by the North Carolina Sheriffs' Education and Training Standards Commission. The CCBI Training Coordinator will document this training. (CALEA 1.3.12)

7. Use of Force Continuum (Sworn Only) (CALEA 1.3.4)

7.1. Force shall be any degree of control beyond mere restraint. The use of physical force shall be restricted to that amount of force that is reasonably necessary to affect a lawful arrest or in defense of self or others.

7.2. Restraint is defined as physically overpowering without striking or using weapons. Scuffling, holding, tackling, etc., may or may not be mere restraint depending upon the circumstances. Whenever doubt exists as to whether or not the level of restraint used constitutes use of force, the immediate Supervisor will be notified of the incident. It will then be the Supervisor's responsibility to determine whether the incident qualifies as use of force.

7.3. The following Use of Force Continuum is to be utilized in an escalating manner when feasible. The use of force initially utilized by a CCBI Agent should be at the lowest level reasonable to effect an arrest based upon the totality of the circumstances. CCBI Agents should enter the Use of Force Continuum at one level higher than the suspect enters Levels of

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Resistance under normal circumstances. The various levels of the Use of Force Continuum are as follows:

1. Agent's presence: The mere presence of uniformed officers, marked patrol vehicles, or a number of officers may be sufficient to prevent a Use of Force incident.
2. Verbal directive: Lawful commands in a firm and authoritative voice will often be sufficient to control the situation and avoid a Use of Force incident.
3. Soft empty hands control techniques are techniques that have a low probability of causing an injury and control can still be maintained over the subject.
4. OC Pepper Spray: Anytime a subject is sprayed with OC Pepper Spray, medical attention will be provided. (CALEA 1.3.5)
5. Hard empty hands control techniques are techniques that have a higher probability of causing an injury to the subject. (Striking with a fist, kicking, etc.)
6. Impact weapons: Impact weapons **are defined as** ~~may include a flashlight or any other~~ instrument used to strike a subject that have a likelihood of resulting in injury to the subject. Anytime an impact weapon is used medical attention will be provided. (CALEA 1.3.5)
7. Deadly force: The use of lethal or deadly force includes, but is not limited to, the use of a firearm or striking a subject with an impact weapon on areas such as the head, neck, clavicle, groin, or multiple strikes to organ areas.

7.4. An Agent may draw his/her weapon when the Agent has reasonable grounds to suspect that the use of deadly force may be necessary. The Agent may not need to be under immediate attack, but need only be reasonably apprehensive that a deadly force situation could occur.

8. Warning Shots (Sworn Only)

8.1. The discharge of a firearm in the performance of duty, outside of an official training capacity, may only occur when the requirements of N.C.G.S. § 15A-401(d)(2) have been met in regards to the use of deadly force. Anytime a firearm is discharged there is the potential for

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harm and/or property damage. As such, CCBI Agents shall not fire warning shots. (CALEA 1.3.3)

9. Use of Force Reporting

9.1. In any situation in which an Agent is required to use force against another person, or when a person is injured in any manner whether or not the injury is caused by the Agent, the Agent shall contact a Supervisor to come to the scene. If the circumstances make such action impractical, the Supervisor is to be contacted as soon as possible following the incident. It shall be the responsibility of the Agent to forward the report as required to the Office of Professional Standards and the Deputy Director of the Investigations Division. (CALEA 1.3.6(c)(d))

9.2. When an arresting Agent strikes or injures a person, he shall (1) complete an investigative report in CCBI's reporting system; (2) complete the appropriate Use of Force form with statement as soon as possible; (3) forward the Use of Force form to the Agent's immediate Supervisor for review and appropriate action; (4) Supervisor will forward form to the Deputy Director for Agent's assigned division for review and appropriate action; (5) Deputy Director will forward form to the Office of Professional Standards for review and any appropriate action; (6) Said documents will be filed in the Office of Professional Standards upon the above parties signing the Use of Force form acknowledging their review. The reports and statement shall be completed no later than the end of the shift during which the force was used. Off-duty Agents involved in use of force situations are subject to the same reporting procedures as on-duty Agents. Such use of force notifications shall be made to an on-duty Supervisor. The following are examples of situations where completion of the form is required:

1. An Agent points a gun at any person or discharges a weapon in the line of duty other than for training purposes. (CALEA 1.3.6(a))
2. An Agent exercising law enforcement authority uses force, which causes any apparent physical injury or death. (CALEA 1.3.6b)
3. An Agent exercising law enforcement authority uses any object, including flashlight, hand, fist, or foot to strike a blow, hold, or take down a subject or uses OC Spray. (CALEA 1.3.6c)

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4. An Agent exercising law enforcement authority uses force which in any way causes a subject to suffer a blow to the head, or a head injury or uses any degree of force as defined by this policy. (CALEA 1.3.6d)
5. Any action of hard empty hand control techniques, use of intermediate weapon, or deadly force.
6. Any CCBI sworn employee who engages in a vehicle pursuit.

9.3. When a subject in custody is accidentally injured, claims to have been injured or claims to be sick from the effects of a strike or blow from empty hands or intermediate weapon or from the effects of OC Pepper Spray, Agents shall notify their Supervisor immediately and prepare a memorandum about the incident. The report should be forwarded to the Deputy Director of that Agent's division and the Office of Professional Standards.

9.4. Any Agent who is responsible for the death or injury of any person shall immediately determine the physical condition of any injured person and render first aid, when appropriate. The Agent shall also: (1) notify the Telecommunicator of the incident, location, age and nature of injury of person; (2) request any necessary medical-aid, request assistance from the law enforcement agency that has jurisdiction, and request the presence of the on-duty Supervisor; (3) remain at the scene (unless injured) until the arrival of the Supervisor and; (4) protect his weapon for examination. (CALEA 1.3.5)

9.5. In all use of force incidents, it shall be the responsibility of the Supervisor to: (1) notify the Office of Professional Standards; (2) conduct an initial investigation; (3) attach a Supervisor's Investigative Report to the Agent's use of force report; (4) forward the reports to the Office of Professional Standards and the Deputy Director of that Agent's division. In the event an Agent is unable to complete the use of force report, his immediate Supervisor will have the responsibility for completing the paperwork.

9.6. The Supervisor shall also coordinate with and assist the law enforcement agency that has jurisdiction, and without delay, cause to be notified the Director, or his/her designees, the Office of Professional Standards, and the Deputy Director of the division the Agent is assigned.

9.7. The Director, without unnecessary delay, will notify the District Attorney of the Tenth Prosecutorial District.

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10. Use of Force Medical Attention Requirement

10.1. If, in an Agent's opinion, a prisoner needs medical attention, or if the Agent is in doubt as to the necessity of medical treatment for a subject, then EMS should be contacted. Medical attention should be sought for any subject on which OC Pepper Spray or Impact Weapons were utilized. EMS will be contacted in any situation in which Deadly Force was applied and any type of injury or death resulted.

11. Review of Use of Force Reports

11.1. All Use of Force reports and Supervisor's Investigative Reports in regards to Use of Force incidents will be submitted to the Office of Professional Standards. The Office of Professional Standards will conduct a parallel internal investigation to determine whether the incident was within the guidelines set forth in CCBI's Directives and Administrative Orders and Wake County's Policy and Procedures. The Office of Professional Standards will submit a detailed report of the findings to the Director. (CALEA 1.3.7)

12. Review of Use of Force Incidents

12.1. The Office of Professional Standards will conduct an annual analysis of all incidents of force involving CCBI personnel. This analysis will be documented in a written report and provided to the Director for review. (CALEA 1.3.13)

13. Administrative Use of Force Review

13.1. While acting in an official capacity, any employee involved in incidents resulting in death or serious injury shall be placed on administrative leave pending completion of the investigation conducted by the Office of Professional Standards. This leave shall be without loss of pay or benefits, pending the results of the investigation. The assignment to administrative leave shall not be interpreted to imply or indicate that the employee has acted improperly. While on administrative leave, the employee shall remain available at all times, should he/she be needed for official interviews and statements regarding the deadly force incident and shall be subject to recall to duty at any time. CCBI will make available post-incident counseling to employees involved in incidents resulting in death or serious injury. (CALEA 1.3.8)

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13.2. Upon returning to duty, the Director or his/her designee may assign the officer to administrative duty for a period of time, as deemed appropriate

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Revision History		
Effective Date	Version Number	Reason
January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP
February 2, 2014	3	Removed flashlight as example of impact weapon at recommendation of CALEA Assessor

CHAPTER 40: Law Enforcement Vehicle Operation

1. Purpose

To establish directives for the law enforcement operation of CCBI vehicles.

2. Policy

Sworn CCBI employees engaged in an authorized law enforcement function will operate CCBI vehicles in a safe and legal manner consistent with North Carolina General Statutes and applicable policies. Such operation shall be done with the utmost regard for the safety of the public at all times.

3. Responding Procedures

3.1. Vehicles operated by sworn Investigations Division personnel engaged in an official law enforcement function will be marked with reflective decals, equipped with flashing blue lights, four corner strobe lights and sirens and shall be operated in accordance with N.C.G.S. § 20-145 and N.C.G.S. § 20-156.

3.2. Only sworn CCBI employees may operate a CCBI vehicle in an emergency response manner as described in this Section.

3.3. The Director will have the discretion to exempt other sworn personnel from the marked vehicle requirement.

3.4. Employees should be aware that CCBI operates non-police certified four-wheel drive vehicles and therefore will not operate these vehicles in excess of fifteen (15) miles per hour over the posted speed limit at any time, including when emergency equipment is activated.

4. Specific Procedures (CALEA 41.2.1)

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4.1. Employees are required to weigh the nature and the gravity of any offense or situation, the external physical conditions, and determine that such emergency equipment activation can be accomplished with due regard for the safety of themselves and others.

4.2. The proper use of emergency equipment is essential to the safety of the officer and other motorists when responding to emergencies and when unusual conditions exist. Basically, the emergency equipment is used to call attention to an unusual act or condition, which presents a hazard to the safe operation and flow of vehicular and pedestrian traffic. N.C.G.S. § 20-157 requires a motorist, when being approached by an authorized emergency vehicle from any direction, to pull as far to the right as is practicable and to stop his vehicle for the purpose of yielding to the emergency vehicle. Concurrently, the laws of our state do not exempt the police officer or any driver of an authorized emergency vehicle from liability should he fail to drive with due regard for the safety of all persons, even though the emergency equipment (blue light and/or siren) may be in operation at the time.

4.3. Employees will not intentionally exceed the speed limit or deviate from the traffic laws normally applicable to non-emergency vehicles unless they are responding to an emergency.

4.4. It shall be the responsibility of any employee responding to a call or other situation requiring CCBI action to make the initial determination as to whether or not the situation calls for the emergency operation of a vehicle. Generally, emergency responses are limited to these situations involving an emergency or where there is an imminent threat to violence, danger, or personal injury.

4.5. Law enforcement agencies' requests for CCBI at crime scenes will not constitute a required emergency response. Generally, incidents involving non-violent misdemeanors and property damage and incidents of that nature would be excluded from those actually requiring or deserving an emergency response on the part of CCBI.

4.6. Any activation of emergency equipment, other than when used for visual safety purposes while stationary in the roadway, will be reported to the employee's Supervisor immediately. Any employee initiating emergency operations of a vehicle will immediately notify the telecommunicator and provide current location and destination or direction of travel as appropriate.

4.7. Vehicles engaged in emergency operations are required to use both blue light and siren. Any time either the blue light or siren has been discontinued, emergency operations will be terminated and all speed and traffic laws will be observed.

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4.8. It shall be the responsibility of any Supervisor to direct the responding CCBI member, through the telecommunicator, to cease emergency operations if it appears that the emergency operation is unwarranted or that the risk to the public by the emergency operation outweighs the risk of continuing the emergency operation.

4.9. Employees engaged in the emergency operation of a vehicle shall cease exceeding the speed limit and/or deviating from traffic laws normally applicable to non-emergency vehicles when:

1. A Supervisor directs an employee to terminate the emergency operations.
2. The employee learns that the emergency situation warranting emergency operation no longer exists or that other units have arrived on the scene in sufficient numbers to handle the situation.
3. Traffic, weather, visibility or other conditions increase the risk of danger to the public using the highways to such a degree that emergency operation are no longer authorized under the provisions of this policy.

4.10. Any activation of emergency equipment will be reported to the employee's Supervisor immediately through telecommunications.

4.11. Employees observing or witnessing a violation of State motor vehicle laws should contact a marked patrol vehicle of the jurisdiction where the violation occurred. The employee should provide that agency with the following: a) CCBI unit identification; b) location, speed and direction of travel of the vehicle; c) description and license plate number of the vehicle, if known; d) number and description of occupants in the vehicle, if known; e) reason for the request for the vehicle to be stopped. The only exception to this policy is a violation that presents an extreme emergency circumstance, whereby failure to take immediate action would result in clear and present danger to the safety of the public.

5. Pursuit of Motor Vehicles

5.1. CCBI sworn personnel may encounter the need to pursue a suspect vehicle during the course of their duties. While most CCBI vehicles possess blue lights and sirens, CCBI vehicles are not police certified vehicles in regards to the construction of the vehicles. Any sworn CCBI employee who engages in a pursuit is subject to the following provisions:

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1. Prior to engaging in the pursuit of a vehicle, the employee will weigh the benefit of apprehending the violator to the risk such a pursuit would impose on the public, the employee and the violator. The employee will consider the following:
 - A. Time of day
 - B. Weather conditions
 - C. Traffic conditions
 - D. Availability of additional police units
 - E. Visibility

Employees may only pursue an offender whom they have a reasonable belief has committed a violent person crime and may not be otherwise apprehended unless pursued.

CCBI employees may only engage in or initiate a vehicular pursuit when no patrol vehicle for the corresponding jurisdiction is present and/or available. A "no chase policy" on the part of the concurrent agency does not constitute the unavailability of a patrol vehicle for the purpose of this section.

The intent of this section is that a CCBI employee will only pursue a suspect vehicle to the extent necessary for the jurisdictional agency to make visual contact with the suspect vehicle.

CCBI employees may not join, assist or otherwise participate in an active vehicular pursuit by another law enforcement agency. (CALEA 41.2.2(a))

2. Employees observing an offender, as described above, will try to maintain visual surveillance of the vehicle without engaging in or initiating a pursuit when possible and can be done so in such a manner that the employee can maintain surveillance while observing all traffic laws, until such a time that a patrol vehicle can intercept the vehicle.

When surveillance of the suspect vehicle cannot be continued while observing applicable traffic laws, the employee may activate blue lights and sirens in accordance with North Carolina General Statutes to attempt to stop the vehicle and/or maintain surveillance of the vehicle.

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Employees engaging in a pursuit will contact the telecommunicator and provide the following information: a) CCBI unit identification; b) location, speed and direction of travel of the vehicle; c) description and license plate number of the vehicle, if known; d) number and description of occupants in the vehicle, if known; e) the offense for which the vehicle is being pursued; and f) the weather and traffic conditions present. This information will continue to be provided to the telecommunicator as appropriate as long as the pursuit continues.

No employee engaged in a vehicular pursuit may operate a CCBI vehicle in excess of 15 miles per hour of the posted speed limit. (CALEA 41.2.2(b))

3. No secondary CCBI unit may engage in the pursuit. (CALEA 41.2.2(c))
4. Only sworn CCBI employees operating appropriately equipped vehicles (blue lights and sirens) may engage in a vehicle pursuit. This includes marked and unmarked vehicles. (CALEA 41.2.2(d))
5. The telecommunicator will receive all communications from the CCBI employee and provide that information to the appropriate jurisdictional agency. Information relayed from the appropriate jurisdictional agency to the telecommunicator will be given to the pursuing employee. (CALEA 41.2.2(e))
6. The CCBI Investigations Supervisor will monitor all radio communications and consider all relevant factors surrounding the pursuit to determine the justification for the pursuit. Any CCBI Supervisor may order the cessation of a pursuit at any time and for any reason. (CALEA 41.2.2(f))

5.2. Termination of pursuits (CALEA 41.2.2(g))

5.2.1. A pursuit will be terminated for any of the following reasons:

1. At the discretion of the pursuing employee; or
2. At the direction of a CCBI Supervisor; or
3. The pursuing employee loses sight of the suspect vehicle; or

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4. The pursuing employee must travel in excess of 15 miles per hour of the posted speed limit to maintain visual of the suspect vehicle; or
5. A patrol unit of an agency with jurisdiction joins the pursuit; or
6. The employee is informed that the jurisdictional agency will not pursue.

5.2.2. At the point another patrol vehicle for any agency with jurisdiction joins the pursuit, the CCBI employee will disengage from the pursuit by notifying the telecommunicator, turning off the blue lights and siren, and obeying all applicable traffic laws. (CALEA 41.2.2(h))

5.2.3. Any CCBI employee who engaged in a vehicular pursuit will complete a Use of Force Report. The Office of Professional Standards will conduct an administrative review of each pursuit report submitted. (CALEA 41.2.2(i))

5.2.4. The Office of Professional Standards will conduct an annual documented analysis of all pursuits, **pursuit policies, and reporting procedures**. (CALEA 41.2.2(j,k))

6. Roadblocks and Forcible Stopping

6.1. CCBI employees will not engage in any roadblock and/or forcible stopping of any vehicle. (CALEA 41.2.3)

7. Traffic Enforcement Actions

7.1. It is the policy of CCBI that traffic enforcement is the responsibility of the municipal law enforcement agencies in Wake County and the North Carolina State Highway Patrol. CCBI will only conduct traffic enforcement when the violation is an imminent threat of serious injury and/or death to the general public.

7.2. Sworn CCBI employees may only conduct a traffic stop when they have a reasonable belief that the driver or an occupant has committed a violent person crime and may not be otherwise identified or apprehended or when a driver is operating a vehicle in such a manner as to cause an imminent threat of serious injury and/or death to him/herself or the general public.

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7.3. Upon conducting a traffic stop, Raleigh Communications shall be notified and provided with a description of the vehicle to include the vehicle license number, the number of occupants in the vehicle, and an exact location of the stop. The CCBI employee shall contact the municipal law enforcement agency with jurisdiction or the North Carolina State Highway Patrol to take enforcement action. The CCBI employee will provide their name, contact information, and a summary of the reasonable suspicion or probable cause for the vehicle stop to the responding law enforcement agency.

7.4. CCBI employees subpoenaed to court as a result of CCBI initiated traffic stops will respond to court as directed.

7.5. If the requested law enforcement agency is unwilling or unavailable to take enforcement action, the CCBI employee will notify his/her Supervisor and may take the appropriate enforcement action. The type of enforcement should be determined based upon the following factors:

1. The severity of the violation.
2. The potential danger to the public.
3. The likelihood that the violator will adhere to court requirements.
4. Known factors relative to the violator's traffic/criminal history.

7.6. Physical Arrest

Sworn CCBI employees physically arresting a violator will do so in accordance with applicable laws and the following.

- The CCBI employee will inform the violator that they are under arrest.
- The violator will be secured and searched.
- The CCBI employee will immediately notify his/her Supervisor.
- The municipal law enforcement agency or the Wake County Sheriff's Office will be contacted to transport the violator to CCBI's Criminal Identification Unit. Violators will not be transported in a CCBI vehicle.
- The CCBI employee will process the violator appropriately.
- The CCBI employee will document the incident in an investigative report. A copy of the citation or warrant, the arrest report, and a copy of the DCI driver's

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history will be forwarded to the employee's Supervisor to be stored in central records.

7.7. Citations

- The sworn CCBI employee will contact the municipal law enforcement agency with jurisdiction, the Wake County Sheriff's Office, or the North Carolina State Highway Patrol to obtain a citation.
- The CCBI employee will notify his/her Supervisor of the intent to issue the citation.
- The violator will be informed of the charge(s).
- If the charges require a mandatory court appearance, the violator will be informed of the date, time and location to appear both verbally and in writing.
- If the charges are waivable, the violator will be verbally informed of payment options, and the employee will explain the "Notice to Defendant" information located on the back of the violator's copy of the citation.
- The CCBI employee will document the incident in an investigative report. A copy of the citation and a copy of the DCI driver's history will be forwarded to the employee's Supervisor to be stored in central records.

7.8. Warnings

- The violator will be informed of the reason for the stop.
- The CCBI employee will notify his/her Supervisor of the traffic stop.
- The verbal warning and the circumstances of the violation and traffic stop will be documented in an investigative report.

8. Vehicle Stops (Sworn Only)

8.1. Location

8.1.1. The CCBI employee should choose the location for the vehicle stop carefully, taking time to effect the stop at a place where any available lighting and nearby cover may be utilized to the fullest advantage if necessary.

8.1.2. The CCBI employee should also consider the following in choosing a location for a vehicle stop:

- a. Traffic congestion; and

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- b. Pedestrians; and
- c. Road conditions and surrounding terrain, avoiding curves, hill crests, and intersections; and
- d. Visibility to oncoming or trailing traffic.

8.1.3. The use of private driveways or areas providing access to open business establishments should not be used for traffic stops unless absolutely necessary. When private property is used all possible measures will be taken to avoid inconvenience to property owners and patrons.

8.2. Communications

8.2.1. Employees making a traffic stop will inform the Raleigh Communications Center of the following:

- a. Unit identity and activity conducted.
- b. The location of the stop.
- c. Registration number plate including the state of issuance.
- d. Brief description of the vehicle, which may include make, model, color, year, number of occupants, and other particularly identifying information.

8.3. Emergency Equipment

8.3.1. CCBI employees should use emergency equipment (lights, siren, etc.) in a prudent, judicious manner when making traffic stops or unknown risk stops. CCBI employees initiating a high risk stop shall not clear the vehicle until another law enforcement unit has arrived to assist with the traffic stop.

8.4. Vehicle Positioning

- a. Traffic Stops: The CCBI vehicle should be at a distance of approximately 10-15 feet to the rear of the vehicle. Offset the CCBI vehicle approximately three feet to the left of the violator vehicle. The front wheels should be turned sharply to the left.
- b. Unknown Risk and High Risk Stops: CCBI employees shall allow a greater distance between his/her vehicle and the violator's than what is required for a routine traffic stop. When possible, the front of the CCBI vehicle will be pulled slightly to the left of the violator's vehicle.

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8.5. Approaching the violator

8.5.1. When approaching the stopped vehicle involving a traffic or unknown risk stop, CCBI employees are to exercise caution, bearing in mind the potential dangers from both a violator and existing traffic flow. CCBI employees are encouraged to employ all necessary tactics that will ensure officer safety and the accomplishment of a law enforcement task:

- a. CCBI employees should check the trunk lid, rear window, rear seat and floorboard as they approach the violator.
- b. Stop slightly to the rear of the front door or rear door post.

8.5.2. Should any occupants of the vehicle exit before the officer has made his/her approach, have that person get back into the vehicle before attempting the approach.

8.5.3. In High Risk stops, CCBI employees shall not clear a vehicle until another law enforcement vehicle and officer is present to assist. The vehicle will be cleared in the following manner:

- a. CCBI employees will seek cover behind a portion of the vehicle that provides reasonable protection.
- b. The contact law enforcement officer will give commands to vehicle occupants via the PA system. Each person will be given instructions as to how he/she is to exit the vehicle, where to go, and placed and to remain in a prone or kneeling position. Instructions shall be given clearly and slowly. The contact officer will give instructions to only one person at a time.
- c. The contact officer will continue to keep visual contact with the occupants of the vehicle with his/her weapon drawn.
- d. After each known occupant is secured (handcuffed), the contact officer will make another challenge toward the vehicle (in the event someone is hiding in the vehicle). If no one else is detected, officers may approach the vehicle keeping in mind the uncertainty of other occupants being in the vehicle.

9. DWI Procedures (Sworn Only)

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9.1. If a DWI violator is stopped by a CCBI employee, the employee should attempt to contact the law enforcement agency with jurisdiction or the North Carolina Highway Patrol to process the violator.

9.2. The CCBI employee arresting a DWI violator should document all evidence for and against the suspected impaired driver. The CCBI employee will complete an investigative report. The administration of evidentiary breath/blood test will be conducted in accordance with N.C.G.S. § 20-16.2 and § 20-139.1.

9.3. A person arrested for DWI will not be transported in a CCBI vehicle. The CCBI employee should contact the municipal law enforcement agency for that jurisdiction or the Wake County Sheriff's Office for transport. The arrestee should be monitored by law enforcement while in custody.

9.4. When an impaired driver is arrested for DWI, the vehicle driven by the suspect may be left at the scene of arrest if properly parked and the owner/driver requests that it be left there. If the vehicle is improperly parked or is in an unsafe position, the law enforcement agency with jurisdiction should be contacted and request made for a rotation wrecker. The status of the arrestee's vehicle will be documented in the investigative report.

9.5. The conditions for the release or incarceration of persons arrested for DWI is the responsibility of the judicial official conducting initial appearance. The criminal procedures for handling such persons are set out in N.C.G.S. § 15A-534.2.

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Revision History		
Effective Date	Version Number	Reason
January 24, 2011	1	New SOP structure
July 12, 2013	2	Restructure and reorganization of SOP
February 2, 2014	3	Addition to 5.2.4. per CALEA changes

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