

**PRINCE WILLIAM COUNTY POLICE DEPARTMENT
MANUAL OF GENERAL ORDERS**

General Order: 1.04	Effective: 05/26/2020	Supersedes: 12/18/2017	Number of Pages: 2
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DEPARTMENTAL ORGANIZATION: COMMUNITY RELATIONS

- A. The purpose of this order is to state the Department's commitment to establishing and maintaining good relations with the citizens of Prince William County and to set guidelines for the conduct of Department personnel in their contacts with the public. Additionally, the Department is committed to enhancing the quality of life of the citizens and business community by providing exceptional police services through a shared responsibility with the public.
- B. Community relations are based upon the principle that in a democratic society the Police are an integral and indivisible element of the public they serve. Community relations are manifested by positive interaction between the people and the Police and represent their unity and common purpose. Maintaining community trust is paramount in an effort for the Department to accomplish its mission.
- C. The Department must strive for the establishment of a climate in which a member may perform their duties with the acceptance, understanding, and approval of the public. Additionally, the willing and practiced participation of the people in enforcing the law is essential for the preservation of peace in the community.
- D. In dealing with people, each member must attempt to make their contact one which inspires respect for themselves as an individual and professional, and one which generates the cooperation and approval of the public. While entitled to their personal beliefs, a member cannot allow their individual feelings or prejudices to enter into public contacts. However, since a member's prejudices may be subconsciously manifested, it is incumbent upon them to strive for the elimination of attitudes that might impair their impartiality and effectiveness.
- E. The Prince William County Police Department is committed to establishing close ties with and responding to the needs of the community. Any actions, practices or attitudes that contribute unnecessarily to community tensions and grievances will be reviewed for changes.
- F. All members shall conform to the following standards when dealing with the public:
 - 1. Shall be fair, impartial, patient and courteous.
 - 2. Shall use respectful forms of address to all persons, regardless of their lifestyle.
 - 3. Shall refrain from harsh, profane, or insolent language.
 - 4. Shall not use racial or ethnic slurs.
 - 5. Shall not display bias towards any person on the basis of race, sex, religious preference, or lifestyle.

6. Shall aid and/or assist persons within the County whenever such aid or assistance appears to be called for and is not in conflict with the general principles of law enforcement or in violation of legal statutes or Departmental rules and regulations.
- G. The responsibility for achieving and maintaining the Department's community relations objectives requires the participation, enthusiasm, and skills of all members.
1. Whenever members identify community relations concerns that cannot otherwise be investigated and resolved through normal activities (such as District, Bureau, or unit-level follow-up), the information will be forwarded to the Supervisor of the Community Engagement Section.
 2. The Community Engagement Section will coordinate an appropriate response with other departmental units and will inform the Chief of Police and other necessary personnel of the concern, its impact on law enforcement activities, the Department's response, and any progress made in resolving the issue.