

STATEMENT FROM THE CHIEF

The intent of this policy and procedures manual is to give each and every member of the Department guidance in how they ideally should perform their duties. However, seldom is every situation “ideal” nor will any policy manual ever cover every conceivable situation or circumstance that an employee may experience in this profession. It is simply a tool to help guide you in the most common of circumstances. When an employee is in doubt about what to do and it is not mentioned in this manual, I would encourage the employee to first seek the advice and expertise of a supervisor whenever possible, but more importantly, allow your common sense to dictate your actions. Seldom when you come from a place of trying to “*Do the Right Thing*” will your intuition fail you or your performance fall short of expectations of this agency. Strive to consistently *do the right thing*.

I believe it is imperative that employees understand that not every situation they come across will turn out perfectly or free of criticism, nor is it expected. But we have an obligation when we choose this profession to perform our jobs in such a way that we maintain public confidence and trust. Achieving these two important goals will stem from consistency and fairness in how we approach our duties. We are given a great responsibility and authority over others when we accept the privilege of wearing a badge, so we should work diligently to never be perceived as abusing that power entrusted to us by the public. I believe the following quote from Calvin Coolidge speaks best to that topic.

“No one is compelled to choose the profession of police officer, but having chosen it, everyone is obligated to perform its duties and live up to the high standards of its requirements.” ~ Calvin Coolidge

It is an expectation and requirement that members of this Department be familiar with this manual and to review it often, staying abreast of updates and changes that may occur from time to time. We have an obligation to this profession and to our Community to perform our duties in such a way that meets the elements of “best practices” within our chosen profession. One goal of this manual is to encompass a compilation of those current practices and apply them to our unique and diverse western culture. We are a value-centered organization and need to tailor our policing styles to the values and traditions that our Community hold sacred by utilizing community-oriented policing principles to solve problems, not create them.

Additionally, there are a number of guiding philosophies that I have attempted to instill in each of you as you go forth and perform one of the most difficult jobs there is. I firmly believe if we will read these philosophies and revisit them often, many of the challenges we face each day will have greater clarity and help guide our actions to a successful outcome and you will find your job to be a rewarding one.

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Philosophies for Success at the Jackson Police Department

- Do the right thing for the right reasons.
- Leadership comes from everyone regardless of rank.
- Be a problem solver. Bring creativity to your policing solutions. Understand that arresting people is but one tool for gaining compliance and is not always the best option given the circumstances, but may be necessary in others.
- The “US” against “THEM” mentality does not work and has no place in our Department.
- Be respectful to everyone.
- Check a bad attitude at the door. Do not make your bad day someone else’s.
- Go the extra mile to help someone in their time of need, be selfless.
- Do not leave problems for other team members to fix when you could have done something more to help resolve the matter. It is your job, share in the responsibility of solutions.
- Be part of the solution...not part of the problem. Be actively involved in the agency and its functions and volunteer within the department and the community when you can.
- Have a sense of humor, enjoy your job and public service, what you do matters.
- Assume positive intentionality in others first unless proven otherwise.
- Represent our agency well, both on and off-duty. Set the example for others to follow, obey the law if you expect others to do the same.
- Follow the chain of command. Do not supervisor shop for the answer you want rather than the answer you get.
- Solve problems at the lowest level you feasibly can. Prevent problems from growing when the opportunity presents itself to do so. Communication is often the key to success in this area.
- Don’t cut corners to solve problems...do it the right way the first time. Do things the way you were trained to do them and do them consistently.
- Take responsibility for the things that go right, as well as the things that go wrong.
- When you come to a supervisor with a problem, bring a solution to the table for consideration.
- Be a good listener first. Seek first to understand before being understood.
- Spend more time talking to people than about them.
- Consider the ideas of others and see the value in them, there is more than your way to do things.
- Take responsibility for your own happiness and success.
- Strive to positively impact the department and those around you. Embrace the opportunities to find the positive ...regardless of rank.
- Great organizations support their people on their journey to success...but also hold their people accountable when they choose to ignore the rules. To do one without the others is not true leadership, but a path of least resistance. Expect to be supported, expect to be held accountable. We are all human and may falter from time to time. If called on it, accept the ramifications and responsibility. Fix the problem as best you can, then move on.
- Take time to acknowledge the great work that we do. The effort is worthwhile.
- Stay safe so you go home to your family, but do it with the utmost of dignity, respect and professionalism.

Chief Todd Smith