

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

Training Division

1. Training division nomenclature
 - a. Academy
 - b. Emergency Vehicle Operations Course (EVOC)
 - c. Field Training Unit (FTU / FTO)
 - d. Advanced Officer Training (AOT / In-Service Training)
2. Academy
 - a. Recruit Training
 - b. CSO Academy
3. Field Training
 - a. Management of FTO's
 - b. Post Academy Transition
 - c. Phase Training Operations
 - d. Academy Prep Course
4. EVOC
 - a. Recruit Vehicle Training
 - b. In-Service Vehicle Training
 - c. City Employee Training
5. Advanced Officer Training
 - a. Continued Professional Training
 - b. POST Compliance
 - c. Research and Development
 - d. Supplemental Training
 - e. Team Training
 - f. Returning SPD Officers
 - g. Training Records Requests
 - h. Yearly Defensive Tactics Training
 - i. Firearms, Less Lethal, Chemical Agents Training
 - j. Road Show Training
 - k. Blue Team Training Review Process
6. AOT Staffing
 - a. Sergeant
 - b. AOT Staff
 - c. Range Master
 - d. Coordinator
 - e. PC-II Civilian Staff
7. Areas of Focus
 - a. In Service Training Directive
 - i. Consistent Training
 - ii. Building Blocks
 - iii. Critical Decision Making
 - iv. Timely Training
 - v. Relevant Training
 - vi. Engaging Training

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

- vii. Debrief Process Emphasis
- 8. Continuing Professional Training (CPT) Development
 - a. POST mandates and cycles
 - b. Trends (best practices / training deficiencies / exemplary performance)
 - c. Management directives
 - d. Case law (SB-2 / SB-230)
 - e. Requests (MCIU)
 - f. Areas of interest (Sovereign Citizens)
 - g. Defensive Tactics 10-hr
 - h. Research and development
 - i. Products / Services
 - ii. Uniforms and accessories
 - iii. Other
 - i. Road shows
 - j. Rollcall training
 - i. Collaborate with Professional Standards Unit (PSU)
 - k. Research and development
 - l. Training records
 - i. Internal Affairs (IA)
 - ii. City Attorney's Office (CAO)
 - iii. Public Records Request (PRA)
 - iv. Officer requests
 - v. Transparency Page
 - 1. Expanded Course Outlines (ECOs)
 - m. Returning officers
 - i. IOD
 - ii. Leave of absence
 - iii. Rehire
 - iv. Administrative leave
 - v. Released - Arbitrated return
 - 1. 3+ years - Academy
- 9. Training Curriculum Process
 - a. Consistent with other training units / specialty units (SWAT) / outside agencies
 - b. Building blocks from year to year
 - c. Perishable skills
 - i. Range
 - ii. Defensive Tactics
 - iii. All other pertinent training
 - d. Case law
 - e. Senate bills
 - f. Assembly bills
 - g. Regional and national best practices
 - i. Trends
 - 1. Positive
 - 2. Negative
 - ii. Politics

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

- h. Blue-Team Process
 - i. Process as it pertains to Sergeants
 - ii. Routing
 - iii. Consistent with training
 - iv. Inconsistent with training
 - v. Trends
 - vi. Blue-Team Training Review
 - 1. Old process
 - 2. New process
 - vii. Blue-Team Review Board
 - 1. Staffing
 - 2. Old process
 - 3. Proposed new process
 - a. CPT mandate
 - b. AOT training review process
- i. Supplemental training
 - i. Process / 262 form
 - ii. Consistent with other training units

Air Ops/Unmanned Aerial Systems (UAS)

- 1. UAS vs. Drone
 - a. What is a UAS
 - b. What Agencies have programs
 - c. Mission specifics
 - d. Equipment for mission types
- 2. FAA information
 - a. COAS
 - b. Part 107
 - c. UAS Laws
 - d. Search Warrants
 - e. Policy
 - f. FAA Enforcement
- 3. Visual Observer
 - a. What's a visual observer
 - b. Roles and Duties
 - c. Sterile cockpit
- 4. Capabilities / Limitations
 - a. Airdata
 - b. Fly / No Fly
 - c. Equipment types
 - d. Batteries
- 5. Statistics
- 6. Crewed aviation
 - a. Make up of team
 - b. Hours of operation

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

- c. Equipment capabilities
 - d. Outside agencies
- 7. Mission sets
 - a. Pursuits
 - b. Response
 - c. Capabilities examples
- 8. Call-outs
 - a. UAS call-out vs. Air
 - b. SPD air vs. CHP air call-out
- 9. When Can a Sergeant Request UAS/Air?
 - a. Considerations?
 - b. Policy?

K9/Perimeters/Foot Pursuits

- 1. Staffing
 - a. K9s hours /workdays
 - b. Outside agencies
 - c. SKIDDS and on call
 - d. Area of focus (dual purpose/single purpose K9s)
- 2. Deployment guidelines
 - a. Scenarios
 - b. Communicate contingencies with units and K9
 - c. Question and answer
- 3. General orders
- 4. Deployment considerations
- 5. Officer Safety
 - a. Foot pursuits
 - b. Perimeters
 - c. When to C10
- 6. Use of K9 and Tactics
 - a. Find and Bark vs. Find and Bite
 - b. Different agency policy (Same page)
- 7. Post apprehension protocol
- 8. Accidental bites
- 9. Closing
 - a. Question and answers
 - b. Contact info

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

Rapidly Evolving & Violent Felony Events

1. Tactical Review:
 - a. Topics/ Exercises
 - i. Judgment and decision-making
 - ii. Leadership
 - iii. Delegation of assignments and responsibility
 - iv. Scene management
 - v. Safety guidelines and orientation
 - vi. Tactical Considerations
 - vii. Locate*Isolate*Evacuation*Resolve
 - viii. Implementation and purpose of establishing reactive authority
 - ix. Formation of arrest teams.
 - x. Incorporation of less lethal tools
 - xi. De-escalation and negotiation techniques.
 - xii. Definition and implementation of combined less lethal
 - xiii. Aerial Assets
 - xiv. Arrest Teams and responsibilities
 - xv. 835a PC/Use of Force policy
 - xvi. Use of force considerations
 - xvii. Legal obligations
 - xviii. Case law review
 - xix. Moral obligations
2. Reality-based Group Discussion / Scenarios (3-hours)
 - a. Location: Classroom
 - b. 1300-1330 hours:
 - i. Instructor's introduction and class introduction
 - ii. Explanation of class concept and goals (Lab & Discussion vs Lecture)
 - iii. Student participation exercise. "What is your incident question?"
 - c. 1330-1400 hours:
 - i. Discussion #1 – Supervisor role and policy review
 1. Incident definition
 2. Review of CDM / Department Mission
 3. Legal and ethical authority.
 4. Supervisor responsibility
 5. Review of Locate – Isolate – Evacuate – Resolve (LIER)
 6. Contingency Planning
 7. Team assignments
 8. De-escalation, and immediate action assignments (C.N.T. while you CNT!)
 - ii. Related Exercise – Students will offer debrief of experiences and learning points in critical incidents they have been involved in related to the topic.
 - iii. Introduction of Dobson's Four T's - -Type*Tempo*Tools*Tactics*
 - iv. Discussion # 2 – Types of Incidents
 1. Vehicle Pursuits
 2. Foot Pursuits

Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025

3. Barricaded
4. High risk searches interior and exterior
5. Armed DV / Armed 245 PC
6. Cover calls and fights
- v. Related Exercise – Students will be assigned an incident type and describe an example and issues related to the event. Discussion will follow
- vi. Discussion # 2 – Tempo “Set the pace”
 1. Control the tempo
 2. Slow when needed
 3. Expedite decisions when needed
 4. Prioritize and execute
 5. Prepare for contingencies
 6. Eliminate unnecessary exigencies
 7. Create “pause pockets” for investigation
 8. Allow resources (and options) to deploy
 9. Re-focus your Officer’s mission
- vii. Related Exercise – Students offered examples of an incident’s pace. They will offer if they would slow things down or prompt decisive action. an incident type and describe an example and issues related to the event. Discussion will follow
- viii. Discussion # 3 – Tools “Resources for you”
 1. Individual Officer
 - a. Rifle/ Pistol – Lethal
 - b. Taser
 - c. Bean Bag Shotgun
 - d. Pepper spray
 - e. Baton
 - f. Impact weapons
 - g. Max -restraints
 - h. Verbal command presence
 2. Team equipment
 - a. 40 mm
 - b. Shield
 - c. Rifle shield (Sergeant’s cars)
 - d. Pepperball
 - e. The WRAP
 3. Specialty equipment (patrol availability but requires request / deployment time)
 - a. Bearcat
 - b. UAS
 - c. On-duty CNT officer
 - d. Air assets (Sac PD vs Regional)
 - e. K9
 - f. Pepperball glass-breakers
 - g. Distraction devices
- ix. Related Exercise – Instructor and students will discuss each tool listed above and its potential use as it relates to resolving felony in progress incidents.

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

Instructor will engage students in group activity in which the students will visually approximate the range and effectiveness of less lethal equipment.

- x. Discussion #4– Tactics “Intelligence Determines Tactics”
 - 1. Preparation
 - 2. Plan/Formation
 - 3. Communication (Command and Control)
 - 4. De-escalation and Negotiation Tactics
 - 5. Less Lethal Deployment
 - 6. Combined less lethal (formerly known as Overwhelming less lethal)
 - 7. Lethal Force Considerations
 - 8. Reactive authority
 - 9. Emergency Action
 - 10. Legal considerations
 - 11. Safety considerations
 - 12. Ethical considerations
 - 13. Debrief “getting better”
 - 14. Training “correcting deficiencies”
- xi. Related Exercises – Definitions and examples of the above tactics will be discussed.
- xii. Small group learning #1– Vehicle based scenario “Pursuit Termination”
- xiii. Small group learning #2– Residential based scenario “DV ShotSpotter”
- xiv. Small group learning #3– Active 245 scenarios “Armed mentally ill”
- xv. Small group learning #4– Shots fired scenario “245 PC shooting with suspect outstanding”
 - 1. Student groups will be presented with a tabletop scenario they will break down the issues and give options on appropriate courses of action. Feedback will be provided by instructor and other groups.

Field Training Unit

- 1. Course Description: To ensure that new Patrol Sergeants are aligned with the Field Training Unit. Together, both can guide, mentor, and facilitate training to give newly hired employees a greater opportunity for success. The goal is to establish checks and balances through clearly identified expectations and holding the trainers and trainees accountable when expectations aren’t met.
- 2. Representative Methods of Evaluation:
 - a. Lecture
 - b. Class participation
 - c. Q & A Session

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

Public Information Office (PIO)

1. PIO Team
2. What We Do
 - a. Public Facing Information, Internal Communication
 - b. Media Inquiries, Coordinate with WC's & Sergeants
 - i. How we communicate with media
 - ii. As soon as practical
 - c. On camera interviews, statements
 - d. Crisis Communication, News Releases
 - e. Social Media, Strategic Communication
 - i. What we share/why we hold back
 - ii. Various platforms/demographics
 - iii. We want public to follow us for current & accurate info
 - f. Our Job: Highlight everyone's hard work
3. When/How to Reach Us
 - a. PIO Main line
 - b. Typically, WC alerts us, often media
 - c. Homicides, MCIU, OIS, ICD, Large-Scale/Evolving Events
 - i. Traffic tweets / X posts
 - d. High profile arrests or public interest stories
 - e. Contact process: WC → Comm Center → PIO
 - f. MP's & Media Blasts: What we need to know
 - i. Name, age, height/weight, hair/eye color, clothing, location, parental/guardian consent
 - ii. Not everything warrants a media blast. Why?
4. Strategic Messaging/Procedures
 - a. Gov't Code 6254(f): Release only legal and appropriate info
 - b. Media Access: Public Areas only, scenes may be restricted
 - c. PIO ensures Consistent & Timely Messaging
5. Best Practices
 - a. Refer all media inquiries to PIO
 - b. Don't speculate, even "Off the record"
 - c. Shall not block media's access, unless
 - i. Access poses threat/public safety risk
 - ii. Crime scene
 - iii. Police facilities
 - iv. PC 409.5
 - d. Alert PIO of Any media personnel issues
 - i. If media detained
 - e. Assume cameras are always on, behavior on scene
 - i. Public perception/B-roll
 - f. Video request procedure
6. Get Involved / Q&A
 - a. Send us positive stories, community wins, awards, team photos, etc.
 - b. TDY opportunities
 - c. Q&A

Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025

Admin Duties

1. Learning Need
 - a. Police Sergeants must have a general understanding of what administrative duties are expected of them. The lecture will give expectations and guidance on common duties associated with the position of Patrol Sergeant.

Communications Center

1. Learning Need
 - a. Police sergeants must have a general understanding of Dispatch Operations to ensure they are adequately managing the workload and ensuring calls for service are being dispatched as quickly as possible. The facilitated discussion assists newly promoted sergeants with gaining a better understanding of the types of situations field supervisors are responsible for acknowledging and/or addressing, the policies that govern dispatch criteria, radio communications guidelines, and critical incident management.

Customer Service for Police Supervisors

1. Introductions
 - a. Names, experience, assignments, etc.
 - b. Reason for the class
 - i. No previous customer service specific training for law enforcement
 - ii. No clearly defined expectations for service delivery for police officers
 - iii. No industry standards for resolving field complaints
 - c. Expectations
 - i. Participate
 - ii. Give Feedback
2. The Service Mindset
 - a. Define: What is Customer Service
 - i. Customer service is identifying the needs of the customer and meeting those needs
 1. Does not mean the customer is always right
 - a. The customer is always right in that they have needs
 - ii. Customer service requires a mindset supported by actions
 1. *Start with Why*, the golden circle.
 - a. The purpose behind what we do is service
 - b. What we do and how we do it only supports our purpose of serving
 - i. Nothing about public service conflicts with tactics, officer safety, enforcing the law, etc. – These represent the HOW in the golden circle.
 - b. Mindset
 - i. Customer service = Service
 1. We are here to serve

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

2. How we serve and what we do to serve only support our purpose – TO SERVE
- c. Customer service in the private sector
 - i. What are their goals and outcomes?
 1. Obtain new customers
 2. Keep their customers happy
 3. Keep their customers loyal
 - ii. How do they treat and value their customers?
 1. Private companies need their customers
 2. Private companies strive to develop positive customer experiences to build relationships with customers to develop loyalty.
 - iii. What happens when private companies do not treat their customers well?
 1. They lose customers
- d. Customer service in the public sector
 - i. What are their goals and outcomes?
 1. The public is utilizing a government service
 - a. Monopoly on service
 - b. No Competition
 - ii. How do they treat and value their customers?
 1. The customers need the public sector employee, not the other way around...
 - iii. What happens when public entities do not treat their customers well?
 1. Individual employee
 - a. Negative energy
 - b. Complaints
 - c. Reputation
 - d. Morale
 2. Team
 - a. Spread of negative energy
 - b. Others mirror behavior
 - c. Lower morale
 3. Organization
 - a. Reputation diminishes
 - b. Demands for oversight
 4. Profession
 - a. Affects legitimacy
 - b. Diminishes trust
 - c. Calls for reform
 - iv. Who are police customers?
 1. Direct customers
 2. Indirect customers
 - v. What are our goals and outcomes?
 1. How do we treat and value our customers?
 2. What happens when we don't treat our customers well?
 3. Can we apply private sector principles to the public sector?
3. Building Teams

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

- a. Set customer service expectations
 - i. What can we learn from the private sector?
 - 1. Principles of customer service
 - a. Start with Why (the Golden Circle)
 - b. There's no such thing as customers in the plural, rather there's just one customer: The one who's being served right now.
 - c. Find a way to say yes when you have to say no. Create alternative affirmative responses.
 - d. Anticipate your customer's needs to build an emotional bond.
 - e. Create a predictably positive experience. This will build trust.
 - f. You can't be all things to all people, but all people will appreciate it when you level with them. It's a sign of maturity and integrity.
 - g. Customers tend to compare their service experiences across industries
 - h. Customer service is truly about a customer experience
 - i. People remember the emotion attached to an experience long after they remember what was done or not done for them.
 - i. Not everyone wants hyper personal interactions
 - j. Research shows that service far above and beyond expectations results in only moderate improvements in loyalty and satisfaction.
 - ii. How do customer service principles apply to police work?
 - iii. Why does this apply to police work?
 - iv. What do we gain with good customer service?
 - 1. At the personal level
 - 2. At the organizational level
 - 3. At the professional level
 - ii. How do customer service principles apply to police work?
 - iii. Why does this apply to police work?
 - iv. What do we gain with good customer service?
 - 1. At the personal level
 - 2. At the organizational level
 - 3. At the professional level
- b. Support Forward Facing Employees
 - i. These are the people who are making the connections with our customers
 - ii. Trust in the police is not built at the management level. It is built in the everyday direct and indirect interactions with our customers.
 - iii. They need clearly defined, simple goals.
 - 1. Everything should revolve around our why.
 - 2. Need constant feedback on their contributions to the goals.
 - 3. They need fuel for their inspiration.
 - iv. Forward facing employees need mentorship.
 - 1. Need to be inspired.
 - 2. Need to know their purpose.
 - 3. Need to know they matter.
 - 4. Need to know they are safe.
 - v. Give time and tools
 - 1. We are damaging customer relations with brevity
 - 2. We cannot control the calls that come in, only how we handle the calls we go to.

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

3. Protect your officers from the stress of the radio and each other.
 - a. How does “beat integrity affect our customer relationships”?
 - b. How does sharing “paper” affect co-worker relationships?
 - c. How does taking care of shared equipment affect our relationships
- vi. Set Priorities - SERVE
 1. Take care of each other
 - a. When you take care of your team, you build morale and inspire your team to take care of customers
 - b. Ensures that the focus of the team is on customers
 - c. Creates a safe environment for co-workers to work toward the common goal of serving
 2. Customers
 - a. Customers matter
 - b. Build relationships
 3. Community
 - a. The community is just a collection of customers
- c. Messaging and Praise
 - i. You need simple goals for your team
 1. Typically, three goals is the maximum you can accomplish
 - ii. Everything you message should come back to your WHY
 - iii. Praise is essential
 1. Affirms behavior
 2. Affirms relationships
 - a. Your people matter
4. Resolving complaints
 - a. 914E
 - i. What is a 914E?
 - ii. What is the goal of a 914E?
 - iii. What can YOU do to meet the customer’s needs?
 - iv. What can you do to also support your team?
 - v. How does what you do reflect upon the organization?
 - b. 914S
 - i. What is a 914S?
 - ii. What is the goal of a 914S?
 - iii. What can YOU do to meet the customer’s needs?
 - iv. What can you do to also support your team?
 - c. Implementing customer service techniques:
 - i. Mindset
 1. Look for opportunities to serve
 - ii. The process
 1. Introduction
 - a. Introduce yourself by name and agency
 - b. “Police, we’re here to help.”
 2. During the body of the call:
 - a. Active listening/procedural justice

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

- b. Find out what the “customer’s” expectations are and meet those expectations
 - i. The customer isn’t always right; however, instead of saying no, find an alternative to no. Try to get to a “yes”
 - c. Create an emotional experience between you and your customer when you can. Customers remember emotions much longer than they remember facts or outcomes.
 - i. A positive emotion outweighs a negative outcome
 - d. Be genuine and authentic
 - 3. The conclusion
 - a. “Do you have any questions that I can answer for you before I go?”
 - b. “Is there anything else that we can do for you before we leave?”
 - c. Thank you for calling us
 - d. If you need us, we’re just a phone call away
- 5. Conclusion
 - a. Have a servant mindset
 - b. Take care of our people so they can take care of our customers
 - c. Use the process

PSU/FIT/Blue Team Entries

- 1. Course Title
 - a. Introduction to the Force Investigation Team for Police Supervisors
- 2. Course Description
 - a. This course provides new police supervisors with a comprehensive introduction to the Force Investigation Team (FIT), its mission, structure, and the critical role it plays in maintaining accountability, transparency, and integrity in use of force investigations. Designed to orient frontline supervisors to FIT's responsibilities, the class will examine how FIT operates in parallel with patrol functions, the legal and policy framework guiding investigations, and the collaborative role of sergeants in supporting FIT responses.
 - b. Participants will gain insights into how FIT evaluates serious use of force incidents, including officer-involved shootings, in-custody deaths, and serious bodily injury UOF incidents.
- 3. Target Audience
 - a. This course is intended for newly promoted sergeants, those in acting sergeant roles, or those seeking promotion with the Sacramento Police Department.
- 4. Prerequisites
 - a. Acceptance to the TOPS program.
- 5. Course Duration
 - a. 1 hour.
- 6. Course Topics
 - a. Overview of FIT
 - i. Brief history and purpose

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

- ii. Department policy and legislative mandates
 - iii. FIT vs. IAD vs. Homicide
 - b. Types of Incidents Investigated
 - i. Officer-Involved Shootings
 - ii. In-Custody Deaths
 - iii. Serious Bodily Injury UOF
 - c. Patrol Sergeant Responsibilities
 - i. FIT call-out Briefing
 - d. FIT Activation and Response Process
 - i. Who activates FIT and how
 - ii. Arrival protocol and team composition
 - iii. Role of the watch commander
 - e. FIT Investigative Process
 - i. Response and walkthroughs
 - ii. Coordination with OPSA and CAO
 - iii. Monitor/review of officer interviews
 - iv. Timeline for investigative milestones
 - f. Use of Force Review Board Process
 - i. Voting board composition
 - ii. Case review process
 - iii. Potential dispositions and recommendations
- 7. Assessment Method
 - a. Participants will not be formally tested through written exams. Instead, understanding and application of course content will be assessed through participant discussion and informal knowledge checks.
- 8. Instructional Materials
 - a. This course utilizes multimedia resources to support learning and engagement.
- 9. Technology Requirements
 - a. To effectively deliver and participate in this course, the following technology and materials are recommended:
 - b. For the instructor:
 - i. Projector and screen for presenting slides
 - ii. Laptop with HDMI or other compatible connection (provided by instructor)
 - c. For participants:
 - i. Laptop (recommended): for viewing digital policy documents and department forms
 - ii. Notebook and pen (required): for taking notes
 - d. Instructor Information
 - i. This class is instructed by members of the Force Investigation Team (FIT).

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

IMPACT

1. Introductions
 - a. Teams
2. Rapid Response Assignments
 - a. Zones
3. Incident Management Team
 - a. Dashboards
 - b. Outreach
 - c. Compliance and Enforcement
 - d. Cleanup
4. Homeless Camp postings
5. Critical Infrastructure List
6. Court cases
 - a. Martin v. Boise
 - b. City of Grants Pass v. Johnson
7. DCR for Resources
 - a. 211 vs 311
8. Unlawful Camping Enforcement Guidelines
9. Questions?

Personnel/Risk Management

1. Each pay period, there are many unapproved timesheets, timesheets that have been entered incorrectly, or timesheets with no time at all. All of these issues slow down payroll processing. As a supervisor, it is essential for you to review and approve timesheets accurately. Please review the information listed below to help with the approval process.
 - a. Review Employee Timesheet Entries:
 - i. Go through the timesheets for each team member and make sure to verify the following:
 1. Hours worked: Ensure your employee has 80 hours of “regular” time entered. This would include REG, VAC, SICK, CTO used, etc.
 2. Overtime: Check to see that overtime is entered correctly with the correct time reporting code and program code.
 - a. Please note that employees required to work in excess of their regularly scheduled shift or more than forty (40) hours per workweek shall be compensated at the rate of one and one-half (1.5) times their regular rate of pay. All paid time shall count as time worked for the purposes of calculating overtime except for sick leave. If sick time is taken during the same workweek as an overtime shift, the employee will receive their regular rate of pay, unless it’s court overtime, supplemental overtime, shift holdover, or a call back shift.
 3. Comp Time: Employees should use the time reporting codes CTO (Comp Time Used) or CTETC (Comp Time Earned) in eCAPS. They should not use CTNA or CTPA as these are only for use by City Payroll staff.
 - b. Address Discrepancies:

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

- i. If there are any discrepancies, please reach out to the employee directly to clarify and/or adjust the timesheet before approving it.
- c. Approve Timesheets:
 - i. Employee's timesheets should be approved by their supervisor **no later than** the last working day of the pay period. Payroll locks all timesheets from Monday through Thursday the week after the pay period ends, so it is important to have everything entered correctly and approved. If something needs to be added or changed during this time frame, reach out to Lisa Cox at 808-0846.
- d. Employees on Leave of Absence and IOD:
 - i. PD Personnel will code and approve timesheets for employees on a continuous leave of absence or on IOD.
 - ii. For any employees on an approved intermittent leave of absence, please ensure that they are using the correct FMLA time reporting coder and have included comments in eCAPs for any absences. City Leave Administration requires PD Personnel to track absences taken during approved intermittent leaves. These notes are necessary so that PD Personnel can determine which absences were due to the employees' leave and which ones were for other reasons. If there are no notes, that will lead PD Personnel to believe that the absence was not related to the employee's leave of absence.
- e. CSOs Working Part-Time:
 - i. If you have part-time CSOs on your team, please ensure that any overtime entered on their timesheet is in accordance with the overtime compensation rules per SPOA MOU 10.1(a):
 - 1. *Employees required to work in excess of their regularly scheduled shift or forty (40) hours per workweek shall be compensated at the rate of one and one-half (1.5) times their regular rate of pay. All paid time shall count as time worked for the purposes of calculating overtime with the exception of sick leave. Employees shall be entitled to overtime compensation by payment or compensatory time off (CTO) at the employee's option.*
 - 2. If sick time is taken during the same workweek as an overtime shift, the employee will receive their regular rate of pay, unless it's court overtime, supplemental overtime, shift holdover, or a call back shift.
- 2. Please reach out to any of our PD Personnel staff members if you have any questions. Thank you for your assistance with the timesheets!

Exposure Reporting

- 1. Introduction
 - a. Team members
- 2. Role of Designated Infection Control Officer
 - a. Liaison between medical facilities, coroner and Sacramento County Public Health Officer
 - b. Assist department with compliance of Federal, State and Local laws/regulations
 - c. Maintenance of current exposure control plan
 - d. Assist with department TB testing, flu shots and Heb B vaccines

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

- e. Develop and institute a comprehensive program for exposure notification and medical follow-up
 - f. Work with admin, risk management and safety on infection control and related compliance issues
 - g. Ensures reporting, documentation and statistics of exposure incidents
 - h. Prepares yearly infection control reports, identify compliance issues and status of Exposure Control Plan
 - i. Train department personnel
- 3. Categories of Diseases
 - a. Bloodborne Pathogens
 - b. Airborne Diseases
 - c. Droplet Diseases
- 4. Bloodborne Pathogens
 - a. Hepatitis B
 - b. Hepatitis C
 - c. HIV
 - d. Syphilis
- 5. Aerosol Transmissible Diseases
 - a. Airborne
 - i. TB
 - ii. Chickenpox
 - iii. Shingles
 - iv. Measles
 - v. Influenza
 - vi. Smallpox
 - b. Droplet
 - i. COVID
 - ii. Meningococcal meningitis
 - iii. Pertussis
 - iv. Mumps
 - v. Rubella
 - vi. Strep pharyngitis
 - vii. Influenza
- 6. Degree of Exposure
 - a. Close proximity to a person suspected of having disease
 - i. No action required
 - b. Contamination of clothing, equipment and/or unprotected INTACT skin
 - i. No exposure – Clean contaminated items
 - ii. Wash skin with soap and water
 - iii. Launder clothing with detergent, HOT water and white vinegar
 - c. Contact with subject's bodily fluid or droplets through non-intact skin, needle stick, mucous membrane (nose or mouth) or eye membranes
 - i. Exposure – Documentation required
 - ii. Possible medical attention needed
- 7. Exposure Protocol
 - a. Officer notifies Sgt of possible exposure

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

- b. Sergeant determines if exposure or non-exposure
 - i. If it's not an exposure but the officer wants it documented, complete the SPD 225 and interoffice mail it to the designated officer.
 - c. If the Sgt determines it is an exposure:
 - i. Attempt to gain consent for blood draw from source patient/suspect
 - ii. Contact on-call infection control officer to advise them of the incident
 - iii. Transport source patient to UC Davis (preferred) or nearest ER for blood draw
 - iv. Complete SPD 225 and work comp paperwork
 - v. Officer stands by with source patient at hospital for blood draw and gives ER staff a copy of the SPD 225
 - vi. Once source patient is released from hospital, transport to jail or 849b
 - vii. SPD 225 is routed via interoffice mail to Designated officer; remainder of work comp paperwork is turned in as normal
 - viii. Hospital contacts designated officer within 1-2 hours (usually) with rapid HIV results
 - 1. Designated officer contacts exposed officer with results
 - 2. If HIV test is positive, officer responds to nearest ER for medical treatment
 - ix. Hospital contacts designated officer within 2-4 days with Hepatitis results
 - 1. If the source patient is positive, officer responds to Occ Med to get baseline testing done
 - x. Designated officer continues follow-up with exposed officer
 - 1. Peer Support
 - d. Source patient refuses testing
 - i. Contact designated officer IMMEDIATELY
 - ii. Designated officer drafts court order
 - iii. Source patient must be arrestee
 - iv. Court order issued and hospital draws blood
8. Questions, Concerns, Comments??

Supervision & Leadership

- 1. Leadership
 - a. What is leadership?
 - b. What makes a good leader?
- 2. Concepts of Leadership
 - a. Authority versus Power
 - i. Which is more important?
 - ii. Are they both necessary?
 - b. Values
 - i. A belief system about what is important.
 - c. Loyalty
 - i. Where is your loyalty going to be?
 - d. Ownership
 - e. Motivation
 - f. Coaching

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

- i. Emphasize the development and growth of your people
 - g. Paradigms
 - i. The way we see the world
- 3. Supervision
 - a. What is supervision?
 - b. How does it differ from leadership?
- 4. Concepts of Supervision
 - a. Task Focused versus People Focused
 - i. Is one better than the other?
 - ii. Where do you think you will fall?
 - b. Discipline versus Punishment
 - i. How do they compare? Differ?
 - c. Ethics
 - d. Building Trust
 - i. Critical that you have trust in your employees and they have trust in you
 - e. Failures
 - i. What are common ways that we struggle with these ideas?
- 5. Dealing with a Problem Employee
 - a. Opportunity to correct behavior
 - b. Addressing problem/complaint
 - i. Remain neutral
 - ii. Acknowledge concerns and speak from lens of supervisor
 - iii. Convey you will address the matter, conduct review and keep involved updated
 - c. Difficult conversations
 - i. Accountability
 - ii. Can help employee before it progresses
 - iii. Set the stage to discuss the matter
 - iv. Understand POBR
- 6. Conclusion
 - a. Group Discussion

Internal Affairs

- 1. IA Staffing
 - a. 1 Captain
 - b. 1 Lieutenant
 - c. 5 Sergeant Investigators
 - d. 3 Detectives
 - e. 1 Administrative Analyst
 - f. 1 Administrative Technician
- 2. Responsibilities of Internal Affairs
 - a. Investigate allegations of employee misconduct
 - b. Monitor officer involved shootings and death in-custody investigations
 - c. Custodian of records
 - d. Facilitate Administrative Leave
- 3. Basic Complaint Overview

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

- a. Who can make a Complaint
 - i. Anyone
- b. Ways Complaints are Taken by Department
 - i. Mail
 - ii. Email
 - iii. Phone
 - iv. In-person
- c. Types of Complaints
 - i. Internal
 - ii. External
- 4. Alternative Routes to IA for a Complaint – The following will take complaint and then forward to Internal Affairs
 - a. Office of Public Safety & Accountability
 - b. POST/DOJ
 - c. City of Sacramento Whistleblower Hotline
- 5. Complaint Classifications
 - a. Refer to RM 220.1
- 6. Level of Investigation
 - a. Formal
 - b. Informal
- 7. Personnel Complaint Update
 - a. Complaint Definition (RM 220.1)
 - b. Taking a Complaint
 - i. Record Conversation (Consent to Record)
 - ii. Good Customer Service
 - iii. Complainant's Statement
 - iv. Confirm Employees Involved and Location
 - v. Identify Misconduct or Violation
 - vi. Review with Complainant their statement and information provided.
 - vii. Closing with Complainant:
 - 1. Advise Internal Affairs may follow-up with them
 - 2. The complaint will be reviewed during an Intake process and potentially assigned
 - 3. Provide Complainant with IA contact information if they want to follow-up
 - c. Completing a Complaint Intake Form
 - i. Information Needed to Complete Form
 - ii. Review with Direct Supervisor
 - iii. Submit to Internal Affairs via email and include Division Manager on notification
- 8. IA Updated Intake Review Process
 - a. Complaint Received – Case Number Assigned
 - b. Intake Investigator completes initial review and sends to IA Captain
 - c. IA Captain Reviews and renders an intake review classification:
 - i. Complaint Investigation – Investigator Assigned, OPSA Notified
 - ii. Division Referral – Complaint Sent to Division Manager of Employee

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

- iii. Closed-No Action – Complaint Documented and Closed out in Electronic Database
- iv. Follow-up Request – Complaint sent back to Intake Investigator for additional information
- 9. Division Referrals
 - a. Complaint will be handled at the Division Level
 - b. May be assigned to a manager or a supervisor
 - c. Supervisor Responsibilities
 - i. Review Complaint Assigned by Division Manager
 - ii. Document what was reviewed
 - d. Division Manager Responsibilities
 - i. Assigning Complaint and Documenting Outcome
 - e. Internal Affairs Responsibilities for Completed Division Referrals
 - i. Receive and Process Completed Division Referrals
 - ii. Provide Division Managers with Regular updates on open Division Referrals
- 10. How do you investigate a Division Referral?
 - a. Roundtable Discussion
- 11. Suggested Reading
 - a. Internal Affairs Manual – RM 220.01
 - b. Department Memorandum – 24-23
 - c. Peace Officer Bill of Rights (POBR)
 - i. GOVT Codes 3300-3313
- 12. Closing Thoughts and Questions

Employee Service Unit (ESU)/Employee Issues

- 1. Overview
 - a. Quick overview of all topics covered in presentation
 - i. ESU Overview
 - ii. Workforce Trends
 - iii. Dealing w/ Employees w/ Issues
 - iv. Critical Incidents
 - v. Tools and Resources for Supervisors
 - vi. Stresses of supervision
 - vii. Self-Care
- 2. What is ESU
 - a. Go over ESU's Duties and Programs
 - i. Peer Program
 - ii. Manage Gyms
 - iii. Mentor Program
 - iv. Chaplaincy
 - v. Research New Programs for Wellness
 - vi. Respond to Major CI's and OIS/ICD
- 3. Trends in employees at SPD
 - a. Common trends seen in employees
 - i. Anxiety

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

- ii. Uncertainty
 - iii. Stress Leave
 - iv. Young Workforce
 - v. Relationship Issues
 - vi. Increased OT
 - vii. Substance Abuse
 - viii. Burnout
- 4. ESU Stats
- 5. Critical Incidents
 - a. -CI's Defined
 - b. What are normal reactions to Cis
 - c. What are supervisor's responsibilities before/during and after a CI
- 6. Breakout scenarios
 - a. Scenarios of different reactions to employees after a CI
 - i. What resources are available?
 - ii. How would you approach it?
- 7. Resources
 - a. EAP
 - b. First Responder Treatment Facilities
 - c. First Report of Injury
 - d. Public Safety AA Meetings

MCIU

- 1. MCIU
 - a. What we do
 - b. Define Collision
 - c. Callouts
- 2. 901s
 - a. Officer Requirements
 - b. Sergeant Requirements
 - c. Call-out Briefings
 - d. The Scene
- 3. DUIs
 - a. Reporting
 - b. Blood Draws
 - c. Warrants
 - d. Reporting
- 4. City Involved 901s
 - a. Reporting Requirements
 - b. Blue Borders
- 5. Hit & Runs
 - a. Evidence Impounds
- 6. Take-aways
- 7. Questions

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

EVOC

1. EVOC scheduling and compliance
 - a. Sergeant's role is key for compliance
 - b. Know what your folks are doing (Schedules and training)
 - c. POST compliance and Augmentation
 - d. Days of training and Eventbrite scheduling
2. Pursuit reports (CHP 187A)
 - a. CC Sgt Vassallo on all Blue Team pursuit reports
 - b. State compliance for forwarding to CHP
 - c. Easy one page layout, call if you have any questions
3. Pursuit G.O.
 - a. Liabilities and policy (521.01 & 521.02)
 - b. We want to be in pursuit!!! (17004 VC)
 - c. A public employee is not liable for civil damages on account of personal injury to or death of any person or damage to property resulting from the operation, in the line of duty, of an authorized emergency vehicle while responding to an emergency call or when in the immediate pursuit of an actual or suspected violator of the law, or when responding to but not upon returning from a fire alarm or other emergency call
4. Blue border recap
5. Vehicle update/Trends

Lieutenant's Perspective

1. Understanding the role of both the Patrol Sgt and WC during a shift.
2. Expectations of the Patrol Sgt from the WC.
3. Patrol Sgt Duties before shift.
4. Patrol Sgt. Duties during the shift.
5. Personnel issues and addressing them appropriately
6. Team and self-development
7. Community Relationships in district/command
8. Being a supervisor and not a peer
 - a. Accountability
9. Effective Communication
10. Q&A

Sergeant's Perspective

1. The question is, why are you here, why did you or do you want to be promoted? What are your motivations to take on this responsibility?
 - a. Better pay, get out of patrol calls, make a difference, give back, power.... WHY??
 - i. What's your motivation
 - ii. No matter your why, you must be dedicated to your people.
2. Responsibility to your people!
 - a. Protect your officers

Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025

- b. Take ownership for the people on your team. If you were on scene and something happened, that is on you, and you should take responsibility. (extreme ownership)
 - c. Protecting them includes counseling them and debriefing calls. Ask them how they think the call went. Often times they will address the issues themselves without you having to talk “at them”
 - d. If there are issues, address them when you see them. Don’t let them fester. You will have to have hard conversations at times. Be direct.
 - e. Try not to send them into their weekend on bad news if possible.
 - f. What does it mean, the welfare of your officers?
 - i. Know something about your peeps; family, likes, dislikes etc.
 - ii. Pay attention to what is going on with them as it relates to work
 - iii. Be available to your people
 - iv. If they need something, make it happen (you likely have more experience navigating the department than them.)
 - g. Develop your people, no matter how senior they are!
3. Roll Call; this is where it all starts for the day!
- a. Roll calls should be fun. There are days when you may need to address hard things.
 - b. Read command staff highlights etc., IBs, ABs and see if there’s anything to pass
 - c. Careful with training every day; officers tune out just like kids in school
 - i. You have 30 minutes, but you do not have to use 30 minutes!!! (GO 510.04)
 - d. Try to find something fun at least once a week; trivia, funny video etc.
 - e. Leave time to sit with your team if possible.
 - f. Pay it backwards and be on time; (GO 510.04)
4. Patrol Shift:
- a. When to take the channel? Days, swings, graves.
 - b. Read every call. Make sure there aren’t concerns that aren’t clearly written (liability or safety concerns). Sometimes things are hidden in the text of the calls.
 - c. Make note of the call numbers you want updates on. Check back to see how they were cleared (google notes)
 - d. Be in the field.
 - e. Let your WC know about calls they might have an interest in. This will require you to know your WC and what they want to know about.
 - f. Approve reports, crossroads, hard paper. Be mindful when it’s an officer’s Friday when kicking back reports.
 - g. DAILY’S
 - i. Market your people!
 - ii. Enable the next shift to be knowledgeable about relevant calls
 - iii. felonious calls w/wanted (S’s) include their info.
 - iv. Anything the LT or captain may be wanting to know about.
5. Shift overlaps; pay attention to this.
- a. Get them out there on time!!
 - b. Communicate with your relief Sgt regarding their expectations for your team (c7, reports, etc.)
 - c. Specific challenges of swings to graves; supervising swings for 3 hours. Expectations were made clear. Communicate what kind of day it has been for your people.
 - d. Communication is key with officers and sergeants!

**Sacramento Police Department
Training Orientation Program for Sergeants (TOPS)- 40 hours
Expanded Course Outline
2025**

6. Candid talk with your Sergeant peers; Sergeant to Sergeant etiquette.
 - a. Do not hesitate to communicate or ask questions. We all bring something to the table, junior or senior
 - b. Scheduling as you have heard is the bane of our existence! Communicate with your Sgts (pulling bodies back etc.)
7. Big Calls & Critical Incidents
 - a. Get there, be there and be in charge!
 - b. Big Calls; Bigger is better
 - i. Set expectations in advance and again know your people's skill sets
 - ii. Have humility ask and allow for help from anyone. At the end of the day, the decision is yours.
 - iii. Be available to your officers
 - iv. You should be showing up on big incidents even if it isn't your incident. Good experience and it is very helpful to the Sgt.
 - v. Take the channel for each other.
8. Strive to be excellent at your job as a primary function of your job is to help your officers become excellent at theirs!
9. End of Watch
 - a. Check in with your relief. Advise of anything that could affect their shift
 - b. Leave them the best slate possible!

OIS/In-Custody Death Scenes/Investigations

1. Definitions
2. Incidents in outside agency jurisdictions as well as outside agencies in the city
3. DOJ guidelines for the investigation of unarmed OIS
4. Preplanning with officers
5. What happens when the call comes out.
6. Initial concerns and what needs to be done.
7. Scenes
8. Public Safety Statements
9. What to do with involved officers after the public statements
10. Homicide Unit's point of view
11. Frequently seen issues
12. Round counts
13. Briefing