



IACP Trust Building Campaign

University of Delaware Police

413 Academy St

Newark DE 19716



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Mission

The University of Delaware Police Department is committed to working with members of the university community and other law enforcement agencies to provide a collaborative approach to prevent crime, enhance safety, and build trust with everyone.

Vision

In order to accomplish our mission, members of the Department will deploy innovative crime reduction strategies and community policing initiatives that are focused on the safety and welfare of the public we serve. We are committed to delivering quality service, maintaining high ethical standards and fostering an atmosphere of P.R.I.D.E. in our quest to become a dynamic leader in campus law enforcement.

Core Values- P.R.I.D.E

Professionalism – We encourage teamwork, innovation, and constant evaluation. We pledge to adopt best practices in service to the community

Responsibility - We will be accountable for our actions to earn the trust and respect from the public

Integrity - Ethical behavior is the cornerstone of public trust

Dedication - We are committed to allegiance and devotion in the execution of our duties.

Excellence - The quality and distinction of our actions will make the Department of Public Safety and integral part of our prominent campus community



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Establish a policy on bias-free policing

University of Delaware Police Department has had policies in place for over twenty years on this topic

March of 2024 a policy modification was issued to update the title and incorporate several points of the IACP model policy in order to better demonstrate the agency's commitment to the community on fair and bias-free treatment and show better compliance with current language.



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Increased transparency and accountability of police use of force. Published use of force and complaint process policies.

The agency participates in publishing numbers under the Open Data Portal section of the website in accordance with the Police Foundation's Public Safety Open Data Portal Project - https://www1.udel.edu/police/crime-stats/open_data/ showing applications of force back to 2016.

The agency continues to monitor industry best practices on this subject and implements changes to the "Response to Resistance" directives for the agency. A review of existing policies in their entirety, from force policy definitions, incorporation of legal updates and agency personnel training was completed in the summer of 2024 and the newest versions were issued in October of 2024.

The agency has the Response to Resistance policy published on the public side of the University of Delaware Police website for review at

https://www1.udel.edu/police/crime-stats/open_data/

https://www1.udel.edu/police/crime-stats/open_data/Response%20to%20Resistance.pdf

[Jump to Response to Resistance Policy](#)

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Provided officers with training and coaching on cultural responsiveness.

All officers receive initial training as part of the curriculum of police academies in the State of Delaware. This course is intended to bring about increased understanding and respect on the part of the police officer in their interactions and communications with all minority groups.

Officers receive further training in cultural awareness while interacting with the community during Field Training.

In February of 2024 patrol officers, detectives, and administrative officers attended additional updated training in cultural diversity and responsibility instructed by Delaware State Police at UDPD.



UDPD Community Resource Officer interacting with incoming foreign students during a campus orientation event.



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Trained officers on the unique makeup and needs of their communities based on country of origin, religious and cultural practices, etc. which may conflict with local laws.

The University of Delaware Police started training officers and employees in managing and recognition of implicit bias in 2018 and has incorporated elements of this in other in-service trainings conducted throughout the years.

The agency in March of 2023 added two additional certified training officers in Fair and Impartial Policing Concepts that have also had elements incorporated in other in-service trainings conducted throughout the year for employees.

Most recently the agency completed Cultural Diversity training for officers in February of 2024 with an agency specific tailored program addressing various cultures officers may encounter on a college campus.

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Adopted the elements of the National Consensus Policy on Use of Force into the agency's policies and procedures. Published use of force policy.

National Consensus Policy elements on Use of Force were adopted into the agencies policy in July of 2020.

The agency "Response to Resistance" force policies are published on the public side of the agency's website.

https://www1.udel.edu/police/crime-stats/open_data/

https://www1.udel.edu/police/crime-stats/open_data/Response%20to%20Resistance.pdf

The agency was reviewed and found in compliance in 2020 for discretionary federal grants as required from the U.S. Department of Justice by the Delaware Police Accreditation Commission (DPAC), International Association of Campus Law Enforcement Administrators (IACLEA), and Commission on Accreditation for Law Enforcement Agencies (CALEA).

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Provided regular training on the agency's use of force policy. Training should include scenario-based exercises that incorporate de-escalation techniques.

The department on a semi-annual basis provides training on the Response to Resistance policy. The policy review is conducted by certified instructors during defensive tactics and all weapons based trainings. On an annual basis the full policy is assigned to all employees for review and digital acknowledgement signatures. All training scenarios conducted include de-escalation tactics along with requiring proficient practical demonstration in the different weapons platforms and defensive tactics. New employees are assigned the policy as part of field training and review agency specific requirements during field training. The University of Delaware Police has three officers certified in de-escalation instruction since 2017 and over the past several years trained UDPD and multiple agencies throughout the State of Delaware.

How does De-Escalation Apply to us?

- 5:1 Use of Force Update Effective: 07/07/2020
- 1. When reasonable under the totality of circumstances, officers should use advisements, warnings, verbal persuasion, and other tactics and alternatives to higher levels of force.
- 2. Officers should recognize that they may withdraw to a position that is tactically advantageous or allows them greater distance in order to de-escalate a situation or consider or deploy a greater variety of force options, including lesser force or no force at all.
- 3. Officers shall perform their work in a manner that avoids unduly jeopardizing their own safety or the safety of other through poor tactical decisions.
- 4. Whenever possible and when such delay will not compromise the safety of the officer or another and will not result in the destruction of evidence, escape of a suspect, or commission of a crime, an employee shall allow an individual time and opportunity to submit to verbal commands before force is used.

Training slide for use of force review with de-escalation
Review completed prior to practical scenarios

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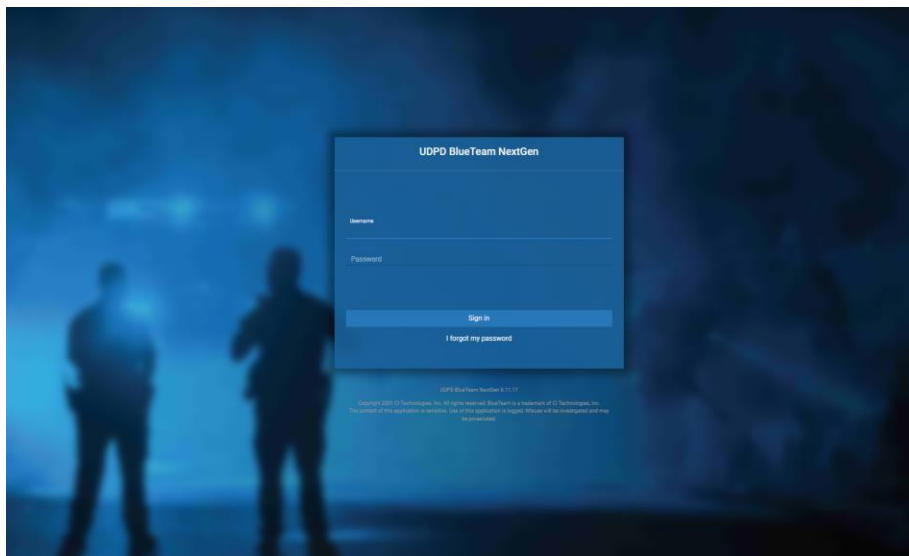


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Created a policy to document all use of force beyond handcuffing in agency records. Review these records on an annual basis to identify trends that need to be addressed in policy and training.

The University of Delaware Police has already had documentation requirements for employees application of force in the agencies written directives. Employees utilize a software program, BlueTeam NextGen, to document the circumstances for the force application, injuries to suspects or employees, and any witness information. Officers are required to complete the report as soon as possible and submit for supervisory review. After supervisory approval it routes through a series of administrative reviews and acknowledgements. The agency has also established an internal Response to Resistance Review Board that reviews each of these reports and incidents. On an annual basis the previous calendar years reports are reviewed and any policy modifications or training needs for employees are identified and sent to the Chief of Police.



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Participated in the National Use of Force database.

The University of Delaware Police Department has submitted information to the National Use of Force database since 2019 as part of the State of Delaware statewide reporting system. Seventy agencies in the State of Delaware using the statewide reporting system submit information as part of the reporting process for incidents which in turn is submitted by the DE State Bureau of Identification to the FBI Use of Force database.

<https://cde.ucr.cjis.gov/LATEST/webapp/#/pages/le/uof>

Spreadsheet attached lists all the participating agencies in the State of Delaware as of 2024 – the University of Delaware Police Department is identified as participating on row 66.

Participation

In 2024, 70 out of 70 agencies in Delaware participated and provided use-of-force data. The officers employed by these agencies represent 100% of sworn law enforcement officers in the state.

Data will be displayed when a state and/or agency report use-of-force statistics that represent more than 40 percent of their total officer population and is derived from more than one agency.

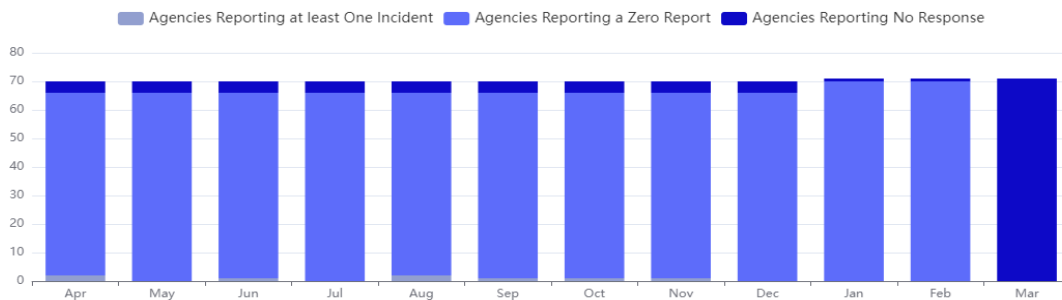
[Download a list of Delaware's Participating Agencies](#)

Participating Agencies are agencies that have at least one registered National Use-of-Force Data Collection account that have submitted an incident report and/or a zero report within the last 12 months.

DOWNLOAD

Click legend to show/hide elements

Number of Agencies Participating



National Use-of-Force Data Collection: Number of Delaware agencies providing incident reports, zero reports, or no response, April 2023 - March 2024.

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Established an agency policy or statement that recognizes the sanctity of life and the importance of preserving human life during all encounters.

The agency has included the IACP Oath of Honor into the existing policies with ethics and law enforcement authority statements. As new officers are sworn into the agency this Oath of Honor will be recited as part of the necessary elements of swearing in a new employee.



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Participated in accreditation, certification, or credentialing process that has an independent organization that reviews an agency's policies and procedures.

The University of Delaware Police Department has maintained continuous Law Enforcement accreditation with the Commission on Accreditation for Law Enforcement Agencies (CALEA) since 2007, International Association of Campus Law Enforcement Administrators (IACLEA) since 2011 and Delaware Police Accreditation Commission (DPAC) through a reciprocity agreement with CALEA. The University of Delaware was also the first CALEA certified Communications Center in the State of Delaware and one of five collegiate 911 centers nationwide to be accredited in 2020.



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Ensure training and policy reflect a culture of equity, diversion, inclusion, accountability and that promote procedural justice for community members and employees alike.

Since its inception, the policies and trainings of the University of Delaware Police have reflected the diversity of the University of Delaware community. Being a collegiate law enforcement agency we are constantly reviewing our services provided to the community and incorporating new trainings or policies as needed to ensure our employees are providing the best services possible.

Two key points of the agency's mission statement highlight this with our mission to “**enhance safety and build trust with everyone.**” The agency's core values reflect this commitment to the community –

PRIDE

Professionalism – We encourage teamwork, innovation, and constant evaluation and pledge to adopt best practices in service to the community.

Responsibility – We will be accountable for our actions to earn trust and respect from the public.

Integrity – Ethical behavior is the cornerstone of public trust.

Dedication – We are committed to allegiance and devotion in the execution of our duties.

Excellence – The quality and distinction of our actions will make the University of Delaware Police Department an integral part of our prominent campus community.

In order to continue to deliver such a high level of service the agency has implemented policies that address these mission and values, code of conduct for employees, and bias free policing. The agencies recruitment plan has strategies that the agency utilizes to attract the best candidates in an attempt to better reflect our diverse population.

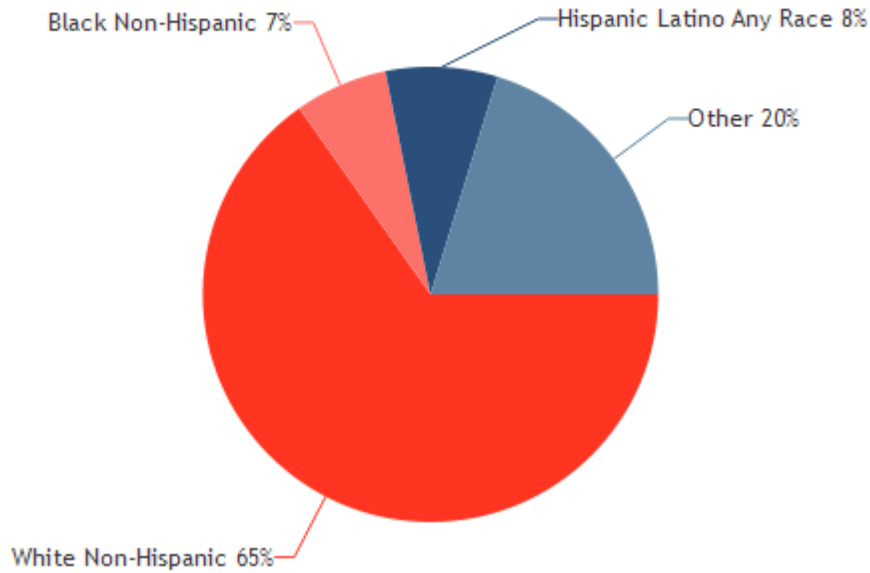
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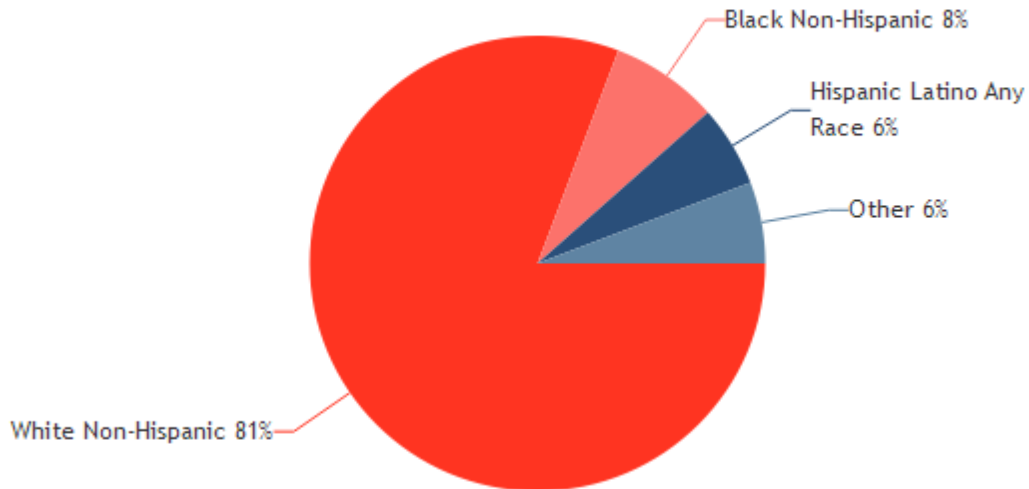
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Service Population



Current Sworn Officers



UDPD officer demographic data comparison to service population 2024

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Trainings that reflect this promise to the community over the last three years have included

- 1). Annual ethics review for all employees
- 2). Cultural Diversity training
- 3). Annual Bias Based Profiling Prohibition training
- 4). Implicit Bias Awareness training
- 5). Building Supportive Communities (addressing sexual misconduct and procedures to support complainants)
- 6). Active Bystandership for Law Enforcement – ABLE (peer to peer misconduct intervention techniques)
- 7). Fair and Impartial Policing
- 8). De-escalation Tactics
- 9). UD Office of Equity and Inclusion trainings sent University wide
- 10). Bridges – Building a Supportive Community

Most of these trainings the agency has committed staff to be in-house instructors in order to remain current and conduct in-service trainings that are relevant.



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Established an employee wellness program that includes both physical and mental health.

The Wellness Program at the University of Delaware Police Department has been a transformative initiative since its inception in 2020. In that pivotal year, we took a proactive step by sending two officers to FBINAA Comprehensive Officer Resilience Train-the-Trainer. This comprehensive program aimed to equip our department with the necessary tools and knowledge to support our officers' complete wellbeing, encompassing physical, mental, spiritual, and social aspects. Following the initial training of our staff, we established a schedule of semi-annual refresher training to ensure that our officers continue to prioritize their resilience and wellness.

As part of our ongoing commitment to promoting wellness, in January 2023, the agency introduced a fitness room within our building. This in-house gym not only underscores our dedication to the physical fitness and health of our officers but also provides a convenient space for them to exercise and maintain their physical wellbeing, further enhancing their ability to perform their duties effectively.

In July 2023, the University of Delaware Police took another significant step in enhancing our wellness program by utilizing grant funds to establish a dedicated wellness room within our building. This wellness room is designed to provide a space for stretching, relaxation, and meditation, acknowledging the vital role that mental and emotional wellbeing plays in the lives of our officers. By providing access to these wellness amenities, we aim to foster a sense of balance and resilience among our team, ultimately contributing to their overall health and effectiveness in their roles.



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UDP Wellness Room



UDP Fitness Center

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All employees of the University of Delaware have as part of their benefits access to a statewide employee assistance program- ComPsych – which is a free confidential program available exclusively for State of Delaware Group Health Plan non-Medicare members and their dependents. The assistance program offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to all our employees and their household family members.



Employee Assistance Program (EAP) - ComPsych® GuidanceResources®



The ComPsych® GuidanceResources® program is a FREE program available exclusively for State of Delaware Group Health Plan non-Medicare members and their dependents. The program offers someone to talk to and resources to consult whenever and wherever you need them. Members can call the **toll-free number at 877-527-4742** directly for 24/7 access to a GuidanceConsultantSM, who will answer your questions and, if needed, refer you to a counselor or other resources such as work-life, legal and financial support. You also have access to the website at www.guidanceresources.com (WebID:State of Delaware), mobile app to consult articles, podcasts, videos, webinars, and other helpful tools.

Program Services:

- Confidential Emotional Support and Counseling
- Online Support
- Interactive Digital Behavioral Health Tools
- Work-Life Solutions
- Legal Guidance
- Financial Resources
- Identity Theft Services

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Conducted a culture assessment of the organization, with steps taken to address areas of concern.

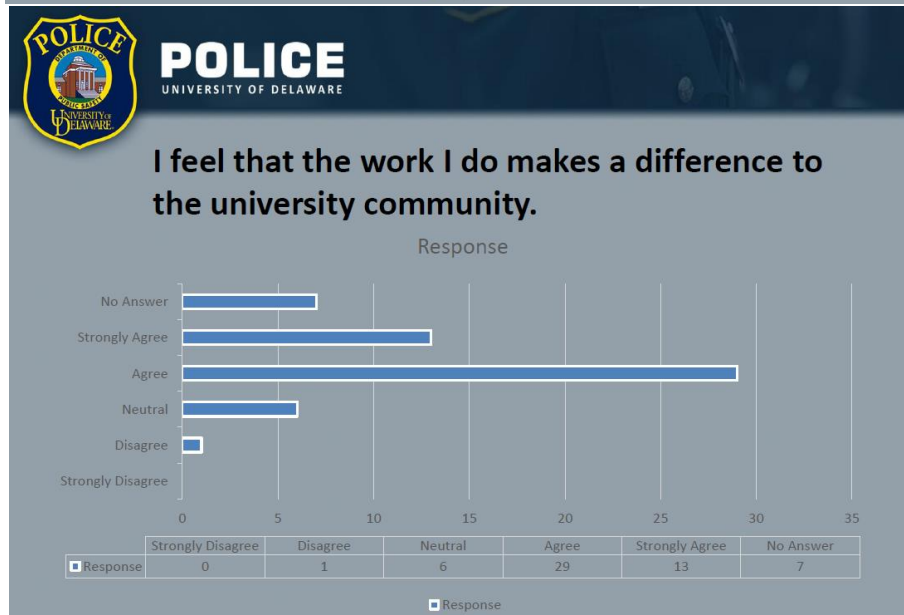
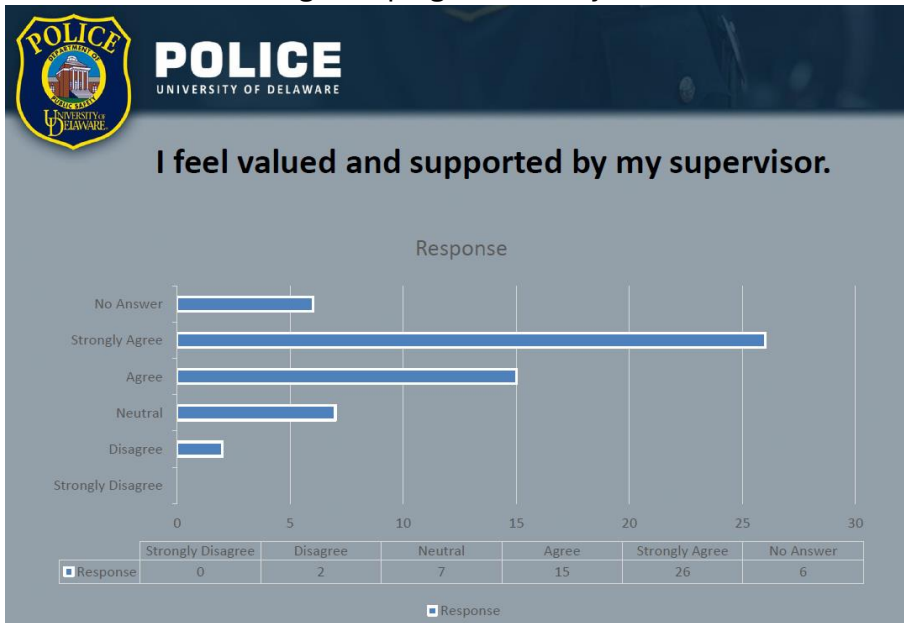
The agency conducted a full staff survey of all full time employees to include sworn, non-sworn, Telecommunicators, and civilian administration in March of 2024. The agency received a 63.6% response rate and questions were answered on a one to five scale for strongly agree to strongly disagree. The survey was anonymous and results were compiled by an external group who provided the compiled results to UDPD Executive Command staff. The results of the survey were presented to all supervisors in August of 2024 with the individual questions reviewed at that time.

The survey was divided into ten topic sections - 1. Department Mission and Values 2. Communication and Collaboration 3. Diversity and Inclusion 4. Leadership Effectiveness 5. Department Supervision 6. Professional Development 7. Ethical Conduct 8. Job Satisfaction 9. Community Engagement 10. Stress Management and Well-being.

Overall the survey was favorable showing employees were satisfied with their job, felt they made an impact in supporting agency objectives, had the ability to develop professionally, and feel supported by their supervisors. Morale was scored as a concern, however, no identifiable reason was developed through this survey. A second survey focused solely on identifying what or why employees scored morale was neutral or low is being developed and will be sent to employees in the Fall of 2024.



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In general, employees felt communication throughout the agency was adequate and that they felt valued by the agency. Additionally they were appreciative with the wellness programs in place and ability to assist in developing new ones for the future. Almost every respondent stated that they would recommend full-time employment in our department to others.

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Provided body armor to officers and require the wearing of soft body armor while on uniformed patrol.

The University of Delaware Police Department provides soft body armor to all sworn employees with the option of non-sworn requesting and being provided soft armor by the agency. This has been an agency practice for well over 40 years with policies in place for the requiring of wearing vests during patrol and special events. The agency replaces employees' armor on a five year or as necessary schedule. The agency has also purchased specialty vests for officers that conduct VIP dignitary protection details and specialized plate carrier systems for members of the Critical Incident Response Team. All police patrol vehicles have also been equipped with a plate carrier system and ballistic helmet in order to better equip officers responding to a critical incident. In 2024 the agency authorized the wearing of external vest carriers for police officers. The carriers are paid for by the department along with adjustable pouches or other equipment carriers that can be mounted to the external vest carrier.

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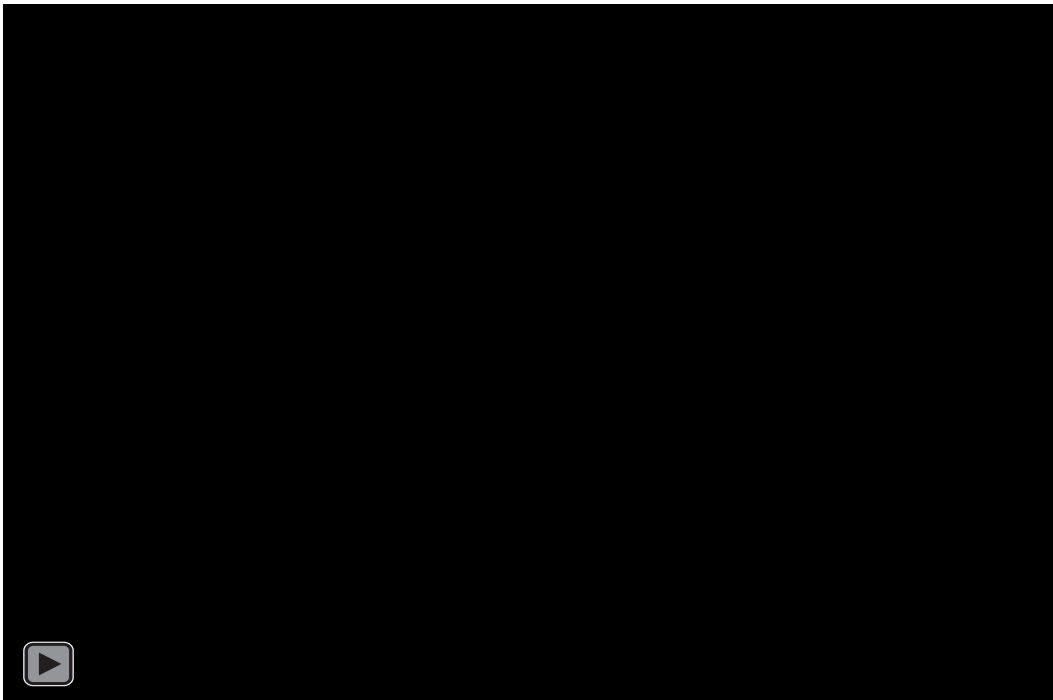


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Embraced the guardian mindset rather than the warrior mindset in recruiting and training.

The University of Delaware Police Human Resources Manager has been working to change our recruiting images to show officers engaging with community and trying to get away from images we previously used that show scenes that included tactical responses or other incidents. The Departmental recruiting videos tend to show more community interaction and supporting various on-campus groups with projects. The videos still show officers engaging in traditional police work but also focuses on the agency impact on the community. The collegiate atmosphere lends more towards guardian mindset inherently and our agency strives to make connections and collaborate with students and staff on a daily basis. The warrior mindset is trained for critical incidents but the primary mission of the agency is to deploy innovative crime reduction strategies and community policing initiatives that are focused on the safety and welfare of the public we serve.





IACP Trust Building Campaign University of Delaware Police



Established minimum educational standards or equivalency requirements that can be met by prior life experience. Provided officers with the opportunity for advanced education and training opportunities.

In 2023 the University of Delaware Police changed our educational requirements so that no college credits are required upon applying to the agency and are listed as just preferred. Being part of a university, all of our full time employees, both sworn and non-sworn have the ability to take classes throughout their careers, whether for college credit, or just interest in learning a skill, such as through Linked In Learning or Connecting U. The institution also provides certain professional development courses employees can participate in for free or significantly reduced costs, these courses include food science, drone operations, paralegal certificates and business analytics. Law enforcement specific training opportunities are offered throughout an officer's career as well. Currently there are college credit or advanced degrees required for certain supervisory or Command Staff positions Employees are provided the opportunities during shift to attend courses and as part of the benefits package for all employees the tuition is covered and they may attend free of charge.

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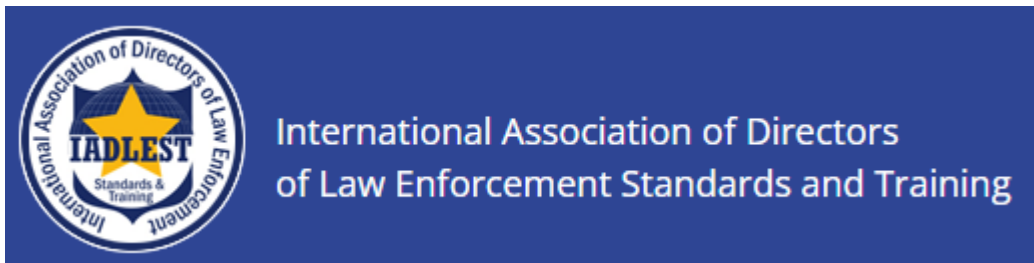


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Verified potential hires with the national decertification database before hiring experienced officers.

The University of Delaware Police checks all new applicants using the National Decertification Index (NDI) through the International Association of Directors of Law Enforcement Standards and Training (IADLEST). The decertification check is conducted within the first few steps in our hiring process in order to determine if the person is eligible to be certified as a police officer. The verification check of all potential officers is documented in a report sent to UDPD Human Resources Manager and if the person is found to be decertified would not continue in the hiring process.





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Included measures of problem-solving, trust-building, and cultural responsiveness in metrics of officer performance.

The mission statement of the University of Delaware Police embodies this part of the Trust Building Campaign – “The University of Delaware Police Department is committed to working with members of the University community and other law enforcement agencies in providing a collaborative approach to prevent crime, enhance safety and build trust with everyone.” Officers are taught from day one of Field Training the importance of the community policing philosophy and the mission of the University of Delaware Police. The Field Training program has sections to evaluate trainees interactions with citizens and interactions with ethnic groups and the opportunity for the rater to evaluate their performance. Employees are also quarterly and semiannual, depending on their role in the agency, provided a written performance assessment by their direct supervisor. One of the ranked categories addresses interpersonal relations / communications / embracing diversity. This section evaluates the employee’s ability to foster an inclusive workplace and their evaluation of interacting with members of the community in a professional and effective manner. On both documents there are sections on evaluating an officer’s problem solving ability and judgement that supervisors can use to assess the employees performance and along with providing a numeric rating there are sections for the supervisor to add specific comments about performance.

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Trained officers in Trauma-Informed Responses.

University of Delaware Police officers started training on this topic in 2012 after the University of Delaware received a grant from the US DOJ Office on Violence Against Women, Violence Against Women Act – to conduct training in domestic violence, dating violence, sexual assault and stalking offenses. In 2012 and 2013 UDPD partnered with Delaware State University Police to cohost a conference addressing these issues and training first responders throughout the state with sections dedicated to Trauma-Informed Responses. In 2014 and 2016 the agency conducted training for all employees on the Domestic Violence Lethality Program and reporting requirement updates. As part of these previous conferences and as part of various interviewing technique classes every officer has been trained in the basic concepts of Trauma-Informed Responses. The training covers the nature of trauma, the biological response to it, and the behaviors it can cause and what officers need to be aware of when interviewing a victim of a potentially traumatizing incident. Elements of trauma informed response are also covered in the police training academies for Delaware for all police officers. Detectives with the University of Delaware Police receive additional training in conducting sensitive interviews and work directly with the DE Attorney General’s office to schedule additional interviews with victims as the goal is to create a supportive environment that acknowledges the impact of trauma and helps victims feel safe and understood.



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In September of 2023 the University of Delaware Police converted office space to a “soft” interview room.



The room is designed to be a designated place for officers to interview victims and witnesses who may benefit from a more comfortable environment, particularly victims of sexual violence or domestic abuse. The room has upholstered furniture, a weighted blanket, fidget items, oil diffuser, and more.

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Trained officers on best practices, resources, and tools for communicating with community members who do not speak English or whose ability to communicate is impaired.

The University of Delaware has several different resources available to the University of Delaware Police Department. One of the largest programs is the University's English Language Institute which is the primary academic hub for Multilingual Learners of English (MLE) at the University of Delaware. The program provides emergency contact information and works directly with UDPD if the need arises to assist in translation for interviews or filing of complaints. In November of 2023 staff from the program conducted roll-call in-service trainings for all officers to ensure they were aware of the resources available to them.

The University of Delaware Police operate their own 911 Public Safety Answering Point and all telecommunicators are trained in using different resources to communicate with those that may have hearing issues. The 911 center is able to receive complaints through TTY/TDY systems, 911 text and a mobile application where text and chat functions can be used to report an incident to UDPD. All of these systems are checked weekly and every six months Telecommunicators complete practical exercises to demonstrate proficiency along with completing Americans with Disabilities Act awareness training.



UDPD Telecommunicator in the UDPD 911 Communications Center

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Established partnerships to provide for mental health, substance abuse, and youth deflection/diversion resources in their community.

The University of Delaware operates three wellbeing units—Student Health Services (SHS), Student Wellness and Health Promotion (SWHP) and the Center for Counseling and Student Development (CCSD). All of these units offer services to the University of Delaware community on a 24hr basis. The University of Delaware Police partner with these different entities as part of the overall function of student life at the University of Delaware. Officers can assist in making referrals for services and have a system in place for notification of student wellness staff if an officer encounters a community member in need of mental health referrals. The University has a Student Behavior Consultation Team established that officers can generate an email notification to with a form documenting the contact and a member of that team conducts additional outreach to the individual.

BASICS (Brief Alcohol Screening and Intervention for College Students) is a program offered by Student Wellness and Health Promotion that helps you explore your alcohol and drug use in a non-judgmental environment. The program's goal is to reduce risky behavior and the harmful consequences of alcohol and other drug abuse. The Center for Counseling and Student Development (CCSD) provides individual and group counseling to thousands of UD students each year.

The University of Delaware Police has also provided support as part of a partnership with atTack addiction Delaware whose mission is to educate and bring awareness of addiction as a disease. The group focuses on raising awareness, modification of drug policies and provides assistance to those in recovery along with family members. UDPD has participated with this group at awareness events and maintains them as a referral resource for community members.

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Similar programs are offered in the Employee Assistance Program for all fulltime UD employees

The University of Delaware Police has also partnered with Recovery Innovations International Delaware for community members that assist individuals with crisis stabilization which can include mental health concerns and addiction recovery. Annually staff from RI conduct an overview in-service training for employees updating them on any new intake procedures and what services RI can offer. In April 2023 RI conducted Crisis Intervention Training for officers.

Juveniles are not a substantial part of our community and our interactions with them are limited. In 2016 the State of Delaware mandated a Juvenile Civil Citation (JCC) Program which is a statewide civil alternative to the formal arrest and criminal prosecution of youth under 18 who commit program eligible misdemeanor offenses. The offenses that could be referred through this initial program were six specific events and in 2019 expanded to all misdemeanor offenses. Officers that are making referrals to this program have the option to do so while completing the initial report and completing the referral routine or directly referring through a website maintained through the DE Department of Youth Rehabilitative Services. UDPD policy directs officers to utilize this program in lieu of arrest when applicable and the youth is eligible to participate. This alternative to arrest program allows youth who commit first-time eligible offenses to receive intervention services without an arrest record and further involvement in the criminal justice system.

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University of Delaware Police participating in a Mental Health Resource Panel Discussion March 2023



atTack Addiction event University of Delaware August 2024

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Educated communities on the dynamics of policing and set reasonable expectations for their police. Established shared expectations of the role police have in the community and solicit review and input from the community on agency policies and procedures.

The University of Delaware Police established a Citizens Police Academy in the fall of 2014 and made it available to students, faculty, and staff of the University of Delaware during the fall and spring semesters. In the Spring of 2019 the University of Delaware adopted the citizens police academy and now is a course taught for college credit – Critical Issues in Policing CRJU467 which was instructed by various members of the agency. In 2024 the University hired an officer as an adjunct professor to instruct in this course full-time.

In October of 2020 the agency created the UD PAC (Police Advisory Council) which meets at least twice a year. The purpose of the UD Police Advisory Council (UD PAC) is to provide a forum for the exchange of ideas and to discuss issues impacting the UD community. The UD PAC also discusses crime prevention programs with an emphasis on community oriented policing, discuss safety enhancing issues to improve campus climate, build trust to address community concerns related to the quality of life, collaborate to improve upon the delivery of police services to the UD community, provide advice to departments on policy, training, and other issues relating to or affecting the department and the communities served by the department. The UD Police Advisory Council meetings are open and anyone is welcome to attend with meeting dates and locations provided through the University of Delaware website. The UD Police Advisory Council membership is comprised of representatives from the UDPD Command Staff, Undergraduate Student Government Association, Graduate Student Government Association, Black Student Union, Resident Student Association, Fraternity and Sorority

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IACP Trust Building Campaign University of Delaware Police Community, Student Athlete Advisory Committee, Religious leadership from the community, University of Delaware Victim Advocacy, a Member of the NAACP, and one Member of Community Standards and Conflict Resolution Office. Members of the UD PAC complete at least one ride along with officers and should complete at least 20 hours of community training while participating in the Police Advisory Council.

The Community Resource Unit within the University of Delaware Police Department focuses on community-oriented policing initiatives that build positive relationships with the community. This includes proactive patrol, presenting community programs to the University and surrounding communities, and social media networking. The Community Resource Unit is responsible for providing dozens of safety related presentations, including active shooter response and R.A.D. Women's Self Defense classes, to students, faculty, and staff on campus. Through these presentations, they reach hundreds of community members and provide them with lifesaving information to keep them safe and build partnerships. CRU also initiated a credited Internship Program that allows students weekly interaction with the various functions of the police department.



University of Delaware Police meeting with UD African Graduate Student Association about safety and how the agency functions February 2024

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Chief of Police Patrick Ogden addressing the University of Delaware community July 2024



University of Delaware Police conducting a demonstration at an early education camp.

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Established a clear and timely complaint process that does not require written or sworn statements to submit. Complaint processes and policies should be accessible to all.

The University of Delaware Police Department procedure for receiving citizens complaints is outlined in the agency's written directives and available to all employees via Power DMS. Citizens can make complaints by phone, online, in person, or by completing a citizen complaint form. All complaints will be investigated including anonymous allegations. If the citizen requests a complaint form and does not wish to speak with a supervisor at that time, they will be provided the form without question. If they wish to speak to a supervisor to file a complaint, they will be referred to the on-duty supervisor. The supervisor will collect all pertinent information regarding the complaint. If the nature of a complaint stems from a misunderstanding regarding University/Department policy, procedure or legal code, the supervisor should attempt to clarify the misunderstanding. The form is not necessary for initiating a complaint but is part of the general procedure. Statements from complainants or witnesses do not need to be sworn to for the Professional Standards Officer or supervisor to investigate. All information of filing a complaint is on the agency's website along with a general email address inquires can be submitted to UDPD Command Staff and a separate specific email address if a person wanted to contact the Professional Standards Officer directly. Once a complaint is received the Professional Standards Officer has 45 calendar days to complete the investigation, unless the time requirement would jeopardize the investigation, and any extensions must be by written approval of the Chief of Police. Complainants are informed in writing of the receipt of the complaint and steps in the investigation and provided a periodic update on the status. Upon completion the complainant will be advised in writing of the findings and actions taken regarding their complaint.

[Jump to Website Screenshot](#)

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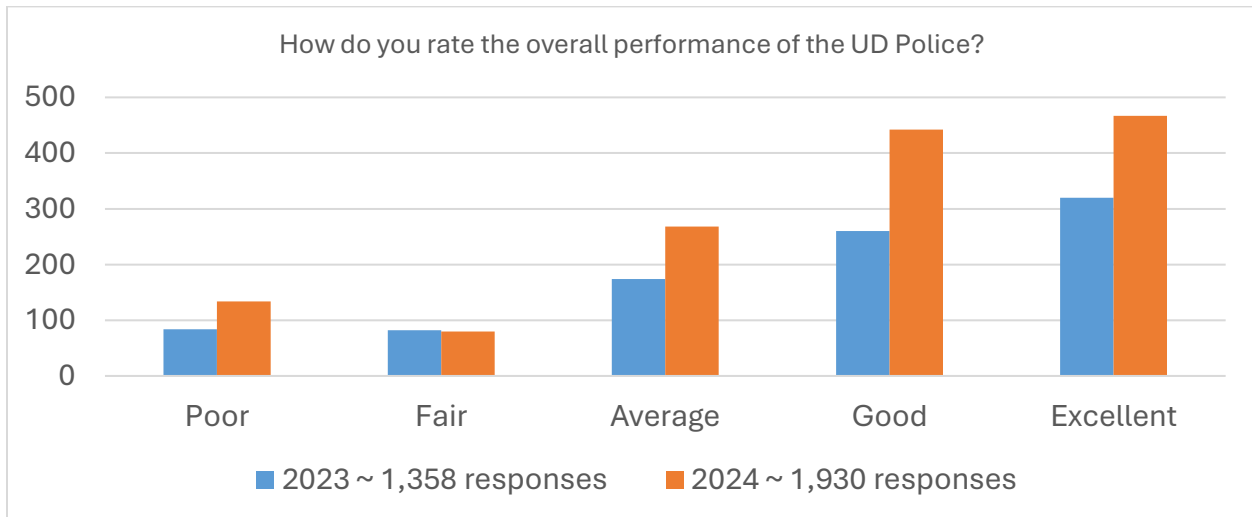


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Conducted a regular recurring survey of the community to measure the level of trust in the police.

University of Delaware Police completed this as part of an accreditation requirement every four and then three years starting in 2007. As of 2022 the agency determined that it would be better suited to conduct this survey annually to coincide with the end of the spring academic semester. This would allow time to receive the results and potentially implement any suggestions or other information derived from the survey throughout the summer and have the changes in place with the start of the fall semester. In 2023 the agency received 1,358 responses to the survey administered by the University of Delaware. The most recent survey was completed in May of 2024 and 1,930 community members responded.



[Jump to Survey Example Section](#)



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Established written strategies to engage with youth and marginalized groups in the community to develop positive relationships with police officers and how to interact safely with police.

As a collegiate police force the University of Delaware Police have limited opportunities to directly engage with youth. The Community Resource Unit participates in various youth camps that the University may host during the summer months and during the school years provides safety programs for the two day care programs housed on campus. The Community Resource Unit is tasked with primary engagements with the community and all officers of the agency have the opportunity to volunteer to be the point of contact for all the registered student organizations and athletic teams as part of community outreach efforts. The University of Delaware student organizations represent academic, advocacy, club sports, community service, diversity, fraternity and sororities, multicultural, political, LGBTQ+, and religious organizations.

Officers may attend meetings or stop by events by the host organization as part of the departments community policing initiatives. The agency provides written safety material both physical with pamphlets and handouts as well as electronic media publishing's to the community via social media on almost a daily basis. The Community Resource Unit provides training to students and staff in various topics to include police interactions, critical incident response and general safety programming. For over thirty years the agency has instructed during each semester R.A.D. – Rape Aggression Defense training which is a women's only self-defense and crime awareness training. The University of Delaware Police participates in National Night Out and other local events showcasing first responders throughout the State of Delaware during the year.

All officers receive cultural diversity training upon hire and during initial training, they also completed refresher training in February of 2024. As part of the annual de-escalation training conducted officers are provided the necessary skills to handle a situation with the primary goal of reducing conflict so that community interactions are not confrontational.

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The agency is as open and transparent as it possibly can be. UDPD will send emergency notifications and timely warnings in order to provide information to the community as quickly as possible. The agency runs social media accounts in order to provide information about community interactions and engagements along with requests for information or assistance in investigations. The agency participates in the open data portal and makes available to the public use of force statistics spanning several years, Internal Affairs statistical summaries, employee demographics, community engagement events and annual statistics relating to custodial arrests, civil citations, traffic arrests and warnings which are categorized by race and gender. Daily the agency publishes a crime log to the website for community informational purposes and regularly provides press releases advising of community interactions or investigations.

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Reference and Supporting Documentation

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IACP Trust Building Campaign University of Delaware Police
Establish a policy on bias-free policing



6:7 Unlawful or Improper Bias in Public Safety

Effective 03/18/2024

The purpose of this policy is to emphasize this agency's commitment to fair and bias-free treatment of all people and to clarify the circumstances in which agency personnel may consider specified characteristics when carrying out duties. Fair and bias-free policing enhances legitimate law enforcement efforts and promotes trust within the community. People having contact with agency personnel shall be treated in a fair, impartial, bias-free, and objective manner, in accordance with law, and without consideration of specified characteristics as defined in this policy.

6:7.1 Policy Statement

- A. The University of Delaware Police is committed to unbiased policing, clarifying the circumstances in which race or affiliation can be used as a factor to establish reasonable suspicion or probable cause, and reinforcing procedures that serve to assure the public that we are providing service and enforcing laws in a fair and equitable manner.
- B. The University of Delaware Police does not tolerate discrimination against any person based on race, ethnic background, gender, age, religion, sexual orientation, economic status, gender identity or expression, or national origin.
- C. The University of Delaware Police does not condone a law enforcement practice of bias based profiling. The Department is committed to holding open dialogue, discussion, and examination of this issue in order to produce guidelines for policies, operational procedures and training programs to ensure professional and legal standards, as well as community expectations are met. Any complaints received of biased enforcement or public safety services will be investigated by the Professional Standards Officer.
- D. All agency personnel will receive documented initial training in this topic prior to starting their assignment with the agency. Additionally all members of the agency will receive documented annual refresher training in unlawful or improper bias issues including legal aspects in public safety.



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6:7.2 Definitions

- A. Biased Policing: Discrimination in the performance of law enforcement duties or delivery of police or public safety services, based on personal prejudices or partiality of agency personnel toward classes of people based on specified characteristics.
- B. Fair and Bias-free Treatment: Conduct of agency personnel wherein all people are treated in the same manner under the same or similar circumstances irrespective of specified characteristics.
- C. Police Services: Sometimes referred to as community caretaking functions, these are actions and activities that may not directly include enforcement of the law, but that contribute to the overall well-being of the public. These include, but are not limited to, such tasks as welfare checks; death notifications; public assistance to persons who may be lost, confused, or affected by mental or physical illness; traffic control; medical emergencies; lifesaving services; crime prevention; public information; and community engagement.
- D. Specified Characteristics: For the purposes of this policy, real or perceived personal characteristics, to include but not limited to race, ethnic background, national origin, immigration status, gender, gender identity/expression, sexual orientation, religion, socioeconomic status, age, disability, or political affiliation

6:7.3 Procedure

- A. All investigative detentions, traffic stops, arrests, searches, and seizures of property by officers will be based on a standard of reasonable suspicion or probable cause as required by the Fourth Amendment of the U.S. Constitution and statutory authority. Officers must be able to articulate specific facts, circumstances and conclusions that support probable cause or reasonable suspicion for an arrest, traffic stop or investigative detention.
 - 1. Biased policing is prohibited both in enforcement of the law and the delivery of police and public safety services.
 - 2. Agency personnel shall take equivalent enforcement actions and provide bias-free services to all people in the same or similar circumstances. This does not mean that all people in the same or similar circumstances must be treated identically. Reasonable concessions and accommodations may be, and sometimes should be made, for example when dealing with people with disabilities, injury, or illness.
 - 3. Agency personnel may only consider specified characteristics when credible, timely intelligence relevant to the locality links a person or people with a specified characteristic(s) to a particular unlawful incident, or to particular unlawful incidents or criminal patterns.



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4. Restrictions on the use of specified characteristics do not apply to law enforcement activities designed to strengthen the agency's relationship with its diverse communities.
 5. Officers are prohibited from engaging in biased based profiling as a police tactic. Officers should be particularly aware of this while conducting surveillance, traffic enforcement, field contacts, asset seizure and forfeiture efforts. Officers will maintain professionalism, integrity, and accountability in all contacts with the public in order to continue to enhance the trust of the community. Policing based on biases alone is inconsistent with the mission of the University of Delaware Police.
 6. Officers may take into account the race, ethnicity, or group affiliation of a specific suspect or suspects based on credible, reliable, locally-relevant information that links a person to a particular criminal incident or links a specific series of crimes in an area to a group of individuals based on any group affiliation.
 7. Racial profiling should not be confused with criminal profiling, which is a legitimate tool in the fight against crime. Criminal profiling is an investigative method in which an officer, through observation of activities and the environment, identifies suspicious people and develops a legal basis to stop them for questioning. Bias based profiling refers to the decision by police to stop and question people when the physical characteristics of the person are used as an indicator of suspicious activity or criminal tendency.
 8. Officers must understand that proper police tactics can be perceived as frightening and alienating to innocent people. Many people stopped for investigation will be released without further action. In this context, how police authority is employed is as important as the result of its use.
- B. In an effort to prevent inappropriate perceptions of biased based law enforcement, officers will utilize the following strategies when conducting pedestrian and vehicle stops:
1. Be courteous, polite, and professional.
 2. Introduce yourself by providing your name and agency affiliation. Then, explain to the citizen the reason for the stop, unless providing this information will compromise the safety of officers or other persons. When conducting vehicle stops, this information will be provided before asking the driver for their license and registration.
 3. Ensure that the length of the detention is no longer than necessary to take appropriate action for the known or suspected offense.
 4. Answer any questions the citizen may have, including explaining options for the dispositions of related enforcement action.
 5. Provide the officer's name and officer identification number when requested.

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6. Explaining the credible, reliable, or locally relevant information that led to the stop or contact when no enforcement actions were taken and/or it is determined that the reasonable suspicions were unfounded (e.g., after a “Be On the Lookout” stop).
- C. In our continued efforts to foster positive relationships with our community, and in our commitment to lawful and ethical behavior, any officer found to be involved in inappropriate biased based policing will be subject to disciplinary actions, including but not limited to termination, counseling, progressive discipline and/or remedial training.
 1. Where appropriate, agency personnel are encouraged to intervene at the time the biased policing incident occurs. Agency personnel who witness or who are aware of instances of biased policing shall report the incident to a supervisor.
 2. Supervisors shall
 - a. Ensure that all agency personnel in their command are familiar with the content of this policy and shall be alert and respond to indications that biased policing is occurring.
 - b. Respond to violations of this policy with training, counseling, discipline, or other remedial intervention as appropriate to the violation.
 - c. Ensure that those who report instances of biased policing are not subject to retaliation.

6:7.4 Annual Review

The Professional Standards Officer will complete an annual review of agency practices involving biased based policing and forward to the Chief of Police. Upon receipt the Chief of Police will acknowledge the review in writing and upon completion of review sign the document indicating it has been reviewed and provide any comments as necessary. At a minimum the review will include:

- A. An analysis of citizen complaints and/or comments received regarding bias based policing;
- B. A review of any corrective measures taken
- C. An overview of training conducted; and
- D. Recommendations, if any, for changes in procedures and practices.

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Increased transparency and accountability of police use of force. Published use of force and complaint process policies.

Response to Resistance posted on public website for UDPD

UNIVERSITY OF DELAWARE POLICE DEPARTMENT

POLICE

UNIVERSITY OF DELAWARE

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Open Data

A message from Chief Ogden:

On behalf of the men and women of the University of Delaware Police Department, I would like to ensure you that our agency is committed to transparency and accountability. That is why we have committed to participating in the Police Foundation's Public Safety Open Data Portal.

[The Police Foundation's Public Safety Open Data Portal](#) is intended to serve as a central clearinghouse; for accessing, visualizing and analyzing local and national law enforcement and public safety open datasets.

In the tables below, you will have access to regularly updated reports of Employee Demographics, Community Engagement, and Use of Force statistics for the University of Delaware Police Department. Each report contains a printable and readable spreadsheet of important statistics in each category, along with a link to open data sets that can be analyzed and evaluated. These data sets are formatted as comma separated values (.CSV) files, and are disaggregated, structured, and machine readable.

Thank you for your interest in the University of Delaware Police Department.

Current Open Data Sets:

- [Community Engagement](#)
- [Custodial Arrests, Civil Citations, Traffic Arrests, Traffic Warnings](#)
- [Employee Demographics](#)
- [Internal Affairs Statistical Summary](#)
- [Use of Force](#)
- [Response to Resistance Policy](#)

How Do I... <small>Report a crime</small>	News & Safety <small>LiveSafe</small>	Additional Resources <small>UD Police Advisory Council</small>
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5:1 Response to Resistance

Effective 10/01/24

This General Order establishes the policies and procedures regarding the Response to Resistance by employees of the University of Delaware Police.

5:1.1 Policy Statement

The purpose of this General Order is to establish policy and procedures for the use of deadly and non-deadly applications of force by Departmental employees. The order is for Departmental use only and does not apply in any criminal or civil proceedings. Violations of this policy will only be the basis for administrative discipline. The General Order should not be construed as a creation of a higher standard of safety or care in an evidentiary sense with respect to third party claims.

A. Value of Human Life

The value of human life is immeasurable in our community. University Police Officers have been delegated the considerable responsibility to protect life and property and to apprehend criminal offenders. The apprehension of criminal offenders and the protection of property must, at all times, be secondary in importance to the protection of life. The officer's responsibility for protecting life must include their own. As law enforcement professionals, a greater value must be placed on the preservation of human life than on the solution of criminal offenses or punishment for their commission. For this reason, Officers must be selective in accordance with policy and training when using force that could result in death.

B. Officer Protection

Officers are never expected to allow an assault upon their person or a third party before using force. Officers may need to use reasonable force to accomplish lawful objectives and to control a situation, effect an arrest, overcome resistance to arrest, or defend themselves or others from harm.

C. De-escalation of incidents

Officers shall use de-escalation techniques whenever possible and appropriate, before resorting to force and to reduce the need for force. De-escalation techniques may include verbal persuasion, warnings and tactical de-escalation techniques, creating distance (and thus the reactionary gap) between the member and the threat, along with requesting additional resources (e.g., specialized units, mental health care providers, negotiators, etc.) to resolve the incident. De-escalation will not always be appropriate, and officers should not place themselves or others in danger by delaying the use of force where warranted.

1. When reasonable under the totality of circumstances, officers should use advisements, warnings, verbal persuasion, and other tactics and alternatives to higher levels of force.
2. Officers should recognize that they may withdraw to a position that is tactically advantageous or allows them greater distance in order to de-escalate a situation or

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consider or deploy a greater variety of force options, including lesser force or no force at all.

3. Officers shall perform their work in a manner that avoids unduly jeopardizing their own safety or the safety of others through poor tactical decisions.
4. Whenever possible and when such delay will not compromise the safety of the officer or another and will not result in the destruction of evidence, escape of a suspect, or commission of a crime, an Officer shall allow an individual time and opportunity to submit to verbal commands before force is used.

D. Disengagement

Officers who are involved in a critical incident where a deadly weapon or the apparent threat of deadly force is present must recognize that the dynamics of these types of situations can change dramatically. Officers should be cognizant of facts, information and/or circumstances that could change their course of action and that could necessitate them to withdraw (disengage) to a safer location while maintaining a perimeter of the incident, if possible, until proper resources arrive on the scene.

E. General Response to Resistance

An officer shall only use reasonable force to overcome resistance and affect a lawful arrest. The use of physical force is authorized when an officer must subdue a resisting subject, in self-defense, or in defense of a third party (*see Delaware Code Title 11 Chapter 4 Section 467 Justification-Use of force in law enforcement*). The use of force applied by the officer shall de-escalate as the subject's resistance decreases. Force will be discontinued when resistance ceases. Officers may also use reasonable force to move or arrest an individual who is impeding lawful police action.

1. Any physical strike or instrumental contact with a person, any intentional attempted physical strike or instrumental contact that does not take effect or any significant physical contact that restricts the movement of a person.
 - a. The U.S. Supreme Court has stated that the use of force by an officer upon a "seized, free citizen" will be based on the standards of "objectively reasonable" under the Fourth Amendment of the United States Constitution.
 - b. The U.S. Supreme Court further stated that "based on a totality of circumstances, the reasonableness of a particular use of force must be judged from the perspective of the reasonable officer on the scene, rather than the 20/20 vision of hindsight (*Graham*, 490 U.S. at 396) and the calculus of reasonableness must embody allowances for the fact that police officers are often forced to make split second judgements- in circumstances that are tense, uncertain and rapidly evolving.
2. The standard of objective reasonableness set forth in the Fourth Amendment does not require that officers choose the least intrusive level of force, only a reasonable one.

F. Totality of Circumstances

1. In every use of force situation, officers must look at the totality of the circumstances that affect the reasonable use of force. There can be many aspects and considerations within the totality of the circumstances that affect the appropriate use of force. The life and safety of all citizens and officers is paramount.



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2. Among the circumstances that may govern the reasonableness of using a particular level of force, the U.S. Supreme Court emphasized four key factors in *Graham*:
 - a. Severity of the crime.
 - b. Whether the suspect is an immediate threat to the safety of the officer or others.
 - c. Actively resisting arrest.
 - d. Attempting to evade by flight.
3. Additional factors used by courts when determining whether the particular level of force is objectively reasonable are:
 - a. The number of suspects and officers involved.
 - b. The size, age, and condition of the officer and suspect.
 - c. The duration of the action.
 - d. Whether the force applied resulted in injury.
 - e. Previous violent history of the suspect, known to the officer at the time.
4. The use of force to prevent the escape of a person in custody is appropriate when the force could justifiably have been employed to affect the arrest for which the person is in custody.
5. The use of appropriate force to effect an arrest is justifiable when
 - a. The suspect does not comply with the officer's lawful command / orders.
 - b. The officer makes known the purpose of the arrest or reasonably believes that it is otherwise known or cannot reasonably be made known to the person to be arrested; or
 - c. The arrest is made under a warrant, and the warrant is valid or reasonably believed by the officer to be valid; or
 - d. When the arrest is made without a warrant, the officer reasonably believes the arrest to be lawful.
6. When evaluating a use of force, the Department will consider the following factors
 - a. The relationship between the need for the use of force and the amount of force used.
 - b. The extent of the injury inflicted.
 - c. Efforts made to temper or to limit the amount of force.
 - d. Threat reasonably perceived.

(See, *Kingsley v. Hendrickson*, *Lombardo v. St. Louis*)

G. Exigent Circumstances

Should exigent circumstances exist that require an officer to violate this chapter in order to protect the life, safety, or health of themselves or others, no policy violation will occur.

H. Duty to Intervene

All University of Delaware Police Department employees have a duty to intervene within their scope of authority and training and notify appropriate supervisory authority if they observe another agency employee or public safety associate engage in any unreasonable use of force or if they become aware of any violation of departmental policy, state or federal law, or local ordinance. Every employee has an obligation to ensure compliance, by themselves and others, with Department directives and regulations, as well as all applicable laws, regarding responses to resistance and force applications. Any employee who observes an officer using force, or about to use force that is illegal, excessive, or otherwise inconsistent with this directive must, absent extraordinary circumstances, do whatever they can to interrupt the flow of events and stop the illegal, excessive, or otherwise inconsistent with this directive application of force.



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1. If a supervisor observes such a violation, the supervisor must issue a direct order to stop the violation.
2. Employees have a duty to report illegal and inappropriate applications of force by other officers. Any employee who observes or has knowledge or belief of an application of force that is illegal, excessive, or otherwise inconsistent with this directive must notify a supervisor as soon as possible.
 - a. An employee may notify a supervisor either verbally or in writing about their observations, knowledge, or belief what is in violation of this chapter.
 - b. The receiving supervisor will document the information via a Significant Activity Form and submit to Command Staff only.
 - c. Upon receipt of the notification from the Supervisor the Professional Standards Officer will initiate an investigation into the information within the form.
3. No employee may retaliate, in any form, against another employee who intercedes in or reports a violation of this directive, or who cooperates with an investigation into a possible violation of this directive.

5:1.2 Definitions

A. **Deadly Force**

Force which the officer uses with the purpose of causing or which the officer knows creates a substantial risk of causing death or serious physical injury, including the use of a chokehold as “chokehold” is defined under DE Code Title 11-607A. Purposely firing a firearm in the direction of another person or at a vehicle in which another person is believed to be constitutes deadly force. A threat to cause death or serious bodily harm, by the production of a weapon or otherwise, so long as the defendant’s purpose is limited to creating an apprehension that deadly force will be used if necessary, does not constitute deadly force. (DE Code title 11-0471-000a)

B. **Imminent Threat**

An appearance of threatened and impending injury as would put a reasonable and prudent person to their immediate defense or a danger that must be instantly met.

C. **Reasonable Force**

A just, rational, and/or appropriate amount of force that is used under the circumstances that are presented. The authorized use of physical force ends when resistance ceases and/or the officer has accomplished the purpose necessitating the use of force.

D. **Response to Resistance**

Any action taken by a sworn officer to control, restrain, or overcome an individual’s unlawful resistance.

E. **Objectively Reasonable**

The determination that the decision to use force, and the level of force used, is what a reasonable and prudent officer would use under the same or similar situations based upon the officer’s evaluation of the situation, experience, training, and the totality of the circumstances known to or believed to exist by the officer at the time the force is used and is consistent with U.S. Supreme Court precedent. *See Graham v. Connor, 490 U.S. 386 (1989)*

F. **Reasonably Believes**

When applied to a defendant who is a law enforcement officer acting in the officer’s official capacity, means holds a belief that is reasonable from the viewpoint of a reasonable law enforcement officer in the defendant’s situation under the circumstances

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G. **Serious Physical Injury**

Physical injury that creates a substantial risk of death, or that causes serious and prolonged impairment of health, or prolonged loss or impairment of the use of any bodily function (Delaware Code Title 11 Section 222).

H. **Force** - Any physical strike or instrumental contact with a person, any intentional attempted physical strike or instrumental contact that does not take effect or any significant physical contact that restricts the movement of a person. Use of force is lawful if it is objectively reasonable under the circumstances to effect an arrest, or protect the officer or other person,”

1. The standard of objective reasonableness set forth in the Fourth Amendment does not require that officers choose the least intrusive level of force, only a reasonable one. Officers may use reasonable force to complete a variety of different objectives. These objectives may include:

- a. Detentions
- b. Frisks
- c. Arrests
- d. Self defense
- e. Defense of others
- f. Defense of property
- g. Preventing a person(s) from self-injury or protective custody commitments
- h. Preventing a person(s) from destroying evidence
- i. Stopping a riot
- j. Preventing prisoner escapes

The term includes the discharge of a firearm, or pointing a firearm at or in the direction of a human being, use of chemical spray, use of impact weapons, use of conducted electrical weapons (CEW), personal weapons hand or feet or the taking of a subject to the ground. The term does not include escorting or handcuffing a person with minimal or no resistance.

I. **De-Escalation**

Taking action or communicating verbally or non-verbally during a potential force encounter in an attempt to stabilize the situation and reduce the immediacy of the threat so that more time, options, and resources can be called upon to resolve the situation without the application of force or with a reduction in the force necessary. De-escalation may include the use of such techniques as command presence, advisements, warnings, verbal persuasion, and tactical repositioning.

J. **Passive resistance**

Passive resistance occurs when a subject refuses to comply with a directive from an officer but does not attempt to engage in physical action likely to cause bodily harm to the officer or to another person.

K. **Active resistance**

Active resistance occurs when an officer encounters behavior which physically counteracts his or her attempt to control and/or which creates risk of bodily harm to the officer, subject, and/or other persons.

L. **Exigent circumstances**

Those circumstances that would cause a reasonable person to believe that a particular action is necessary to prevent physical harm to an individual, the destruction of relevant evidence,



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the escape of a suspect, or some other consequence improperly hindering legitimate law enforcement efforts.

M. **Less – lethal force**

Any force used by an officer that would not reasonably be expected to cause death.

N. **Intermediate weapons**

Less-lethal weapons not intended to cause serious physical injury or death. Intermediate weapons include impact weapons, OC/chemical agents, conducted electrical weapons, less lethal munitions, canines, and any other instrument of opportunity used not intended to cause serious physical injury or death.

5:1.3 Application of Force

A. Delaware Law

The pertinent sections of the Delaware criminal code dealing with the application of force by a police officer are found in Delaware Code Title 11 Chapter 4 Section 464 and Delaware Code Title 11 Chapter 4 Section 467. These sections also indicate when the use of deadly force is not justified. Officers of the University Police shall be familiar with these sections.

1. When de-escalation techniques are not effective or appropriate, an officer may consider the use of less-lethal force to control a non-compliant or actively resistant individual. An officer is authorized to use less-lethal force techniques:
 - a. To protect the officer or others from immediate physical harm;
 - b. To bring an unlawful situation safely and effectively under control;
 - c. To restrain or subdue an individual who is actively resisting or evading arrest.
 - d. Where feasible, the officer shall identify himself or herself as a law enforcement officer and warn of his or her intent to use force.
2. The use of force while making an arrest is not justified unless:
 - a. The officer makes known the purpose of the arrest or believes that it is otherwise known or cannot reasonably be made known to the person to be arrested;
 - b. When the arrest is made under a warrant, the warrant is valid or believed to be valid;
 - c. When the arrest is made without a warrant, the officer believes the arrest to be lawful.

B. Defense of Life/Deadly Force

1. An officer may use deadly force only when the officer reasonably believes that the action is in defense of human life, including the officer's own life, or the defense of any person in imminent danger of serious physical injury or death.
2. A sworn officer is authorized to use deadly force when other reasonable and available means of apprehension have been exhausted and it is objectively reasonable under the totality of the circumstances. Use of deadly force is justified when one or both of the following apply:
 - a. To protect the officer or others from what is reasonably believed to be an immediate threat of death or serious bodily injury;
 - b. To prevent the escape of a fleeing subject when the officer has probable cause to believe that the person has committed, or intends to commit a felony involving serious bodily injury or death or threat thereof, and the officer reasonably believes that there is an imminent risk of serious bodily injury or death to the officer or another if the subject is not immediately apprehended.
3. Where feasible, the officer shall identify himself or herself as a law enforcement officer and warn of his or her intent to use deadly force.

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4. Deadly force should not be used against persons whose actions are a threat only to themselves or property.
 5. When deadly force is justified under this policy, the implement used to apply that force is of no consequence; however the officer must reasonably believe that the force employed creates no substantial risk of injury to innocent persons.
- C. Chokeholds and Vascular Restraints
1. Due to the propensity to cause death or serious injury, the use of “chokeholds” and vascular restraint techniques are considered a use of deadly force and are not authorized for use by University of Delaware Police Department employees unless the situation where the application for deadly force is considered reasonable or appropriate.
 - a. Chokeholds are a technique intended to restrict another person’s airway or prevent or restrict the breathing of another person.
 - b. Vascular restraints are a technique intended to restrict the flow of blood to and from the brain by applying pressure or force to the carotid artery, the jugular vein, or the side of the neck of another person.
 2. In all arrest situations where it is necessary to place the defendant on the ground in order to successfully take them into custody, the arresting officers will, as soon as safely possible, put that defendant into an upright sitting or standing position.

5:1.4 Authorized Weapons

Employees must demonstrate proficiency in the use of each weapon and receive approval from the Chief of Police or their designee before carrying each weapon. Departmentally issued service weapons will not be used for recreational purposes without prior written authorization from the Operations Commander or designee.

- A. OC Restraint Spray
- B. Straight Extendable Baton
- C. Conducted Electrical Weapon
- D. Less Lethal Projectile Weapons
- E. Service Handgun
- F. Service Rifle
- G. Flashlights are not designed to be used as police batons and shall not be used to strike blows to the head, neck, or other potentially lethal areas of the body unless a life or death situation exists. However, nothing shall prevent an officer from using their flashlight as a defensive weapon (i.e. blocking blows) if the situation so dictates and the officer has no other weapon at their disposal.
- H. Hands and feet should typically be used to restrain, control, and perform take-downs in accordance with an officer’s training. Nothing here shall preclude their use as a defensive measure.
- I. The Department does not issue knives; however, officers may carry a folding knife at their option. The blade shall not be longer than three (3) inches. The knife may be carried for such things as cutting ropes, seat belts, etc. The knife is not intended to be used as a weapon, but may be used in the defense of an officer's life.
- J. Local objects immediately available to officers may be used only for defensive purposes to prevent death or serious physical injury. In the absence an immediate threat of injury, local objects may not be used as weapons.

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- K. Handcuffs are issued to all officers and are to be used to restrain and secure persons in police custody. Handcuffs are not to be used as weapons except for defensive purposes when the officer has no other immediate weapon at his disposal and the use of deadly force is justified.
- L. Remote Restraint Device - BolaWrap- is a hand-held, remote restraint device that discharges a 7'6" Kevlar cord to wrap an individual at a range of 10-25 feet. The BolaWrap is equipped with anchors at each end of the Kevlar cord.

5:1.5 Prohibited Weapons

Sap gloves, brass knuckles, slapjacks, blackjacks and Mace or other similar such instruments are specifically prohibited. Officers are authorized to carry and use only those weapons, ammunition, and equipment approved by this Department.

5:1.6 Restraint Devices

As soon as the officer is able to, a resisting subject should be restrained using the department approved handcuffs. If after being handcuffed the subject is still actively resisting, officers may employ the use of hobble restraints during transport. Actively resisting subjects will only be transported in a patrol vehicle with a cage. Hobble restraints, used in conjunction with a seatbelt may be used to secure the subjects feet together, thus stopping them from causing injury or damage by kicking. The hobble restraint is not meant to and shall not be used to secure the subject's feet to their hands or any other object.

5:1.7 Training

- A. All employees who are authorized to carry weapons shall be issued a copy of and instructed in this General Order before being authorized to carry such weapon(s), (see Appendix 5.1). This will be completed prior to the employee working any shift with the issued weapons except for using them in a training environment (i.e. Police Academy). The Training Officer will plan semi-annual mandatory training sessions dealing with this General Order and definitions within. All recruit training and in-service curriculum will be in compliance with Police Officer Standards and Training (POST). Training will emphasize the use of minimal force, the proper situations in which to use force, the conditions necessary to use deadly force against a "fleeing felon", and de-escalation tactics review.
- B. All members that may be responsible for managing application of force or response to resistance incidents or other law enforcement actions that result in death or serious bodily injury will receive training for managing and processing such incidents. All potentially impacted members will receive awareness level training regarding such incidents annually that will review the administrative reporting and administrative investigatory steps and expectations of the agency at a minimum to include review of this policy.
- C. All officers have an ongoing obligation to review the Department's response to resistance force application directives and training materials, and to seek clarification any time they have questions or need guidance.



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5:1.8 First Aid

If there is an application of force in response to a subject's resistance that is initiated, the officer involved or an officer responding to the incident will render appropriate medical aid to injured subjects, if first aid is feasible under the circumstances. If necessary, the officer will immediately contact an ambulance for evaluation and/or transportation to a medical facility.

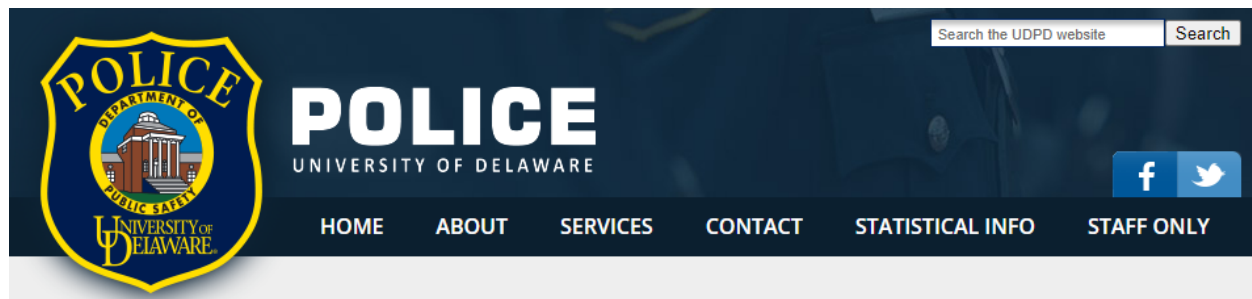
- A. When safe to do so, officers using force on a subject(s) shall:
 1. Assess the subject's injuries
 2. Request an emergency medical response for a subject(s) who has serious or potentially fatal injuries or loss of consciousness; and
 3. Request that a supervisor be dispatched to the scene.
- B. Officers who provide a subject with first aid on scene shall document same, along with the nature of the injury or complaint of injury, in the Incident Report and Response to Resistance Report.
- C. If the subject(s) refuses medical treatment the investigating officer will note the refusal in the Incident Report and Response to Resistance Report.
- D. If the person is transported to a medical facility for additional treatment at least one officer, if possible not the one who applied force, should be assigned to guard the person at the medical facility. If possible UDPD Communications should contact the medical facility and advise them of the pending transport so the medical facility can take any precautionary or additional security steps required prior to the arrival of the person. If the treatment is going to be lengthy in nature or the person is going to be admitted for a specified period of time the On-Duty Supervisor in conjunction with the On-Call Command Staff Officer will coordinate with the medical staff security to provide adequate security measures to prevent escape or unauthorized release of the subject.
- E. Prior to an emergency medical facility releasing custody of the subject from the medical facility, receiving officers must receive written authorization from the attending physician to remove the individual from the facility.
- F. The rendering of first aid following any law enforcement action or event is not limited to a direct application of force upon a subject by an officer. Departmental employees must insure that appropriate medical aid is rendered as quickly as reasonably possible following any law enforcement action or event in which injuries have been sustained. Employees are required to request medical assistance for a subject anytime the employee observes:
 1. Serious injuries or medical distress is apparent.
 2. The individual is unconscious.
- G. Medical aid should be rendered as quickly as reasonably possible, recognizing scene safety, control of the individual if applicable, and environmental circumstances which may influence these actions and timing of medical responses. Employees will notify the UDPD Communications Center or appropriate dispatch center to initiate the medical response.
- H. Employees will provide appropriate medical aid until medical personnel arrive and assume the scene and care for the patient. Medical aid may include any of the following, increased observation to detect obvious changes in condition, obvious severe injuries, or unconsciousness.



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Complaint Process Website Screenshot



Officer Commendations and Complaints

The men and women of the University of Delaware Police Department receive thorough, progressive training in order to provide police and security services for the campus community. The department is committed to providing the highest level of service through its core values of Professionalism, Responsibility, Integrity, Dedication and Excellence. The department maintains and promotes respect for the individual rights and dignity of all persons and is dedicated to excellence in all of the services that are offered on a year-round basis.

Anyone who would like to commend an employee for exceptional conduct, has concerns regarding the conduct of any department employee, or would like to receive a copy of the Annual Statistical Summary of complaints filed, is encouraged to contact the department via e-mail (psu-udpd@udel.edu); phone (302) 831-2224; or in person to discuss the matter.

When submitting a commendation or complaint, please included as much of the following information as is possible or submit this [Citizen Complaint Form](#):

- The date, time, and location of the incident.
- The Officer's name, badge number, and description.
- The incident report number (it will start with 39), or copy of the report / summons.
- License numbers for any vehicles involved in the incident.
- Witnesses' names, addresses, and phone numbers.
- Any information regarding the incident that you would like to compliment or file a complaint about.

Process for filing a complaint listed on UDPD website

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Citizen's Complaint Form

University of Delaware
Police Department
413 Academy Street
Newark, DE 19716
Phone: 302-831-2222
Fax: 302-831-0163

COMPLAINT NUMBER: 39 - -		DATE:
Complainant's Name: _____		
Complainant's Address: _____		Phone Number: _____
Locations of Incident: _____		
Witnesses: _____		Phone Number: _____
_____		Phone Number: _____
_____		Phone Number: _____
Officers Complained Against (provide all known information) _____		Rank _____
_____		Rank _____
_____		Rank _____
STATEMENT:		
Use the space below to state what occurred. Please be as detailed as possible. If more room is needed, please attach pages to this form and indicate that below.		
THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE		DATE & TIME SUBMITTED
_____ SIGNATURE OF COMPLAINANT		
TO BE COMPLETED BY POLICE ONLY:		
RECEIVED BY: _____		
INVESTIGATING OFFICER: _____		
DISPOSITION: _____		

Example of form – not required to be submitted

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Citizen's Complaint Form

University of Delaware
Police Department
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Newark, DE 19716

Phone: 302-831-2222
Fax: 302-831-0163

MEMORANDUM OF UNDERSTANDING WHEN FILING A CITIZEN'S COMPLAINT:

No pending criminal, traffic, or judicial charges will be dismissed in return for a withdrawal of or failure to file a citizen's complaint.

An internal affairs investigation is an administrative procedure involving the internal inspection of actions taken by employees of the University of Delaware Police Department in the performance of their duties. It is not intended to gather evidence for the criminal prosecution of the defendant. No evidence gathered in direct relation to this investigation will be offered into any criminal proceeding currently pending in any court, either for or against the complainant. If there are charges currently pending against the complainant by this or any other police agency, the findings of this office may be held until disposition of those charges in accordance with the laws of the State Delaware.

By signing this document, the complainant understands that a citizen's complaint filed against an employee of the University of Delaware Police Department will have no bearing on any pending criminal, traffic, or Office of Student Conduct charge. In addition, the complainant understands that providing a false statement or false written instrument is a violation of Delaware law and punishable under title 11 of the Delaware Criminal Code.

Complainant's Signature

Date & Time

Witness

Date & Time

General Procedure:

In the performance of the duties of a police officer, it is understandable that citizens may have questions and/or concerns about an incident. In some cases this could leave the public with a diminished opinion of the officer's actions and the agency by which they are employed. The University of Delaware Police Department encourages the community to ask questions and express their concerns about an incident, or their perception of policies and practices.

The department would prefer you speak with a supervisor when you file a complaint. We do this to ensure that we obtain all the necessary information that we will need to fully and impartially investigate your complaint, as well as expedite the resolution of any complaints.

If you do not want to speak with a supervisor, you are able to file a complaint against an employee or officer by fully and accurately completing the attached complaint form. We ask that you print neatly or type the form if possible. Please return the form in person or by e-mail to psu-udpd@udel.edu

Example of form – not required to be submitted

[Return to Section](#)

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Adopted the elements of the National Consensus Policy on Use of Force into the agency's policies and procedures.



5:1 Response to Resistance

Effective 10/01/24

This General Order establishes the policies and procedures regarding the Response to Resistance by employees of the University of Delaware Police.

5:1.1 Policy Statement

The purpose of this General Order is to establish policy and procedures for the use of deadly and non-deadly applications of force by Departmental employees. The order is for Departmental use only and does not apply in any criminal or civil proceedings. Violations of this policy will only be the basis for administrative discipline. The General Order should not be construed as a creation of a higher standard of safety or care in an evidentiary sense with respect to third party claims.

A. Value of Human Life

The value of human life is immeasurable in our community. University Police Officers have been delegated the considerable responsibility to protect life and property and to apprehend criminal offenders. The apprehension of criminal offenders and the protection of property must, at all times, be secondary in importance to the protection of life. The officer's responsibility for protecting life must include their own. As law enforcement professionals, a greater value must be placed on the preservation of human life than on the solution of criminal offenses or punishment for their commission. For this reason, Officers must be selective in accordance with policy and training when using force that could result in death.

B. Officer Protection

Officers are never expected to allow an assault upon their person or a third party before using force. Officers may need to use reasonable force to accomplish lawful objectives and to control a situation, effect an arrest, overcome resistance to arrest, or defend themselves or others from harm.

C. De-escalation of incidents

Officers shall use de-escalation techniques whenever possible and appropriate, before resorting to force and to reduce the need for force. De-escalation techniques may include verbal persuasion, warnings and tactical de-escalation techniques, creating distance (and thus the reactionary gap) between the member and the threat, along with requesting additional resources (e.g., specialized units, mental health care providers, negotiators, etc.) to resolve the incident. De-escalation will not always be appropriate, and officers should not place themselves or others in danger by delaying the use of force where warranted.

1. When reasonable under the totality of circumstances, officers should use advisements, warnings, verbal persuasion, and other tactics and alternatives to higher levels of force.

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2. Officers should recognize that they may withdraw to a position that is tactically advantageous or allows them greater distance in order to de-escalate a situation or consider or deploy a greater variety of force options, including lesser force or no force at all.
3. Officers shall perform their work in a manner that avoids unduly jeopardizing their own safety or the safety of others through poor tactical decisions.
4. Whenever possible and when such delay will not compromise the safety of the officer or another and will not result in the destruction of evidence, escape of a suspect, or commission of a crime, an Officer shall allow an individual time and opportunity to submit to verbal commands before force is used.

D. Disengagement

Officers who are involved in a critical incident where a deadly weapon or the apparent threat of deadly force is present must recognize that the dynamics of these types of situations can change dramatically. Officers should be cognizant of facts, information and/or circumstances that could change their course of action and that could necessitate them to withdraw (disengage) to a safer location while maintaining a perimeter of the incident, if possible, until proper resources arrive on the scene.

E. General Response to Resistance

An officer shall only use reasonable force to overcome resistance and affect a lawful arrest. The use of physical force is authorized when an officer must subdue a resisting subject, in self-defense, or in defense of a third party (*see Delaware Code Title 11 Chapter 4 Section 467 Justification-Use of force in law enforcement*). The use of force applied by the officer shall de-escalate as the subject's resistance decreases. Force will be discontinued when resistance ceases. Officers may also use reasonable force to move or arrest an individual who is impeding lawful police action.

1. Any physical strike or instrumental contact with a person, any intentional attempted physical strike or instrumental contact that does not take effect or any significant physical contact that restricts the movement of a person.
 - a. The U.S. Supreme Court has stated that the use of force by an officer upon a "seized, free citizen" will be based on the standards of "objectively reasonable" under the Fourth Amendment of the United States Constitution.
 - b. The U.S. Supreme Court further stated that "based on a totality of circumstances, the reasonableness of a particular use of force must be judged from the perspective of the reasonable officer on the scene, rather than the 20/20 vision of hindsight (*Graham*, 490 U.S. at 396) and the calculus of reasonableness must embody allowances for the fact that police officers are often forced to make split second judgements- in circumstances that are tense, uncertain and rapidly evolving.
2. The standard of objective reasonableness set forth in the Fourth Amendment does not require that officers choose the least intrusive level of force, only a reasonable one.

F. Totality of Circumstances

1. In every use of force situation, officers must look at the totality of the circumstances that affect the reasonable use of force. There can be many aspects and considerations within



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the totality of the circumstances that affect the appropriate use of force. The life and safety of all citizens and officers is paramount.

2. Among the circumstances that may govern the reasonableness of using a particular level of force, the U.S. Supreme Court emphasized four key factors in *Graham*:
 - a. Severity of the crime.
 - b. Whether the suspect is an immediate threat to the safety of the officer or others.
 - c. Actively resisting arrest.
 - d. Attempting to evade by flight.
3. Additional factors used by courts when determining whether the particular level of force is objectively reasonable are:
 - a. The number of suspects and officers involved.
 - b. The size, age, and condition of the officer and suspect.
 - c. The duration of the action.
 - d. Whether the force applied resulted in injury.
 - e. Previous violent history of the suspect, known to the officer at the time.
4. The use of force to prevent the escape of a person in custody is appropriate when the force could justifiably have been employed to affect the arrest for which the person is in custody.
5. The use of appropriate force to effect an arrest is justifiable when
 - a. The suspect does not comply with the officer's lawful command / orders.
 - b. The officer makes known the purpose of the arrest or reasonably believes that it is otherwise known or cannot reasonably be made known to the person to be arrested; or
 - c. The arrest is made under a warrant, and the warrant is valid or reasonably believed by the officer to be valid; or
 - d. When the arrest is made without a warrant, the officer reasonably believes the arrest to be lawful.
6. When evaluating a use of force, the Department will consider the following factors
 - a. The relationship between the need for the use of force and the amount of force used.
 - b. The extent of the injury inflicted.
 - c. Efforts made to temper or to limit the amount of force.
 - d. Threat reasonably perceived.

(See, *Kingsley v. Hendrickson*, *Lombardo v. St. Louis*)

G. Exigent Circumstances

Should exigent circumstances exist that require an officer to violate this chapter in order to protect the life, safety, or health of themselves or others, no policy violation will occur.

H. Duty to Intervene

All University of Delaware Police Department employees have a duty to intervene within their scope of authority and training and notify appropriate supervisory authority if they observe another agency employee or public safety associate engage in any unreasonable use of force or if they become aware of any violation of departmental policy, state or federal law, or local ordinance. Every employee has an obligation to ensure compliance, by themselves and others, with Department directives and regulations, as well as all applicable laws, regarding responses to resistance and force applications. Any employee who observes an officer using force, or about to use force that is illegal, excessive, or otherwise inconsistent with this directive must, absent extraordinary circumstances, do whatever they can to



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interrupt the flow of events and stop the illegal, excessive, or otherwise inconsistent with this directive application of force.

4. If a supervisor observes such a violation, the supervisor must issue a direct order to stop the violation.
5. Employees have a duty to report illegal and inappropriate applications of force by other officers. Any employee who observes or has knowledge or belief of an application of force that is illegal, excessive, or otherwise inconsistent with this directive must notify a supervisor as soon as possible.
 - a. An employee may notify a supervisor either verbally or in writing about their observations, knowledge, or belief what is in violation of this chapter.
 - b. The receiving supervisor will document the information via a Significant Activity Form and submit to Command Staff only.
 - c. Upon receipt of the notification from the Supervisor the Professional Standards Officer will initiate an investigation into the information within the form.
6. No employee may retaliate, in any form, against another employee who intercedes in or reports a violation of this directive, or who cooperates with an investigation into a possible violation of this directive.

5:1.2 Definitions

A. **Deadly Force**

Force which the officer uses with the purpose of causing or which the officer knows creates a substantial risk of causing death or serious physical injury, including the use of a chokehold as “chokehold” is defined under DE Code Title 11-607A. Purposely firing a firearm in the direction of another person or at a vehicle in which another person is believed to be constitutes deadly force. A threat to cause death or serious bodily harm, by the production of a weapon or otherwise, so long as the defendant’s purpose is limited to creating an apprehension that deadly force will be used if necessary, does not constitute deadly force. (DE Code title 11-0471-000a)

B. **Imminent Threat**

An appearance of threatened and impending injury as would put a reasonable and prudent person to their immediate defense or a danger that must be instantly met.

C. **Reasonable Force**

A just, rational, and/or appropriate amount of force that is used under the circumstances that are presented. The authorized use of physical force ends when resistance ceases and/or the officer has accomplished the purpose necessitating the use of force.

D. **Response to Resistance**

Any action taken by a sworn officer to control, restrain, or overcome an individual’s unlawful resistance.

E. **Objectively Reasonable**

The determination that the decision to use force, and the level of force used, is what a reasonable and prudent officer would use under the same or similar situations based upon the officer’s evaluation of the situation, experience, training, and the totality of the circumstances known to or believed to exist by the officer at the time the force is used and is consistent with U.S. Supreme Court precedent. *See Graham v. Connor, 490 U.S. 386 (1989)*

F. **Reasonably Believes**



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When applied to a defendant who is a law enforcement officer acting in the officer's official capacity, means holds a belief that is reasonable from the viewpoint of a reasonable law enforcement officer in the defendant's situation under the circumstances

G. **Serious Physical Injury**

Physical injury that creates a substantial risk of death, or that causes serious and prolonged impairment of health, or prolonged loss or impairment of the use of any bodily function (Delaware Code Title 11 Section 222).

H. **Force** - Any physical strike or instrumental contact with a person, any intentional attempted physical strike or instrumental contact that does not take effect or any significant physical contact that restricts the movement of a person. Use of force is lawful if it is objectively reasonable under the circumstances to effect an arrest, or protect the officer or other person,"

1. The standard of objective reasonableness set forth in the Fourth Amendment does not require that officers choose the least intrusive level of force, only a reasonable one. Officers may use reasonable force to complete a variety of different objectives. These objectives may include:

- a. Detentions
- b. Frisks
- c. Arrests
- d. Self defense
- e. Defense of others
- f. Defense of property
- g. Preventing a person(s) from self-injury or protective custody commitments
- h. Preventing a person(s) from destroying evidence
- i. Stopping a riot
- j. Preventing prisoner escapes

The term includes the discharge of a firearm, or pointing a firearm at or in the direction of a human being, use of chemical spray, use of impact weapons, use of conducted electrical weapons (CEW), personal weapons hand or feet or the taking of a subject to the ground. The term does not include escorting or handcuffing a person with minimal or no resistance.

I. **De-Escalation**

Taking action or communicating verbally or non-verbally during a potential force encounter in an attempt to stabilize the situation and reduce the immediacy of the threat so that more time, options, and resources can be called upon to resolve the situation without the application of force or with a reduction in the force necessary. De-escalation may include the use of such techniques as command presence, advisements, warnings, verbal persuasion, and tactical repositioning.

J. **Passive resistance**

Passive resistance occurs when a subject refuses to comply with a directive from an officer but does not attempt to engage in physical action likely to cause bodily harm to the officer or to another person.

K. **Active resistance**

Active resistance occurs when an officer encounters behavior which physically counteracts his or her attempt to control and/or which creates risk of bodily harm to the officer, subject, and/or other persons.



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L. **Exigent circumstances**

Those circumstances that would cause a reasonable person to believe that a particular action is necessary to prevent physical harm to an individual, the destruction of relevant evidence, the escape of a suspect, or some other consequence improperly hindering legitimate law enforcement efforts.

M. **Less – lethal force**

Any force used by an officer that would not reasonably be expected to cause death.

N. **Intermediate weapons**

Less-lethal weapons not intended to cause serious physical injury or death. Intermediate weapons include impact weapons, OC/chemical agents, conducted electrical weapons, less lethal munitions, canines, and any other instrument of opportunity used not intended to cause serious physical injury or death.

5:1.3 Application of Force

A. Delaware Law

The pertinent sections of the Delaware criminal code dealing with the application of force by a police officer are found in Delaware Code Title 11 Chapter 4 Section 464 and Delaware Code Title 11 Chapter 4 Section 467. These sections also indicate when the use of deadly force is not justified. Officers of the University Police shall be familiar with these sections.

1. When de-escalation techniques are not effective or appropriate, an officer may consider the use of less-lethal force to control a non-compliant or actively resistant individual. An officer is authorized to use less-lethal force techniques:
 - a. To protect the officer or others from immediate physical harm;
 - b. To bring an unlawful situation safely and effectively under control;
 - c. To restrain or subdue an individual who is actively resisting or evading arrest.
 - d. Where feasible, the officer shall identify himself or herself as a law enforcement officer and warn of his or her intent to use force.
2. The use of force while making an arrest is not justified unless:
 - a. The officer makes known the purpose of the arrest or believes that it is otherwise known or cannot reasonably be made known to the person to be arrested;
 - b. When the arrest is made under a warrant, the warrant is valid or believed to be valid;
 - c. When the arrest is made without a warrant, the officer believes the arrest to be lawful.

B. Defense of Life/Deadly Force

1. An officer may use deadly force only when the officer reasonably believes that the action is in defense of human life, including the officer's own life, or the defense of any person in imminent danger of serious physical injury or death.
2. A sworn officer is authorized to use deadly force when other reasonable and available means of apprehension have been exhausted and it is objectively reasonable under the totality of the circumstances. Use of deadly force is justified when one or both of the following apply:
 - a. To protect the officer or others from what is reasonably believed to be an immediate threat of death or serious bodily injury;
 - b. To prevent the escape of a fleeing subject when the officer has probable cause to believe that the person has committed, or intends to commit a felony involving serious bodily injury or death or threat thereof, and the officer reasonably believes



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that there is an imminent risk of serious bodily injury or death to the officer or another if the subject is not immediately apprehended.

3. Where feasible, the officer shall identify himself or herself as a law enforcement officer and warn of his or her intent to use deadly force.
 4. Deadly force should not be used against persons whose actions are a threat only to themselves or property.
 5. When deadly force is justified under this policy, the implement used to apply that force is of no consequence; however the officer must reasonably believe that the force employed creates no substantial risk of injury to innocent persons.
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- B. Straight Extendable Baton
- C. Conducted Electrical Weapon
- D. Less Lethal Projectile Weapons
- E. Service Handgun
- F. Service Rifle
- G. Flashlights are not designed to be used as police batons and shall not be used to strike blows to the head, neck, or other potentially lethal areas of the body unless a life or death situation exists. However, nothing shall prevent an officer from using their flashlight as a defensive weapon (i.e. blocking blows) if the situation so dictates and the officer has no other weapon at their disposal.
- H. Hands and feet should typically be used to restrain, control, and perform take-downs in accordance with an officer’s training. Nothing here shall preclude their use as a defensive measure.
- I. The Department does not issue knives; however, officers may carry a folding knife at their option. The blade shall not be longer than three (3) inches. The knife may be carried for such things as cutting ropes, seat belts, etc. The knife is not intended to be used as a weapon, but may be used in the defense of an officer's life.

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As soon as the officer is able to, a resisting subject should be restrained using the department approved handcuffs. If after being handcuffed the subject is still actively resisting, officers may employ the use of hobble restraints during transport. Actively resisting subjects will only be transported in a patrol vehicle with a cage. Hobble restraints, used in conjunction with a seatbelt may be used to secure the subjects feet together, thus stopping them from causing injury or damage by kicking. The hobble restraint is not meant to and shall not be used to secure the subject's feet to their hands or any other object.

5:1.7 Training

- A. All employees who are authorized to carry weapons shall be issued a copy of and instructed in this General Order before being authorized to carry such weapon(s), (see Appendix 5.1). This will be completed prior to the employee working any shift with the issued weapons except for using them in a training environment (i.e. Police Academy). The Training Officer will plan semi-annual mandatory training sessions dealing with this General Order and definitions within. All recruit training and in-service curriculum will be in compliance with Police Officer Standards and Training (POST). Training will emphasize the use of minimal force, the proper situations in which to use force, the conditions necessary to use deadly force against a "fleeing felon", and de-escalation tactics review.
- B. All members that may be responsible for managing application of force or response to resistance incidents or other law enforcement actions that result in death or serious bodily injury will receive training for managing and processing such incidents. All potentially impacted members will receive awareness level training regarding such incidents annually that will review the administrative reporting and administrative investigatory steps and expectations of the agency at a minimum to include review of this policy.
- C. All officers have an ongoing obligation to review the Department's response to resistance force application directives and training materials, and to seek clarification any time they have questions or need guidance.



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5:1.8 First Aid

If there is an application of force in response to a subject's resistance that is initiated, the officer involved or an officer responding to the incident will render appropriate medical aid to injured subjects, if first aid is feasible under the circumstances. If necessary, the officer will immediately contact an ambulance for evaluation and/or transportation to a medical facility.

- A. When safe to do so, officers using force on a subject(s) shall:
 1. Assess the subject's injuries
 2. Request an emergency medical response for a subject(s) who has serious or potentially fatal injuries or loss of consciousness; and
 3. Request that a supervisor be dispatched to the scene.
- B. Officers who provide a subject with first aid on scene shall document same, along with the nature of the injury or complaint of injury, in the Incident Report and Response to Resistance Report.
- C. If the subject(s) refuses medical treatment the investigating officer will note the refusal in the Incident Report and Response to Resistance Report.
- D. If the person is transported to a medical facility for additional treatment at least one officer, if possible not the one who applied force, should be assigned to guard the person at the medical facility. If possible UDPD Communications should contact the medical facility and advise them of the pending transport so the medical facility can take any precautionary or additional security steps required prior to the arrival of the person. If the treatment is going to be lengthy in nature or the person is going to be admitted for a specified period of time the On-Duty Supervisor in conjunction with the On-Call Command Staff Officer will coordinate with the medical staff security to provide adequate security measures to prevent escape or unauthorized release of the subject.
- E. Prior to an emergency medical facility releasing custody of the subject from the medical facility, receiving officers must receive written authorization from the attending physician to remove the individual from the facility.
- F. The rendering of first aid following any law enforcement action or event is not limited to a direct application of force upon a subject by an officer. Departmental employees must insure that appropriate medical aid is rendered as quickly as reasonably possible following any law enforcement action or event in which injuries have been sustained. Employees are required to request medical assistance for a subject anytime the employee observes:
 1. Serious injuries or medical distress is apparent.
 2. The individual is unconscious.
- G. Medical aid should be rendered as quickly as reasonably possible, recognizing scene safety, control of the individual if applicable, and environmental circumstances which may influence these actions and timing of medical responses. Employees will notify the UDPD Communications Center or appropriate dispatch center to initiate the medical response.
- H. Employees will provide appropriate medical aid until medical personnel arrive and assume the scene and care for the patient. Medical aid may include any of the following, increased observation to detect obvious changes in condition, obvious severe injuries, or unconsciousness.

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Created a policy to document all use of force beyond handcuffing in agency records. Review these records on an annual basis to identify trends that need to be addressed in policy and training.

Response to Resistance Policy Sections

5:2.2 Documentation Procedures

- A. Employees shall initiate the appropriate Response to Resistance Report(s) in the BlueTeam software system for the following circumstances prior to the end of the shift:**
 - 1. All level three and level four applications of force.**
 - 2. All mobile restraint device deployments and any level two application of force involving physical control.**
 - 3. For the display of a departmental weapon to seek compliance when no other force was used.**
- B. Supervisors will initiate administrative notification for a Response to Resistance incident, by use of the departments Significant Activity Form for the following:**
 - 1. If, as a result of actions taken by an officer causes injury or death to another person, or a person alleges to have been injured.**
 - 2. When an officer applies weaponless physical force that involves strikes to any target area.**
 - 3. Whenever the officer uses force against a person involving a weapon, lethal or less-lethal, whether the subject sustains an injury or not.**
 - 4. Whenever an officer discharges a departmental firearm for other than recreational or training purposes.**
- C. Whenever a suspect, while in the custody of the University of Delaware Police Department, is injured, or claims to be injured, before or during the course of an investigation or arrest, the incident will be documented and reviewed in the same manner as a Response to Resistance Review Board (3RB), and the officer will:**
 - 1. Offer the person medical attention at an appropriate medical facility.
 - 2. The officer shall document all injuries and record if the person refuses medical attention.
 - 3. Officers will attempt to gain video or photos of the injured area whether visible or not and any areas indicated as injured by the subject.
 - 4. The employee will complete an "In-Custody Injury" report utilizing the BlueTeam software and submit the report by the end of the shift when the injury becomes known.
 - 5. Employees will document any environmental considerations (lighting, slippery surfaces, uneven tripping hazards for example) in the report and additionally submit



IACP Trust Building Campaign University of Delaware Police through their immediate supervisor notification to the departmental building manager to coordinate any necessary repairs.

6. Environmental concerns that are required to be addressed immediately should be addressed through UD Facilities on-call personnel.
- D. The Incident Commander or on-duty supervisor shall review all Response to Resistance/Use of Force Report reports completed during their shift and forward the reports to their respective Unit Commander by the end of their shift.
1. Each officer involved in the incident who uses any force is required to complete their own individual response to resistance/use of force report to document the actions they took, the reason for taking such action, and the results, if force was used.
 2. The Incident Commander, or on-duty Supervisor, will ensure that all required reports have been initiated by the involved officers prior to the end of their shift, unless there are exigent circumstances.
 - a. If exigent circumstances exist preventing the initiation of the report, the incident commander or on-duty Supervisor will notify the Operations Commander via an email through their chain command explaining the reason(s) for the delay in the report.
 3. Once completed by the officer, the Unit Commander will review the report and forward it to the Executive Command Staff via the chain of command.
 4. Reviewing members will indicate that they have reviewed the response to resistance report in the workflow by approving the report. If the report needs additional information or the supervisor reviewing the report at any step may return the report to initiating officer for additional clarification or documentation.
 - a. Reviewing members may write additional comments in the “Notes” portion of the workflow.
 - b. If while under review the force is determined to be inconsistent with policy the Professional Standards Officer will be notified and will initiate an Internal Affairs Investigation in accordance with Departmental Policy.
 5. All Response to Resistance reports will also be reviewed by the Response to Resistance Review Board (3RB), as outlined in Chapter 5, section Force Review Response to Resistance Review Board.

5:2.9 Administrative Reporting Requirements

- A. The Professional Standards Officer shall complete an annual analysis of all force incidents and responses to resistance. These reports when completed are forwarded to the Chief of Police. The analysis shall identify:**
1. **Date and time of incidents;**
 2. **Types of encounters resulting in applications of force;**
 3. **Trends or patterns related to race, age and gender of subjects involved;**
 4. **Trends or patterns resulting in injury to any person including employees;**
 5. **Impact of findings on policies, practices, equipment, and training.**
- B. The Professional Standards Officer shall complete an annual review of assaults on law enforcement officers. The review will identify any trends or patterns and recommend

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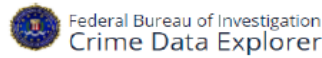
changes to any applicable policies or address potential training issues. As part of the review the following items will be evaluated and included in the review report:

1. Date and time of incidents
 2. Types of incidents – initial call and how many officers present
 3. Demographics (age and years of service) of the officer and suspect age
 4. Prior suspect history
- C. Both the response to resistance analysis and assaults on law enforcement officer's reports will be reviewed and signed by the Chief of Police and returned to the Professional Standards Officer for retention.

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Participated in the National Use of Force database



		data_year	agency_name
1	DE	2024	Alcohol and Tobacco Enforcement
2	DE	2024	Amtrak Police Department
3	DE	2024	Animal Welfare, Kent County
4	DE	2024	Animal Welfare, New Castle County
5	DE	2024	Animal Welfare, Sussex County
6	DE	2024	Attorney General, Kent County
7	DE	2024	Attorney General, New Castle County
8	DE	2024	Attorney General, New Castle County
9	DE	2024	Attorney General, Sussex County
10	DE	2024	Bethany Beach Police Department
11	DE	2024	Bethel Police Department
12	DE	2024	Blades Police Department
13	DE	2024	Bowers Beach Police Department
14	DE	2024	Bridgeville Police Department
15	DE	2024	Camden Police Department
16	DE	2024	Cheswold Police Department
17	DE	2024	Clayton Police Department
18	DE	2024	Dagsboro Police Department
19	DE	2024	Delaware City Police Department
20	DE	2024	Delaware River-Bay Authority, Lewes Ferry
21	DE	2024	Delaware State University
22	DE	2024	Delmar Police Department
23	DE	2024	Department National Resource Environmental Park Rangers
24	DE	2024	Dewey Beach Police Department
25	DE	2024	Dover Fire Marshal
26	DE	2024	Dover Police Department
27	DE	2024	Ellendale Police Department
28	DE	2024	Elsmere Police Department
29	DE	2024	Environmental Control
30	DE	2024	Environmental Protection, Marine Police, New Castle
31	DE	2024	Environmental Protection, Marine Police, Sussex
32	DE	2024	Felton Police Department
33	DE	2024	Fenwick Island Police Department
34	DE	2024	Fish and Wildlife
35	DE	2024	Frankford Police Department
36	DE	2024	Frederica Police Department
37	DE	2024	Georgetown Police Department
38	DE	2024	Greenwood Police Department
39	DE	2024	Harrington Police Department
40	DE	2024	Kenton Police Department
41	DE	2024	Laurel Police Department
42	DE	2024	Lewes Police Department
43	DE	2024	Middletown Police Department
44	DE	2024	Milford Police Department
45	DE	2024	Millsboro Police Department
46	DE	2024	Milton Police Department
47	DE	2024	Narcotics and Dangerous Drugs, Sussex
48	DE	2024	Newark Police Department
49	DE	2024	New Castle County Police Department
50	DE	2024	New Castle Police Department
51	DE	2024	Newport Police Department
52	DE	2024	Ocean View Police Department
53	DE	2024	Office of Narcotics and Dangerous Drugs
54	DE	2024	Rehoboth Beach Police Department
55	DE	2024	River and Bay Authority
56	DE	2024	Seaford Police Department
57	DE	2024	Selbyville Police Department
58	DE	2024	Smyrna Police Department
59	DE	2024	South Bethany Police Department
60	DE	2024	State Capitol Police
61	DE	2024	State Fire Marshal
62	DE	2024	State Police, Headquarters
63	DE	2024	State Police, Kent County
64	DE	2024	State Police, New Castle County
65	DE	2024	State Police, Sussex County
66	DE	2024	University of Delaware
67	DE	2024	Viola Police Department
68	DE	2024	Wilmington Fire Department
69	DE	2024	Wilmington Police Department
70	DE	2024	Wyoming Police Department

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Established an agency policy or statement that recognizes the sanctity of life and the importance of preserving human life during all encounters. Adopting the IACP Oath of Honor will meet this requirement. Please attach this policy/statement. – **Below is the agency Code of Ethics and Oath of Honor statements adopted from IACP.**



1:1 Mission, Vision, Ethics & Core Values

Effective 11/12/2021

1:1.5 Code of Ethics

A. Law Enforcement Code of Ethics¹

The IACP adopted the Law Enforcement Code of Ethics at the 64th Annual IACP Conference and Exposition in October 1957. The Code of Ethics stands as a preface to the mission and commitment law enforcement agencies make to the public they serve

As a law enforcement officer, my fundamental duty is to serve the community; to safeguard lives and property; to protect the innocent against deception, the weak against oppression or intimidation and the peaceful against violence or disorder; and to respect the constitutional rights of all to liberty, equality, and justice.

I will keep my private life unsullied as an example to all and will behave in a manner that does not bring discredit to me or to my agency. I will maintain courageous calm in the face of danger, scorn or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed both in my personal and official life, I will be exemplary in obeying the law and the regulations of my department. Whatever I see or hear of a confidential nature or that is confided to me in my official capacity will be kept ever secret unless revelation is necessary in the performance of my duty.

I will never act officiously or permit personal feelings, prejudices, political beliefs, aspirations, animosities or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or violence and never accepting gratuities.

I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of police service. I will never engage in acts of corruption or bribery, nor will I condone such acts by other police officers. I will cooperate with all legally authorized agencies and their representatives in the pursuit of justice.

¹ LE-1.1.2 & I-2.1.3



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I know that I alone am responsible for my own standard of professional performance and will take every reasonable opportunity to enhance and improve my level of knowledge and competence.

I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession... law enforcement.

B. The Oath of Honor

The IACP Governing Body revised the IACP Oath of Honor to punctuate the importance of treating all individuals with dignity and respect and ensuring the preservation of human life. A public affirmation of adhering to an Oath of Honor is a powerful vehicle demonstrating ethical standards. Sworn officers shall recite this oath along with their Oath of Office while being sworn in.

On my honor, I will never betray my integrity, my character, or the public trust. I will treat all individuals with dignity and respect and ensure that my actions are dedicated to ensuring the safety of my community and the preservation of human life. I will always have the courage to hold myself and others accountable for our actions. I will always maintain the highest ethical standards and uphold the values of my community, and the agency I serve.

C. Communications Center Code of Ethics

As a telecommunicator I regard my chosen profession and myself as honorable and important to the community.

I will strive to abide by the values and ethics established by the agency and ensure my actions do not reflect negatively on the agency or the community I serve.

I will perform my duty with efficiency and competency to the best of my ability. At all times I will provide fair and impartial service. I understand the importance of courtesy, respect, and dignity and will maintain it as my reference point in all my duties.

My conduct and the performance of my duties will be accomplished in an honest manner, contributory to my fellow workers, and observant of the laws of the city, state and country. I will not, in the performance of my duty, work for unethical advantage or profit.

I will recognize at all times that I am a public safety employee and that ultimately, I am responsible to the community.

I will regard my fellow telecommunicators with the same standards as I maintain.

I share a reciprocal obligation and commitment with my fellow telecommunicators, my administration, and my agency.

I will accept responsibility for my actions.

Adopted from Drexel University Department of Public Safety Communications Center

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Participated in accreditation, certification, or credentialing process that has an independent organization that reviews an agency's policies and procedures. Please provide proof of credentials.

[Police Accreditation Awards](#)



POLICE ACCREDITATION AWARDS

Article by UDaily staff | November 20, 2020

UD Police earn CALEA law enforcement accreditation for 5th time, 911 Center communications accreditation for 1st time

The University of Delaware Police Department has received Advanced Law Enforcement accreditation from the Commission on Accreditation for Law Enforcement Agencies Inc. (CALEA).

This is the fifth consecutive law enforcement award for the University Police Department, and it came after an extensive self-assessment and review by independent assessors, as well as input from UD officials and the public.

The process this year was particularly noteworthy because the police department's 911 Center received Communications accreditation for the first time, making it the only 911 center in the state of Delaware, and only the fourth university police department in the country to achieve CALEA Communications accreditation.

During the final CALEA commission review and award, CALEA Commissioner Jean Toal, retired chief justice of the Supreme Court of South Carolina, congratulated the University of

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Delaware Police, calling UD’s compliance review “absolutely outstanding.” She noted that the combined evaluations of the main department and the Communications area met 313 standards and 96% of other standards that are not mandatory. “That is unheard of,” she said. “The review, particularly in this difficult COVID time, is really a remarkable one.”

“This accreditation award is a result of the hard work, professional commitment and dedicated service of all members of the University of Delaware Police Department,” said UD Police Chief Patrick Ogden. “CALEA’s standards represent the best practices in law enforcement, as well as communications, and we are committed to the accreditation process as an essential part of our mission in providing high quality law enforcement services to the University community.”

The accreditation process includes a self-assessment, reviewing all department policies, practices and processes against internationally accepted public safety standards. (Please visit <https://www.calea.org/5-step-process> (<https://www.calea.org/5-step-process>) for additional details.) Independent assessors then gathered public feedback and interviewed select personnel as well as other University administrators. The decision to achieve accreditation is made by a governing body of 21 CALEA commissioners after a public hearing and review of the documentation.

More information about the CALEA is available at the commission's website (<http://www.calea.org/>).



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CALEA Client Database

The CALEA Client Database allows agencies to research CALEA clients by agency name, country, state, program type, agency type, and agency size. The database provides contact information and other accreditation information about the agency. This allows CALEA clients as well as agencies looking to seek accreditation to engage with accredited agencies.

Search Agencies

Univ. of Delaware Police Department

413 Academy Street
Newark, DE 19716

Commanding Officer:

Patrick Ogden, Chief of Police

Accreditation Contact:

Jeffrey Gates, Accreditation Manager
Phone: (302) 831-4137
Email: jeff.gates@udel.edu

Initial Accreditation: November 17, 2007

Reaccreditation: November 17, 2010

Reaccreditation: November 17, 2013

Reaccreditation: November 17, 2016

Reaccreditation: November 17, 2020





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International Association of Campus
Law Enforcement Administrators

The Leading Authority for Campus Public Safety

June 23, 2021

Patrick Ogden
Chief of Police
University of Delaware
413 Academy Street
Newark, DE 19716

Dear Chief Ogden,

Congratulations. I am pleased to inform you that the University of Delaware Police Department has met the requirements for Joint Reaccreditation by the International Association of Campus Law Enforcement Administrators.

As you know, IACLEA accreditation will run concurrently with your CALEA accreditation. Therefore, your agency's accredited status will extend through November 2024, at which time you will be expected to demonstrate continued compliance with all applicable standards required for accreditation.

The Certificate of Accreditation will be mailed directly to you by Headquarters' staff. You and members of your staff will be recognized during the 2021 IACLEA Virtual Annual Conference.

On behalf of the Board of Directors and IACLEA Accreditation Commission, I commend you and the University of Delaware Police Department for demonstrating a commitment to the highest professional practices in campus public safety management, administration, operations, and support services.

Once again, congratulations on this notable achievement and thank you for your commitment to the IACLEA Accreditation Program.

Sincerely,

Eric Heath
President

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Provided body armor to officers and require the wearing of soft body armor while on uniformed patrol. Please attach the body armor policy.

The University of Delaware Police policy was updated August of 2024 to reflect the addition of external vest carriers as an option for officers to wear while on duty.

Body Armor Policy.



16:3 Soft Body Armor & Protective Vests

Effective 08/27/2024

The General Order provides guidelines and procedures for the use and maintenance of soft body armor and protective vests worn by employees.

16.3.1 Policy Statement

- A. The University of Delaware Police recognizes the benefits of wearing soft body armor for protection from blunt force trauma occurrence. The Department will issue soft body armor (full wrap including two internal or under the shirt carriers and one external carrier with the colors to be determined by Command Staff) as standard equipment to all police officers. All sworn personnel will be issued their own vest.²
- B. Non-sworn uniformed personnel may be issued, at their request, the same body armor issued to police officers. As such they must adhere to all provisions of this General Order.³

16:3.2 Procedure

Sworn personnel, and non-sworn uniformed personnel who request soft body armor, are required to wear their vests while on duty.⁴ Exemptions from wearing protective vests may include the following:

- A. When a physician determines that an officer has an existing medical condition that would preclude wearing soft body armor. The Department reserves the right to have an independent physician verify all medical conditions that affect performance.
- B. When the officer is involved in an undercover capacity and the use of body armor would compromise the officer's position.
- C. When the officer is assigned to an administrative function or duty.

² 1-9.2.7a

³ 1-9.2.7d

⁴ 1-9.2.7cd



IACP Trust Building Campaign University of Delaware Police



- D. When the divisional commander determines it may not be appropriate to mandate soft body armor.

16:3.3 External Vest Carrier

- A. Sworn personnel may wear an optional external vest carrier over an authorized Uniform shirt. The external Vest carrier will not be worn over Class A or Class B uniforms.
- B. Officers may remove an external vest carrier under the following circumstance:
 - 1. in a secured environment,
 - 2. outside of public view, and
 - 3. where no expectation of enforcement action or public interaction is likely.
- C. Officers who elect to wear the molle style external vest carrier will only wear the Department approved pouches and items listed below:
 - 1. Police patch with gold/navy letters
 - 2. Embroidered navy nametape with gold/white letters
 - 3. University of Delaware Police issued Velcro cloth or metal pin badge
 - 4. Aerosol pouch and OC spray
 - 5. Single handcuff pouches and handcuffs
 - 6. Radio holder and police radio with shoulder microphone.
 - 7. Flashlight pouch and flashlight.
 - 8. Baton pouch and baton.
 - 9. Tourniquet pouch and tourniquet.
 - 10. Firearm double magazine pouch and two departmental handgun magazines.
 - 11. Single M4 mag pouch.
 - 12. Molle mount adapter with Taser holster and departmental Taser.
 - 13. Departmental body worn camera placed in an appropriate location to capture most incidents.
 - 14. Pens, handcuff keys, and notepads may be carried in the open pockets or zipper pockets.
 - 15. Officers may carry a second flashlight concealed on their external vest carrier in a pocket.
- D. Officers will wear their departmentally issued firearm and Taser on their waist gun belt unless issued the molle mount adapter with Taser holster.
- E. Pouches, patches, or equipment not listed in this policy are ONLY permitted to be worn on the external vest carrier if required by a task force, or as part of a certified position the officer currently holds. These must be approved by their division commander.
- F. Officers are not permitted to carry a knife on their external vest carrier.
- G. Ballistic panels will be transferred to or placed in the external vest carrier before wearing it in any police capacity.
- H. It is the supervisor's responsibility to make sure equipment is worn appropriately during line inspection.



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16:3.4 Compliance

- A. Squad supervisors are responsible for performing regular inspections of personnel to ensure employees are wearing their vests in compliance with this policy. In addition, soft body armor must be concealed, either underneath a shirt or encased in the issued exterior vest cover except during exigent circumstances.
- B. The Administrative Services Unit will be responsible for coordinating fittings, purchasing, issuance, and proper disposal of ballistic vests.

16:3.5 Care, Inspection and Replacement

- A. All officers will follow the manufacturer's instructions in the use and care of their soft body armor and carriers. In addition, the Department will be responsible to follow manufacturer's warranty on replacement.
- B. A self-inspection of soft body armor will be conducted once a year. Each employee who has been issued body armor must complete an issued inspection questionnaire.
- C. It is the responsibility of the employee to inspect the condition of their vest each time they wear it. If at any time an employee finds a problem with the fit or function of the vest, the vest is older than five years, or if the vest is determined to be in poor condition then the employee is required to submit an electronic uniform request immediately to the Administrative Services Unit and advise the on-duty supervisor.
- D. Employees involved in traumatic incidents should have their body armor inspected, and replaced if necessary.
- E. Body armor is the property of the Department and shall be returned to the Administrative Services Unit upon termination of employment.
 - 1. If upon separation an employee wishes to retain their assigned body armor they will notify the Administrative Services Unit Commander.
 - 2. The employee and ASU Commander will figure out the age of the armor and approximate value.
 - 3. A letter will be drafted indicating release of agency liability (UDPD) and assumption of responsibility by the new agency or by the individual for the purchase of the armor.
 - 4. Any payments will be coordinated through the UDPD Financials Office.
 - 5. The Department Quartermaster will update the equipment records accordingly as to the disposition of the armor.

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Established minimum educational standards or equivalency requirements that can be met by prior life experience. Provided officers with the opportunity for advanced education and training opportunities.

Please attach educational standards and programs that provide continued education opportunities

Police officer hiring standards listed on website

Police Officer

Qualifications

Potential Police Officer applicants are asked to verify that they meet the following minimum requirements prior to submitting an application for employment:

- Be 21 years of age prior to completion of academy training
- Hold United States citizenship
- High School diploma or equivalent (30 college credits, approved military, corrections experience, or Delaware COPT certification is preferred, but not required)
- Possess a valid driver's license with no suspensions within the last five years

Internal educational resources

The screenshot shows the 'ConnectingU' website interface. At the top, there are navigation links for 'Home Page', 'My UD Learning', and 'HR Knowledge Hub'. The main heading is 'ConnectingU to learn · to lead · to succeed'. Below this, a 'Home Page' section contains a 'Gateway to Faculty & Staff Development' link, which leads to a 'Course Catalog by Category'. This catalog is a grid of 16 icons representing different course categories:

Courses A - Z	Online Resources A - Z	Certificate Programs	New Employees
Professional Effectiveness	Equity & Inclusion	Financial & Business Activity	Faculty Development
Management & Leadership	Environmental Safety	Research	HR Policies & Procedures
Technology	Benefits & Work-Life Balance	Research Administration Training	UD Exchange

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Employees as part of their benefits package are allowed to take courses tuition free both undergraduate and graduate level at the University of Delaware.

Benefit	Limitation	Release Time	Fees	Taxation	Application Process	Changing Courses
Eligibility	Full and part-time benefit-eligible faculty, staff and retirees who meet University of Delaware age and service.					
Who Can Use this Benefit	<p>This program is transferable to a spouse or dependent child</p> <p>Dependent children must be under the age of 26 by the free/drop add day of the semester in which the benefit will be used. If the child is 19 years or older and not a full-time student, a Tax Certification Form will be requested. Learn more</p> <p>Professional & Continuing Studies Certificates (PCS):</p> <p>Course Fee Waivers are applicable to some certificate programs offered through PCS. The waiver will cover an amount equal to the cost of four undergraduate credit hours. Incremental fees are not covered under the waiver and are the responsibility of the student. For additional information contact PCS at access-advise@udel.edu</p> <p>Other College Programs:</p> <p>Some programs and/or courses offered through any of the UD Colleges, may not be approved for Course Fee Waiver. It is recommended to check the program/course description under "Payment Option" to verify if Course Fee Waiver is an approved method of payment. The offering college/department may also be contacted to verify.</p>					
Participating Colleges	University of Delaware					
Benefit	<p>Two course fee waivers each semester or session The maximum per calendar year is six requests (three for benefits-eligible part-time employees). Course Fee Waivers may apply to undergraduate or graduate level courses. Learn more</p>					

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GUIDELINES FOR COURSE FEE WAIVERS

- Up to 2 Waivers may be used in Winter session, Spring semester and Fall semester.
- Up to 2 waivers may be used in Summer session I
- Up to 2 waivers may be used in Summer session II.

An example of how Course Fee Waviers may be applied during a calendar year:

	Winter Session	Spring Semester	Summer I Session	Summer II Session	Fall Semester	Total YTD Waivers
Employee/Dependent	2	2	1	1		6
Employee/Dependent		1	2	2	1	6
Employee/Dependent			2	2	2	6
Employee/Dependent	1	1	1	1	1	5
Employee/Dependent	2		2	2		6

Please Note: Not all possible waiver combinations have been included in this example.

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Included measures of problem-solving, trust-building, and cultural responsiveness in metrics of officer performance.

Provide performance review template.



Employee Evaluation

University of Delaware
 Police Department
 413 Academy Street
 Newark, DE 19716
 Phone: 302-831-2222
 Fax: 302-831-0163

Name:	
Unit/Assignment:	
Date of Appraisal:	
Supervisor:	

Performance Assessment

- Please evaluate each category with a score of 1-5 (Half values may be used)
- 1=Unacceptable 2=Below Expectations 3=Meets Expectations 4=Above Expectations 5=Superior

Category Description	Score
Quality of Work / Dependability / Organization <ul style="list-style-type: none"> - Complete and accurate investigations, documentation, and assignments - Timeliness in both work habits and task completion - Methodical and systematic when completing investigations/assignments 	
Judgment / Problem Solving / Facing Issues <ul style="list-style-type: none"> - Makes sound decisions regarding investigations and assignments - Quickly and effectively identifies solutions to problems - Seeks to correct problems quickly and effectively and his/her level 	
Initiative / Flexibility <ul style="list-style-type: none"> - Proactive enforcement and investigations - Takes on new tasks and assignments when needed 	
Interpersonal Relations / Communication / Embracing Diversity <ul style="list-style-type: none"> - Interacts effectively and professionally with both the Community, as well as co-workers. - Communicates information with accuracy and consistency (Both oral and written) - Fosters and inclusive workplace, and interacts with all members of the community in a professional and effective Manner. 	
Utilizing Resources <ul style="list-style-type: none"> - Utilizes resources effectively (Financial, equipment, or personnel) 	
Growth and Development <ul style="list-style-type: none"> - Seeks out opportunities to attend training and develop professional skills. 	
Supervision (Leadership, Managing conflict and performance) <ul style="list-style-type: none"> - For Supervisors Only (Please score N/A if not a supervisor) - Creates a vision for the unit, and motivates others to implement it. Pursues organizational support and resources. - Ensures productive and effective resolution of conflict. Holds employees accountable - Sets clear expectations and goals. Maintains equity with all employees. 	
Overall Score	

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IACP Trust Building Campaign University of Delaware Police



Employee Evaluation

University of Delaware
Police Department
413 Academy Street
Newark, DE 19716
Phone: 302-831-2222
Fax: 302-831-0163

Supervisor's Narrative:

Areas or incidents where performance was distinguished, exceeded expectations, or resulted in a commendation:

Areas or incidents where performance did not meet expectations, needed improvement, or resulted in discipline:

Employee's Comments:

Signatures:

Employee:		Date:	
Supervisor:		Date:	
Unit Commander:		Date:	
Division Commander:		Date:	
Deputy Chief of Police:		Date:	

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Trained officers in Trauma-Informed Responses.

Please provide an example of training content.

- The victim may remember more detailed information about the incident as time passes; therefore, it is important that they have your contact information.
- Encourage the victim to write down questions or information about the case since you may not be readily available to speak with them or for a detective that will follow up with the case.

- It is generally easier to wait to do the interview rather than sooner on a highly traumatized victim, but sometimes the circumstances require that the interview be done.
- If the offender has not been identified, or if they are not in custody, a more convenient time can be arranged.

Inconsistencies

- It is not unusual for the victim's statement to include inconsistent statements or discrepancies.
- The circumstances of the assault may cause the victim to be disorganized or confused.
- Do not assume the victim is lying or fabricating details because of the inconsistencies.

Training slides examples from Sex Crimes Investigations PowerPoint

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Trained officers on best practices, resources, and tools for communicating with community members who do not speak English or whose ability to communicate is impaired. Please provide an example of training content.

Training Content:



911 Access for the Deaf and Hard of Hearing

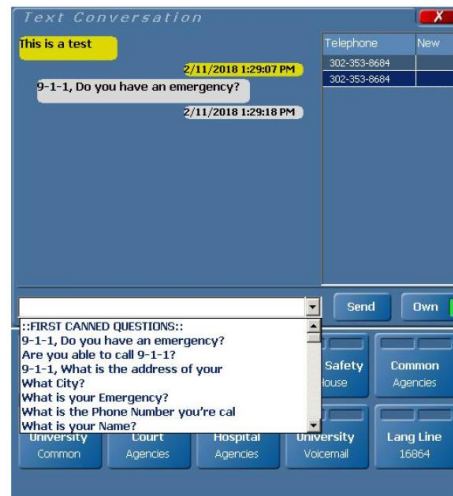
- Most people believe that when they need it, they will have easy access to 911 and emergency services. However, for a variety of reasons, some communities may encounter difficulty in accessing 911.
- Many deaf and hard of hearing callers must still use a teletypewriter (TTY) text telephone device or a telecommunications device for the deaf (TDD) to contact 911. Invented in the 1960s, these devices are cumbersome and slow to operate. Some PSAPs can now accept text-to-911, which is a great benefit for this community and others. Communities may encounter difficulty in accessing 911.
- In areas where text-to-911 is not available, a user attempting to text 911 will receive an automated bounce-back message that indicates the text's failure to be delivered. In these cases, the user should then contact 911 by other means

A close-up of a sign
Description automatically generated



Text to 911 Call Taking Procedures

- All personnel working in the Communications center need to be able to identify and process 911 texts that maybe received
- The 911 text procedure and guide is listed as Appendix 13-E (Alternate Call taking-911 Text)



Training slide examples for semi-annual training for dispatchers

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Conducted a regular recurring survey of the community to measure the level of trust in the police. Please attach a sample survey.

Question sheet from annual community survey example

Q20 Please note that all questions within this survey relate ONLY to UD Police.

Do not reference Newark Police, New Castle County Police, or State Police when responding to this survey.

Q1 Please respond to the following questions regarding the performance of the UD Police.

	Poor (1)	Fair (2)	Average (3)	Good (4)	Excellent (5)
How do you rate the overall performance of the UD Police? (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How do you rate the UD Police on Crime Prevention and Community Service? (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How do you rate the overall competence of UD Police employees? (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How do you rate the professionalism of UD Police employees with regards to how they treat citizens? (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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