

Professional Standards of Conduct

Professional standards to which all academy students adhere. These standards establish clear expectations for professional behavior, integrity, and safety within the community, among partners, and within the CVI workforce.

1. Always better yourself through learning, listening, and education

DETAIL	ELEMENTS
Recognize the importance of professional development and actively seek out training and continuing education opportunities	<ul style="list-style-type: none"> • Be open to being questioned and challenged about what you know • Teach others what you know • Learn through teaching • Remain open to being taught

2. Always be humble and self-disciplined

DETAIL	ELEMENTS
Engage partners, community stakeholders and clients with respect and understand the value and asset that others bring to the work. Refrain from misrepresenting his/her qualification and/or engaging in activity that is beyond his/her field of competency. Always uphold a calm demeanor and remain committed to maintaining peace.	<ul style="list-style-type: none"> • Understand the meaning of respect in your own and other cultures • Be ready to learn from others and emulate their positive behavior • Say what you mean and mean what you say • Never make a promise you don't intend/can't keep • If you break a promise, don't give excuses, just apologize • Never brag • If your ethics are questioned, do not get defensive • Assume others are being honest with you until proven otherwise • Do not bully others

3. Never be under the influence of a controlled substance

DETAIL	ELEMENTS
Refrain from using any illegal substances at any time. While on duty, refrain from alcohol consumption and all other intoxicating substances.	<ul style="list-style-type: none"> • Does not use illegal drugs or misuse prescription/OTC drugs • Never be under the influence of any amount of alcohol while on call • Does not hesitate to address the issue with other intervention workers who are using illegal substances

4. Always present a positive role model

DETAIL	ELEMENTS
<p>Refrain from engaging in unlawful or inappropriate activity of any kind including any activity that is abusive or damaging to clients and co-workers (e.g. sexual harassment, discrimination based on gender, age, race, ethnicity, religion, national origin, or physical disability, disregard for client’s confidentiality, self-dealing for personal gain)</p>	<ul style="list-style-type: none"> ● Be humble, knows humility is a sign of strength, not weakness ● Be able to listen effectively without interrupting speaker ● Be able to communicate thoughts and opinions effectively ● Always be willing to learn from others ● Accept responsibility for all your actions ● Does not respond to verbal or nonverbal criticism ● Works effectively in a group context and affirms the role of others in a multi- disciplinary setting ● Always shows self-control and personal discipline ● Recognizes and accepts racial, ethnic, and cultural differences ● Is able to communicate effectively and respectfully with members of the opposite sex ● Monitors tone of voice in a work environment ● Recognizes when they have offended others ● Shows empathy for others and responds to empathy shown by others ● Does not act based on emotion

5. Never engage in illegal activity

DETAIL	ELEMENTS
<p>Refrain from participating in all illegal activity of the gang including knowing when to extricate oneself from the conversation if an illegal activity is being discussed.</p>	<ul style="list-style-type: none"> ● If not actively working with a gang/gang member, do not hang out with them ● If gang members begin talking about gang business – remove yourself from the conversation ● Do not pass on/repeat negative rumors ● Do not pass on messages for gang members ● Do not carry or use a weapon ● Do not bully or threaten ● Do not throw signs or signals ● Do not wear attire that is unsafe or disrespectful to others. ● Never attack the gang ● Do not engage in romantic relationships within the community you are serving ● Be able to identify and modulate “predator behavior” in him/herself (e.g. attacking other’s perceived weakness, manipulating others through a perceived flaw or weakness) ● All behaviors above can lead to possible termination

6. Willing to work 24-7-365

DETAIL	ELEMENTS
<p>Be mission driven and willing to go above and beyond the duties of the job to promote peace. Respond promptly to all calls for services and assistance. Maintain a balanced life style that includes work, play and family.</p>	<ul style="list-style-type: none"> • Always be on call: you should always be reachable by cell phone or email. • Be willing to roll to a scene anytime of the day or night • Remember that you are ALWAYS an intervention worker

7. Always promote peace

DETAIL	ELEMENTS
<p>Be neutral and objective in resolving conflicts and building understandings and prevent violence before it happens. Never be a participant in escalating conflict and violence.</p>	<ul style="list-style-type: none"> • Do not judge individuals or situations • Always keep in mind your goal of ensuring a non-violent outcome • See and acknowledge everyone’s point of view/where they are coming from • Do not take sides • Do not talk “down to” or “at” anyone • Understand his/her role is to help others find the answers – do not give/mandate the answers • Be respectful to all participants • At every step of the process, ask for feedback • Ask specific questions to clarify the situation • Make sure all participants have the same understanding of a situation or action

8. Never exceed your license to operate

DETAIL	ELEMENTS
<p>Recognize the scope of the license to operate in order to appropriately engage clients, public and private partners, and communities. If the situation demands a broader or deeper license to operate, recognize the need to call upon others with the expertise.</p>	<ul style="list-style-type: none"> • Know what a license to operate is • Know exactly what is your own license to operate • Do not ever try to go beyond the boundaries of your LTO • Do not take on more than you can handle • When unsure/in doubt – acknowledge it and ask for help • Do not expect to inherit another person’s LTO • Call whoever has to be called to get the facts/find out what is happening

9. Avoid negative conflict with law enforcement

DETAIL	ELEMENTS
<p>Understand that intervention has a professional understanding regarding law enforcement, this will preserve the integrity and independence of an intervention worker.</p>	<ul style="list-style-type: none"> ● Minimize interaction with law enforcement ● Always speak to law enforcement officers in a professional manner ● Always identify yourself as an intervention worker. ● Avoid contentious, negative interactions ● Always maintain mutual respect with law enforcement ● Never cross the yellow tape ● If confronted by a hostile officer, maintain calm demeanor and contact your supervisor

10. Never cross the yellow tape

DETAIL	ELEMENTS
<p>There is a possibility you could become a part of an investigation if you cross the yellow tape</p>	<ul style="list-style-type: none"> ● Always speak to law enforcement officers in a professional manner ● Avoid contentious, negative interactions ● Always maintain mutual respect with law enforcement ● If confronted by a hostile officer, maintain calm demeanor and contact your supervisor

11. Never “tell” or inform on any neighborhood, group or person

DETAIL	ELEMENTS
<p>Do not provide information that the intervention worker may suspect will cause harm (i.e. death, physical injury, or incarceration) to another group or individual.</p>	<ul style="list-style-type: none"> ● Speak to your supervisor before communicating with law enforcement ● Never communicate any information regarding any specific incident to anyone ● Never spread negative rumors ● Always engage in rumor control ● Only share information that is vetted and you know is true and necessary to build peace. ● Always be aware that when engaging in informal/formal conversations regarding any neighborhood, group, or person, including law enforcement, the conversation can be taken out of context and start a rumor. ● Violating standard can lead to jeopardizing the safety of yourself and coworker ● Violating standard can lead to termination

12. Do not incriminate another person

DETAIL	ELEMENTS
<p>Do not be drawn into a situation where you share information with law enforcement or any other group or person that could potentially incriminate another person.</p>	<ul style="list-style-type: none"> ● Always maintain your independence as an intervention worker when communicating with law enforcement or any other group or person. ● Do not participate in conversation that is related to a crime investigation and may lead you to testify in court. ● Intervention workers should not intervene in how another person or group interacts with law enforcement. ● Violating standard can lead to jeopardizing the safety of yourself and coworker ● Violating standard can lead to termination

13. Never pass on rumors or allow yourself to be drawn into an argument

DETAIL	ELEMENTS
<p>Be neutral and objective in resolving conflicts and building understandings and prevent violence before it happens. Never be a participant in escalating conflict and violence. Do not engage in confrontation. When confronted, diffuse and/or step back.</p>	<ul style="list-style-type: none"> ● Do not judge individuals or situations ● Always keep in mind your goal of ensuring a non-violent outcome ● See and acknowledge everyone’s point of view/where they are coming from ● Do not take sides ● Do not talk “down to” or “at” anyone ● Your job is to help others find the answers – do not give/mandate the answers ● Be respectful to all participants ● At every step of the process, ask for feedback ● Ask specific questions to clarify the situation ● Make sure all participants have the same understanding of a situation or action

14. Be able and willing to dialogue with anyone

DETAIL	ELEMENTS
<p>Recognize the importance of and actively promote collaboration with public and private stakeholders including other intervention workers and agencies, government entities & academics. Maintain a professional understanding with</p>	<ul style="list-style-type: none"> ● Listen for a person’s meaning (what they are trying to say) as well as listening for their words. ● Engage in dialog, not debate ● Everyone is important; speak with everyone, not just those people you are comfortable with ● Speak the language of the person who is speaking to you.

law enforcement

- Successful dialog depends on straight talking and honesty

15. Always help families

DETAIL

Recognize the importance of supporting families of clients and actively seek out and connect with available resources in the community.

ELEMENTS

- Help every member of a family that you can
- Listen to all family members, even if they are extended family.
- Support younger members of the family so that they get into/stay in school
- Support family members get jobs
- Know your limits – when you cannot help, seek help from others
- Do not promise help you can't provide

16. Seek to know the community in which you work

DETAIL

Understand the history of the community as well as evolving ethnic, racial and gender dynamics, community assets and needs, and resources. Actively seek to build relationships with all community stakeholders.

ELEMENTS

- Know all the power centers/people in your community
- Know the history of your community
- Know the different segments of your community (e.g. ethnic, racial, religious, immigrant etc.)
- Know key people at local schools
- Know the social services in your community
- Know the health and mental health services in your community
- Make contacts in the courts in your community
- Know the law enforcement officers, including probation and parole officers, in your community
- Know who are the elected officials and their staff in your community – local, state, federal.
- Know, build and maintain relationships with neighborhoods and individuals considered allies and enemies.