

- B. Employees will be tactful in the performance of their duties, will control their tempers and exercise the utmost patience and discretion.
- C. Employees will not engage in argumentative discussions.
- D. In the performance of their duties, employees will not use degrading, violent, profane, or insolent language or gestures, and will not express any prejudice concerning race, religion, politics, national origin, lifestyle, or similar personal characteristics.

#### XV. REQUEST FOR ASSISTANCE

- A. When any person applies for assistance or advice, or makes complaints or reports, either by telephone or in person, pertinent information will be obtained in a suitable and courteous manner and will be properly and judiciously acted upon consistent with established departmental procedures.

#### XVI. DISSEMINATION OF INFORMATION

- A. Employees will treat the official business of the department as confidential.
- B. Information regarding official business will be disseminated only to those for whom it is intended.
- C. Employees may remove or copy official records or reports only in accordance with established departmental procedures.
- D. Employees will not divulge the identity of persons giving confidential information except as authorized by proper authority.

#### XVII. INTERVENTION

- A. Employees will not interfere with cases being handled by other employees of the department or any other governmental agency unless:
  - 1. Ordered to intervene by a supervisor.
  - 2. The employee believes beyond a reasonable doubt that a manifest injustice would result from failure to take immediate action.
- B. Employees will not undertake any investigation or other official action not part of their regular duties without obtaining permission from their supervisor unless exigencies of the situation require immediate action.

#### XVIII. DEPARTMENTAL REPORTS

- A. Reports submitted by employees will be truthful and complete. No employee will knowingly enter or cause to be entered any inaccurate, false, or improper information.

#### XIX. PROCESSING EVIDENCE AND PROPERTY