

CSUCI Public Safety NINE SIMPLE RULES

The members of the California State University – Channel Islands Department of Public Safety are committed to the individual, the community and a professional work ethic and therefore adhere to the following nine “simple” rules.

- **The members of the Public Safety Program will not belittle people.** They will approach and/or respond to individuals in a professional manner. They will deal with factual information or observations and will avoid making premature accusations or assumptions.
- **The members of the Public Safety Program will not let their emotions take control.** At times members of the campus community or visitors will act out and/or behave in an inappropriate manner. This is not an option for members of the Public Safety Program. They will remain calm and in control of their emotions at all times.
- **The members of the Public Safety Program will be polite and respectful even if others are not.** Provide each individual the respect that they deserve as fellow members of the campus community.
- **The members of the Public Safety Program will listen to people.** They will allow individuals to tell their side of the story. Most people want to be listened to. Providing someone with the opportunity to say what s/he feels needs to be said can be well worth the investment in time.
- **The members of the Public Safety Program will be assertive when necessary but not aggressive.** They will perform their duties in an effective and efficient manner. This can be accomplished without becoming aggressive.
- **The members of the Public Safety Program will explain fully to people what is happening and what the process will be from a particular point in time.** After being involved in an incident, most people want to know “What’s going to happen now?” Providing the person with as much information as possible reduces the amount of anxiety and trepidation they may feel.
- **The members of the Public Safety Program will respect the individuals they come into contact with and will go to great lengths not to embarrass them in front of others.** They will do whatever it takes to reduce the level of embarrassment a person may experience.
- **The members of the Public Safety Program will offer advice or suggest other resources, when appropriate, that may aid persons who are confronted with making a decision related to a difficult or problematic situation.** Referring a person to appropriate “others” within the university community is an excellent way to aid the person and facilitate problem solving.
- **The members of the Public Safety Program will, when concluding an interaction with an individual, ask the person if s/he has any additional questions.** Letting the person end the conversation communicates caring and lets the individual regain a level of personal control.