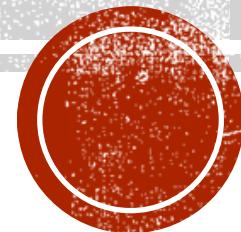


CODE ENFORCEMENT DO'S AND DON'TS

Practical Field Techniques
And Information



ABOUT ME

ROBERT SIMPSON

I started my career as an Animal Control Officer in February of 2008 for the City of Bryan, Texas. In 2011 I relocated to Ruidoso and continued my career in Animal Control with the added duties of Code Enforcement. As an Animal Control Officer. I am certified by the National Animal Control Association (Now “Animal Care and Control Association”). I am also Certified by the University of Missouri Law Enforcement Training Institute as an Expert Humane Animal Investigator. I am also trained in FTO, First Line Supervisor, and General Instructor (Professional Lecturer)



WHAT WE WILL COVER

This will be a brief overview

- Code Enforcement Officer Do's and Don'ts
- Approach
- Communication / Getting your point across

Using these Skills

- I recommend the following topics for furthering your skills
 - Verbal Judo / Tactical Communication
 - De-escalation techniques
 - Being aware of your situation and limitations



VERBAL JUDO / DE-ESCALATION

Verbal Judo

- Ask (ethical appeal)
- Set context (reasonable appeal: explain policies and rules)
- Present options (reasonable appeal: what's in it for them and what if they don't)
- Confirm (practical appeal: “can I do or say anything to make you cooperate”)
- Act.

De-Escalation

- Step 1: Recognize and Assess the Situation
- Step 2: Respond Calmly
- Step 3: Listen with Empathy
- Step 4: Validate and Show Respect



DO'S AND DON'TS

Do

- Open body Language
- Important first impressions
- (May already have a bad impression so do your best to approach with open body language to begin a conversation)



wikiHow



DO'S AND DON'TS

Don't

- Allow the situation or persons reaction to “rattle” you.
- Keep a calm demeanor and reasonable attitude
- Sometimes easier said than done.
- *Fail to identify



DO'S AND DON'TS

Do

- Be aware of your surroundings.
- Anything could become a hazard and there are some situations that are not worth risking your safety.
- Make good Decisions
- Don't put yourself in potentially dangerous situations if they can be avoided.



IS IT NECESSARY?

- Do you need to make contact at that location or is a letter / notification more appropriate?
- Could the confrontation be avoided?
- How much field / Personal contact do you make vs letters / other notifications?
- Do you know the person from prior contacts?
- Safety in numbers

CODE ENFORCEMENT OFFICER

You told me everything was up to code, but I've been speaking with your 4 year old,

and he tells me the floor is actually lava, which I don't need to tell you is a pretty serious safety violation.



DO'S AND DON'TS

Don't

- Enter private property to take photos or collect evidence for a case unless you are protected in some way (Warrant, ordinance, etc.)
- * Photos or other evidence of a violation collected can be dismissed – Fruit of the Poisonous Tree

Know your authorities and limitations

- If your municipality allows for entry of private property – what protects that act?
- Make sure to respect and uphold constitutional rights.



DO'S AND DON'TS

Speaking of getting “Rattled”

■ First Amendment Auditors

Do

- Know policies / Ordinance / Statutes
- Make sure you are accurate in what you say and do.
- Know constitutional rights
- Ensure you do not violation someone's rights.



- Any municipal official or staff member can be the target of a First Amendment Audit including front desk staff or code enforcement officials. More often these types of auditor's target police or public officials but as Code Enforcement or Zoning officials we can also encounter them.

- Filming in public areas
- Entering Public Areas / Buildings
- Freedom of Information Act – Requests
- Police – Detention

FIRST AMENDMENT AUDITORS

Limit your conversations to topic at hand.

Advise of violation and ask for compliance.

Auditors often will be “pushy” and try to steer a conversation in a way that favors their cause.

MORE DO'S AND DON'TS

Do

- Develop good communications and cooperation with;
 - Patrol Staff
 - Other Municipal Staff – Solid waste, parks and Rec, etc.
 - Governing Body
- Maintain good standing and reputation with Municipal Court, Supervisors, and Public

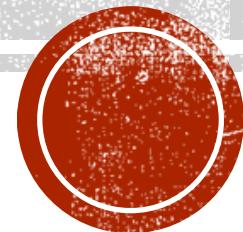
Don't

- Stretch truth or give inaccurate information.
- Tarnish your reputation.
- Create difficult environments.
- Let others abuse you or your position.



HTTPS://WWW.CODEOFFICERSAFETY.ORG/

Information and stats about Code Enforcement Officials





About

Officials Down

Resources

Training

News

Support Us

36

TOTAL

23

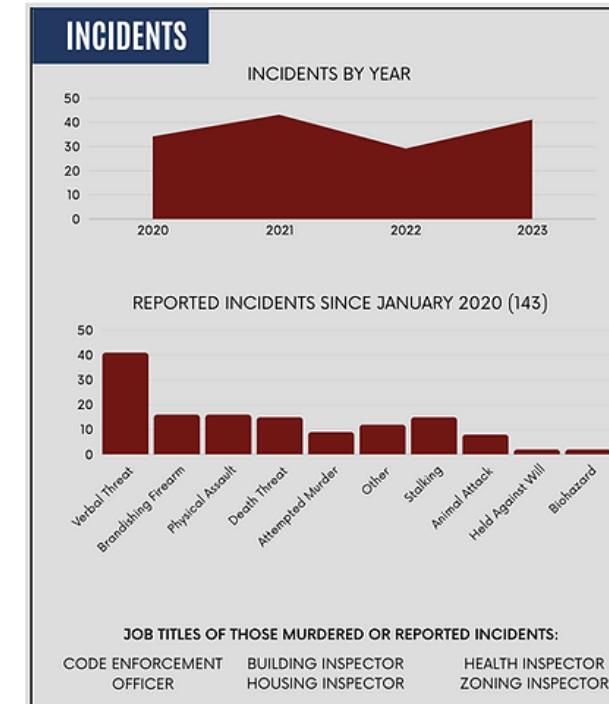
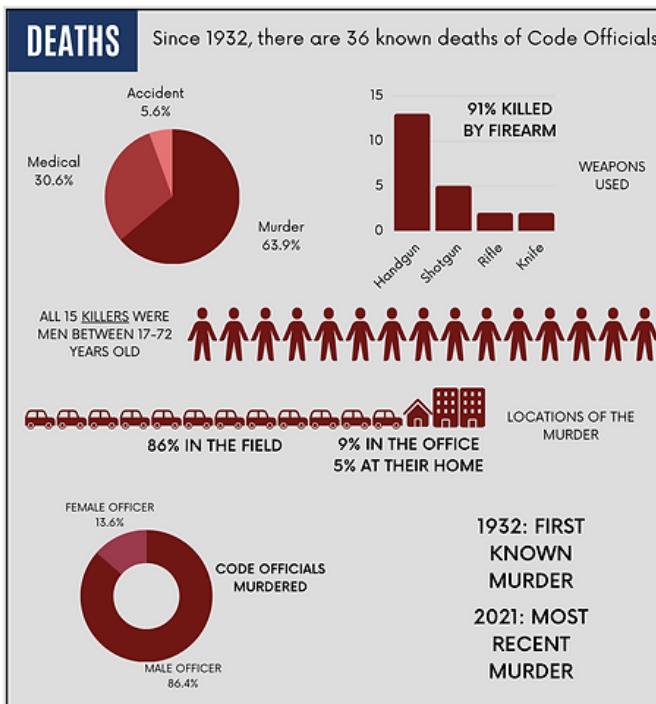
Murder

11

Health Related

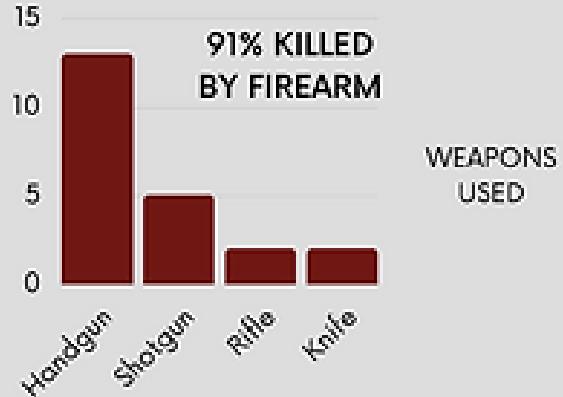
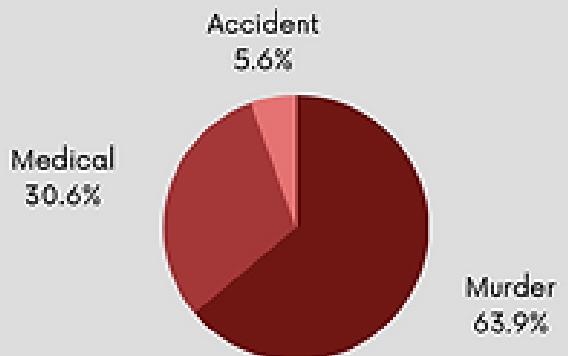
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Accidents

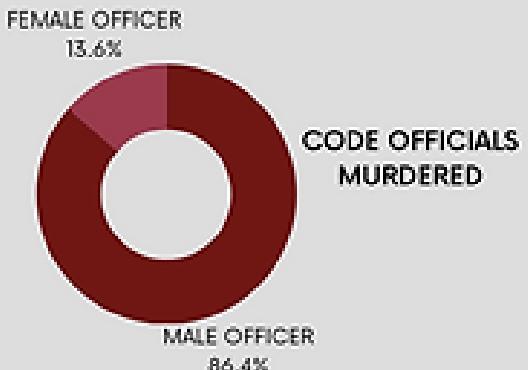
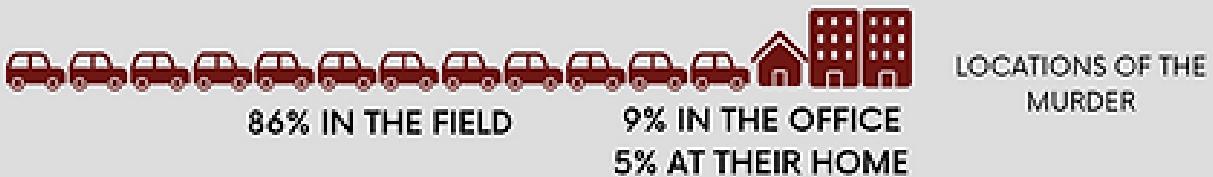


DEATHS

Since 1932, there are 36 known deaths of Code Officials.



ALL 15 KILLERS WERE
MEN BETWEEN 17-72
YEARS OLD



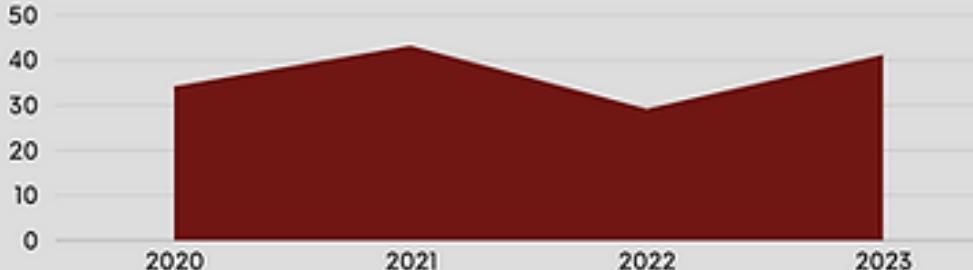
1932: FIRST
KNOWN
MURDER

2021: MOST
RECENT
MURDER

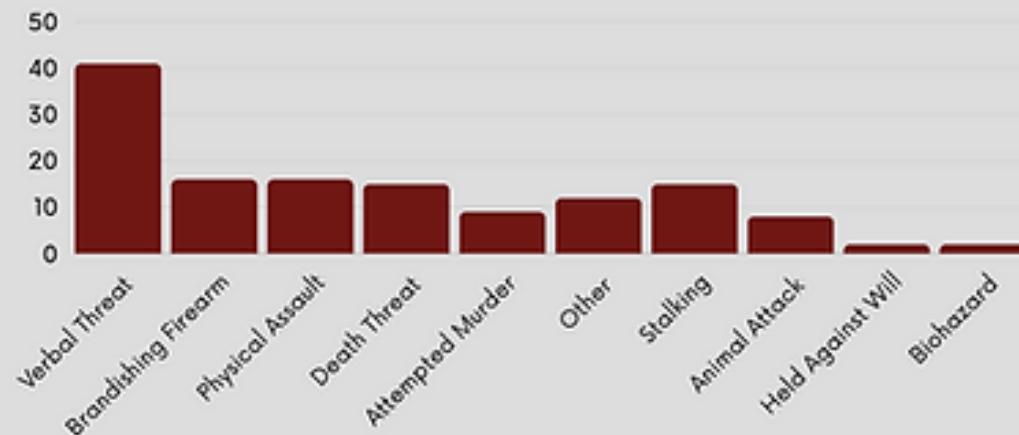


INCIDENTS

INCIDENTS BY YEAR



REPORTED INCIDENTS SINCE JANUARY 2020 (143)



JOB TITLES OF THOSE MURDERED OR REPORTED INCIDENTS:

CODE ENFORCEMENT
OFFICER

BUILDING INSPECTOR
HOUSING INSPECTOR

HEALTH INSPECTOR
ZONING INSPECTOR





ROBERT SIMPSON – VILLAGE OF RUIDOSO ANIMAL CONTROL / CODE ENFORCEMENT MANAGER

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Mechem Dr. Ruidoso NM 88345
- Work phone – (575) 258-7365 Extension 1151
- Email Address – robertsimpson@ruidoso-nm.gov



- <https://thepowermoves.com/verbal-judo/> - Verbal Judo Steps
- <https://thepowerofpreparedness.com/2022/06/30/four-step-verbal-de-escalation-process/> - De-Escalation Steps
- <https://www.wikihow.com/Communicate-With-Body-Language> - Body Language Photo
- <https://www.dreamstime.com/illustration/steaming-mad.html> - Steam Ears photo
- <https://hayspost.com/posts/33f079a1-9834-4f6c-a571-9fcf161b36b0> - Porch
- <https://www.facebook.com/photo.php?fbid=3108742032561804&id=118483288254375&set=a.309962522439783> – Lava Floor