



# POLICY & PROCEDURE

## HARTLAND POLICE DEPARTMENT

**SUBJECT: USE OF FORCE**

SCOPE: All Sworn Personnel  
DISTRIBUTION: Policy & Procedures Manual

REFERENCE: WI State Statutes: 66.0511, 165.845,  
175.44, 939.22(14), 939.45, 939.48, and  
Chapter 941; DAAT A Training Guide for  
Law Enforcement Officers WI DOJ, 2021  
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**PURPOSE:** The purpose of this Policy & Procedure is to establish policies and procedures for the Hartland Police Department regarding: the use of force and identifying the responsibilities of officers using force or after it has been used; to provide guidance to officers when persons become injured due to the use of force by an officer; and to provide guidelines for officers for the reporting and review of any officer-involved use of force incident.

This Policy & Procedure consists of the following numbered sections:

- I. POLICY
- II. DEFINITIONS
- III. DEFENSIVE AND ARREST TACTICS (DAAT)
- IV. USE OF FIREARMS
- V. USE OF VEHICLES - BLOCKADES, BARRIERS, AND RAMMING
- VI. USE OF NON-DEADLY FORCE
- VII. USE OF RESTRAINTS

## VIII. FOOT PURSUITS

## IX. RENDERING MEDICAL AID

## X. REPORTING THE USE OF FORCE

## XI. PUBLIC ACCESS TO POLICY & PROCEDURE

## XII. WHISTLEBLOWER PROTECTIONS

### I. POLICY

- A. It is the policy of the Hartland Police Department that when serving the community, Officers make every effort to preserve and protect human life and the safety of all persons. Officers shall also respect and uphold the dignity of all persons at all times in a nondiscriminatory manner. When using force, Officers are required to act in good faith to achieve a legitimate law enforcement objective. Officers are authorized to use force that is objectively reasonable based on the totality of the circumstances, including: the severity of the alleged crime at issue, whether the suspect poses an imminent threat to the safety of law enforcement officers or others, and/or whether the suspect is actively resisting or attempting to evade arrest by flight. Officers may include in their decision to use this force option, information known to the officer(s) at the time of the incident or conduct or statements by the subject or a prior history of resistive or assaultive behavior.

A law enforcement officer may use deadly force only as a last resort when the law enforcement officer reasonably believes that all other options have been exhausted or would be ineffective. A law enforcement officer may use deadly force only to stop behavior that has caused or imminently threatens to cause death or great bodily harm to the law enforcement officer or another person.

If both practicable and feasible, a law enforcement officer shall give a verbal warning before using deadly force.

1. All sworn Officers are required to follow the State of Wisconsin's Law Enforcement Training and Standards system of Defensive and Arrest Tactics when making all use of force decisions.
2. Officers shall use only force that is reasonably necessary to effectively bring an incident under control, while protecting the lives of the officer and others.
3. Any person injured through the use of force by an officer shall receive medical aid for such injuries.
4. It is the responsibility of any officer who uses physical force or any of the enumerated weapons, items or devices indicated below to complete an Incident Report and Hartland Police Department Use of Force Report on the incident involved and to specifically note the circumstances necessitating, and manner of, such use of force.

5. All cases where force is used shall be reviewed by the Chief of Police or designee on a documented annual basis.

## II. DEFINITIONS

- A. **ACTIVE RESISTANCE:** Behavior which physically counteracts an officer's control efforts and which causes a risk of bodily harm to the officer, subject, and/or other persons.
- B. **CHOKER HOLD:** the intentional and prolonged application of force to the throat, windpipe, or carotid arteries that prevents or hinders breathing or blood flow, reduces the intake of air, or reduces blood flow to the head.
- C. **DEADLY FORCE:** The intentional use of a firearm or other instrument that creates a high probability of death or great bodily harm.
- D. **DEFENSIVE AND ARREST TACTICS (DAAT):** A system of verbalization skills coupled with physical alternatives.
- E. **DE-ESCALATION:** An officer's use of time, distance and relative positioning in combination with Professional Communication Skills to attempt to stabilize a situation and reduce the immediacy of threat posed by an individual.
- F. **CONDUCTED ENERGY WEAPON (CEW):** A less lethal force weapon that causes electro-muscular disruption to a combative, violent, or potentially combative, violent subject. The use of this device is intended to incapacitate the subject with a minimal potential for causing death or great bodily harm.
- G. **GREAT BODILY HARM:** "Bodily injury which creates a substantial risk of death, or which causes serious permanent disfigurement, or which causes a permanent or protracted loss or impairment of the function of any bodily member or organ or other serious bodily injury." WI State Statute 939.22(14)
- H. **OBJECTIVELY REASONABLE:** The standard by which many actions of a police officer are judged: Would your actions be judged appropriate by a reasonable person based on the totality of circumstances and the information know to you at that time?
- I. **PASSIVE RESISTANCE:** Non-compliant and non-threatening behavior.
- J. **PRECLUSION:** The officer reasonably believes all other options have been exhausted or would be ineffective.
- K. **PRIVILEGE:** Section 939.45, Wis. Stats., states certain conduct is defensible from prosecution under certain circumstances. The defense of privilege can be claimed: conduct is in defense of persons or property, conduct is in good faith, and conduct is a reasonable accomplishment of a lawful arrest.

- L. SELF-DEFENSE: The act of defending one's person by physical force (§ 939.48, Wis. Stats.). "The actor may intentionally use only such force or threat thereof as he or she reasonably believes is necessary to prevent or terminate the interference. He or she may not intentionally use force which is intended or likely to cause death or great bodily harm unless he or she reasonably believes that such force is necessary to prevent imminent death or great bodily harm to him- or herself or another."
- M. TOTALITY OF THE CIRCUMSTANCES: Represents all information known to the officer at the moment action is taken and the facts used to judge the appropriateness of the action.

### III. DEFENSE AND ARREST TACTICS

- A. The Department adopts the WI DOJ Defensive and Arrest Tactics System (DAAT), which is a system of verbalization skills coupled with physical alternatives.

This system includes the Incident Response and Disturbance Resolution Models which provide general guidelines for how officers should respond to calls and deal with situations in which they must intervene to resolve a disturbance. All Officers shall be trained in the DAAT system per State of Wisconsin Training and Standard Bureau standards.

1. The sanctity of human life. In serving the community, officers shall make every effort to preserve and protect human life and the safety of all persons. Officers shall also respect and uphold the dignity of all persons at all times in a nondiscriminatory manner.
2. When using force, the officer is required to act in good faith to achieve a legitimate law enforcement objective. An officer is authorized to use force that is objectively reasonable based on the totality of the circumstances, including:
  - a) The severity of the alleged crime at issue.
  - b) Whether the suspect poses an imminent threat to the safety of officers or others.
  - c) Whether the suspect is actively resisting or attempting to evade arrest by flight.
3. Use of Force Training including policy and legal updates will be conducted annually and will include various control techniques.

#### B. De-escalation

1. The concept of de-escalation involves an officer's use of time, distance, and relative positioning in combination with Professional Communication Skills to attempt to stabilize a situation and reduce the immediacy of threat posed by an individual. The merging of Professional Communication Skills such as Crisis Intervention, and sound tactical positioning can be instrumental in generating

the needed time, options, and resources to gain willful cooperation and ensure everyone's safety.

2. DONE - Danger, Overriding Concern, No Progress, and Escape- There are many circumstances in which de-escalation is not applicable to a situation and the Professional Communication Skill concept of DONE offers examples and guidance. The acronym DONE stands for Danger, Overriding Concern, No Progress, and Escape.
  - a) Danger - Something has occurred that negatively effects the commodities of time, distance, and positioning making de-escalation not possible. Ex. - When officers are making contact with the subject who is armed with a knife and he suddenly charges at the officers forcing them to escalate.
  - b) Overriding Concern - An event occurred that has changed the priority and has drastically influenced the outcome of this situation and placed officers in a position to use force. Ex. - Officers are talking to a subject armed with a knife and an innocent bystander has walked into the situation and the subject closes the distance with them.
  - c) No Progress - Officer attempts to gain rapport with the subject and it isn't working. Ex. - Officers are talking to a suspect who ignores their dialog and closes the distance on them.
  - d) Escape - The officers' relative positioning and limited distance does not allow them the ability to regain safe distance and positioning (escape) to continue de-escalation efforts. Ex. - The subject moves towards the officers and puts them into a position where they can't escape.
- C. Incident Response Model: all officers shall follow the most current version of the Incident Response Model adopted by the State of Wisconsin DAAT Advisory Committee.
- D. Disturbance Resolution Model: all officers shall follow the most current version of the Disturbance Resolution Model adopted by the State of Wisconsin DAAT Advisory Committee.

#### IV. USE OF FIREARMS

- A. Sworn personnel are authorized to carry and use weapons under the authority and powers granted to them by Wisconsin State Statutes and exemptions granted under various statutes found in WI. Statutes: Chapter 941. Officers must also follow the requirements set forth in Policy & Procedure 12.01: Firearms and Ammunition.

- B. Officers may display Department authorized firearms when they have reasonable suspicions to believe that the use of deadly force may be necessary. Officers need not be under attack, but only be reasonably apprehensive that the situation may lead to circumstances outlined in Policy & Procedure 5.02: Use of Deadly Force. Department authorized firearms should not be displayed under any other circumstances.
1. This section is intended to allow the officer to have the firearm ready in circumstances such as answering a silent alarm or confronting a suspect whom there is reasonable suspicion to believe may be armed, or any other situation which may cause the officer to have reasonable fear for his/her life.
- C. Whenever safety permits and time allows, officers shall identify themselves and state their intent to shoot prior to using a firearm. Officers are to fire their weapons to stop an assailant from completing a potentially deadly act. The primary target is the central nervous system, to stop the threat and to minimize danger to innocent bystanders.
- D. Firearms shall not be discharged when it appears likely that an innocent person may be injured unless failure to discharge will result in the greater danger exception. The greater danger exception allows you to shoot without target isolation if the consequence of not stopping the threat would be worse than the possibility of hitting an innocent person.
- E. A warning shot shall not be fired.
- F. Officers shall not discharge a firearm at or from a moving motor vehicle except as the last measure of self-defense of oneself or another, and only then if the officer believes that the suspect has or is intent upon causing death or great bodily harm to oneself or another person. If this decision is made, consideration must be given to the safety of innocent bystanders and possible innocent passengers in the vehicle.
- G. An officer may also discharge a firearm under the following circumstances:
1. During range practice or competitive sporting events.
  2. To destroy an animal that represents a threat to public safety, or as a humanitarian measure where the animal is seriously injured.
  3. for target-specific directed fire which is defined as purposeful, controlled, sustained fire directed at a perpetrator who has caused or imminently threatens to cause death or great bodily harm to you or others, but whom you may not be able to clearly observe. The purpose of target-specific directed fire is to stop the threat when no other reasonable course of action would allow officers to perform a rescue, escape from danger, or otherwise prevent death or great bodily harm. Before using target-specific directed fire, officers must meet the imminent threat criteria (intent, weapon, delivery system) and preclusion requirement. Officers must achieve target acquisition, identification, and isolation, or else satisfy the greater danger exception, before shooting.

H. Prior to being authorized to carry a firearm on duty for the Department, officers must meet the following three requirements:

1. Officers shall receive training in the safe handling and operation of Department issued and authorized firearms. Officers must demonstrate their understanding of Department Policy & Procedures and state laws pertaining to deadly weapons and the use thereof.
2. Officers must be certified by the State of Wisconsin in the use of firearms.
3. Officers must qualify with a Department Range Officer.

#### V. USE OF VEHICLES-ROADBLOCKS AND RAMMING

A. The following may only be employed by an officer if, and only if, the use of deadly force would be authorized:

1. The use of a roadblock with no escape route where the roadway is completely blocked and no alternative route is provided. If the violator does not stop they will crash into obstacles (including but not limited to police vehicles) of such density and mass upon a roadway that any vehicle colliding with them would be so severely decelerated that its occupants would likely suffer death or great bodily harm.
2. Ramming of a suspect or evader vehicle by a police vehicle.
3. Refer to Policy & Procedure 6.02: Vehicle Pursuits.

#### VI. USE OF NON-DEADLY FORCE

A. An officer shall use only the amount of force that is reasonably necessary to perform his/her duties. The amount of force which may be employed is determined by the circumstances of a situation, including, but not limited to:

1. The severity of the alleged incident of offense.
2. Whether the subject poses an imminent threat to the safety of officers or others.
3. Whether the subject is actively resisting or attempting to evade arrest by flight.
4. The feasibility or availability of alternative actions.

B. The reasonableness of the force used will be judged in the light of the circumstances as they appeared to the officer at the time he/she acted, and not as they appear from a subsequent, more thorough knowledge of the circumstances.

C. Under no circumstances shall an officer continue to use force (except for physical restraint) against an individual who has ceased to resist, escape, or otherwise violate the law. The officer making an arrest shall use only that amount of force reasonably necessary to affect the arrest and maintain control of the arrested individual.

D. Officers may use reasonable force to:

1. Overcome an offender's resistance to or threat to resist a lawful arrest.
2. Prevent the escape of an offender or arrested person.
3. Protect another person from bodily harm or death.
4. Protect himself/herself from bodily harm or death.

E. When an individual offers only passive resistance to arrest, an officer shall take such person into custody and transport such individual with as much regard to the individual's safety and welfare as is reasonable, practical and possible.

F. Officers shall not mistreat persons who are in their custody. Officers shall handle such persons in accordance with the law and Department policies. The use of excessive and unwarranted force or brutality will not be tolerated under any circumstances and may subject the officer to disciplinary action.

G. An officer on or off duty who witnesses another officer using force in excess of that permitted by law, training, WI State Statue 175.44, and/or this Policy & Procedure must intervene and stop the prohibited use of force when circumstances are such that it is safe for the Officer to intervene.

The officer shall also report such use of force to a supervisor immediately. If the offending officer is their supervisor, then the reporting officer will report the incident to the next supervisor in the chain of command. Subsequent written notification to all supervisors not involved in the incident shall be made prior to the end of shift and include the date, time, place of the occurrence, the identity if known, description of the participants, and a description of the events and the force used.

H. Use of Less Lethal Weapons. Refer to Policy & Procedure 5.03: Use of Less Lethal Weapons.

I. Use of Force to Enter Private Property (Also refer to Policy & Procedure 1.12: Arrest Procedures).

1. In lawfully entering the land of another to make a felony arrest (not for a misdemeanor or ordinance arrest), an officer may use force reasonably believed necessary against persons on that land. An officer may use force to break and enter a fence, enclosure dwelling or other building.
2. Prior to forced entry into a building, the officer should knock on the door announcing that he/she is a police officer unless such announcement is known to be futile.

The officer should announce that he/she is there to make an arrest and demand that the person inside open the door. Only after a reasonable period of time should the officer enter the door without it being opened from the inside. If an officer does break in, he/she should try to do as little damage as possible.

3. There are exceptions to the above policies where police officers may enter without announcement and demand to make a lawful arrest. This occurs when an officer has good reason to believe that an announcement may:
  - a) Help the suspect to escape.
  - b) Endanger persons.
  - c) Result in the destruction of evidence.
4. When executing a search warrant, officers should first secure the area, and then enter the property.

## VII. USE OF RESTRAINTS

- A. For the protection of both the person being restrained and the officer, use of restraints, such as handcuffs, reduces the likelihood of a struggle resulting in a possible injury to the offender, the officer, or both.
- B. An officer may use restraining devices in order to:
  1. Maintain control of subject.
  2. Prevent escape.
  3. Protect him/her or others.
- C. An officer should never use restraining devices as punishment.
- D. The use of choke holds by personnel of the Hartland Police Department is prohibited unless the situation requires the use of deadly force that would be justified.
- E. All persons placed in protective custody or under arrest shall be properly handcuffed.
- F. Handcuffs or restraining devices shall be used during all transportation. The following use procedures are provided:
  1. The officer shall use Departmentally approved restraints.
  2. Handcuffs shall be applied to the person's wrists behind his/her back unless not physically possible, or other factors exists, such as:
    - a) Other restraining equipment is in use, such as a belly chain or restraint belt.
    - b) Conditions exist that make it unreasonable or impossible to place handcuffs behind the subject's back. The officer shall detail in his/her written report

the unusual circumstances that existed and what alternative restraining device or technique was used.

3. Handcuffs shall be safety locked upon placement on the person in order to negate any attempted tampering by the person and to assure that accidental tightening of the cuffs cannot occur.
4. Handcuffs shall be closed until firm contact with the offender's skin, but not so tightly as to produce pain, although one may expect comments as to discomfort.
5. Handcuffs shall not intentionally be closed so tightly as to cause physical injury to the person.
6. Handcuffs (or any other restraining device) should be removed from the person upon arrival at a secure area within the Department, or upon transfer of custody to a responsible party. This procedure will not be affected should such removal be likely to result in physical harm to the offender, officers, or other person.
7. Handcuffs shall not be used when it appears likely that the person's wrists or hands are too small, or for some other reason which would negate the restraining effects of handcuffs. In such circumstances, flex cuffs or other restraints will be used.
8. The use of handcuffs should not be viewed as an absolute provision of safety. Officers should continue to exercise all due care as to the safety and custody of prisoners.
9. Prior to any transportation of persons in custody, they should be searched for weapons.
10. Prisoners shall be placed in a police vehicle so that seat belts may be secured about the prisoner in order to enhance their safety during transportation. Also refer to Policy and Procedure 7.01: Search/Transport of Detainees.

#### G. Exceptions to Handcuff Requirements.

1. Officers shall always handcuff unless the officer can articulate exceptional circumstances.
2. Officer discretion may be used in the following circumstances when deciding not to handcuff.
  - a) Persons who are temporarily incapacitated, such as by a serious wound to the lower arms, hands, etc. or a woman in an advanced stage of pregnancy, etc.

- b) Juveniles who are either very young, or whom the officer has personal knowledge of, and as such, determines that the use of handcuffs is not an appropriate action.

## VIII. FOOT PURSUITS

- A. An officer's decision to pursue on foot shall be made with an awareness and appreciation for the risk to the officer and others who may be exposed. In deciding whether to initiate or continue a foot pursuit, officers shall also consider the following risk factors:
  1. The severity of the incident and/or offense to which the officer is responding.
  2. Officer/suspect factors regarding skill level, age, size, strength and number of fleeing suspects.
  3. Availability of immediate assistance.
  4. Geography familiarization and orientation.
  5. The necessity of the pursuit based upon whether the identity of the suspect is known or can be determined permitting apprehension at a later time.
  6. Whether the person being pursued poses a threat or harm to the public beyond the act of fleeing the officer, if not immediately apprehended.
  7. When the foot pursuit enters a building, structure, confined spaces, wooded or otherwise isolated areas without sufficient backup; the officer may consider setting up a perimeter and waiting for additional officers.
  8. Consider perimeter and await back-up officers.
- B. The foot pursuit shall be discontinued when the following risk factors develop:
  1. The threat of harm to the officer or the fleeing suspect outweighs the necessity for immediate apprehension.
  2. Inability to maintain radio contact with communications center.
  3. Unsafe environment.
  4. Termination of pursuit is directed by a supervisor.

## IX. RENDERING MEDICAL AID

- A. Treatment of Persons Injured Through the Use of Force
  1. Persons subject to the use of force shall be observed to detect obvious changes in their physical or mental condition and administer first aid if required.

2. Summon appropriate medical aid, if necessary.
3. If necessary, or requested by the injured subject, the injured person is to be transported by ambulance to the most quickly acceptable medical facility for proper treatment.
4. During the time awaiting treatment and during the treatment activities, the officer shall maintain security.
5. The injured person is to remain handcuffed during treatment unless the handcuffs interfere with such treatment. Should medical treatment require removal of handcuffs, the officer shall request that restraints be used by hospital personnel.

If medical treatment requires the removal of handcuffs and hospital restraints are not authorized or utilized, the officer shall maintain close physical proximity to the subject and determine the appropriate level of control and/or restraint use with hospital personnel and security staff based on officer/subject factors, degree of subject's injuries, the possibility of behavior changes of intoxicated and/or drug impaired subjects, and the subject's level of cooperation with officers and hospital personnel.

6. The officer is to remain with the injured person at all times during the hospital stay unless the injury is so serious that escape is not physically possible.
7. If it is determined that the injured person needs to be admitted to the hospital for additional treatment or a hospital stay, the officer will contact their immediate supervisor and coordinate efforts with hospital personnel in order to determine what level of monitoring will be required.
8. If the injured person is to be released from the Emergency Department following medical evaluation and treatment the officer will notify the appropriate detention facility of the nature of the subject's injuries as well as providing them with any medical discharge instructions or paperwork, if applicable.

## X. REPORTING THE USE OF FORCE

- A. An incident report and Use of Force report will be required when any officer does any of the following:
  1. Use of firearm: discharging or pointing of any firearm. Department firearms training and shooting of injured animals are exempt from the reporting requirement.
  2. Use of Conducted Energy Weapon (CEW). Department CEW training is exempt from the reporting requirement.
  3. Use of baton or kinetic energy impact projectiles.

4. Use of chemical agents to include Oleoresin Capsicum (OC) spray.
  5. Use of physical force to include striking, decentralizing, or restraining any person.
- B. The officer involved shall orally advise their supervisor of the use of force and the underling facts justifying their use of force as soon as possible.
  - C. The officer(s) involved shall make a written report/statement as to the underlying facts and the reasonableness, as perceived by the officer, justifying their use of force. All information about any alleged injuries shall be included in the reports. It is a requirement to complete this report before the end of the officer(s) tour of duty on the date of the incident. When multiple officers are involved, each officer shall be required to file a report if force was used. Supervisory approval to waive the reporting requirement timeline is permitted.
  - D. If the discharge of the weapon or use of force causes injury or death or great bodily harm, the supervisor shall notify the Chief of Police or designee as soon as possible.
  - E. The supervisor, as soon as possible during the investigation, shall forward all reports of the investigation to the Chief of Police.
  - F. A Firearms Discharge Report shall be completed regarding any incident involving the intentional or accidental discharge of a firearm, except on an approved firearms range for the purpose of firearms practice, training, competition, qualification or legal hunting purposes.
  - G. All use of force reports shall be forwarded to the lead DAAT instructor, and a copy will be filed with the Chief of Police or designee.
  - H. Post use of force removal from duty.
    1. An officer(s) whose actions or use of force results in a death or serious physical injury shall be placed on administrative leave or restricted duty by the Chief of Police or his/her designee during the investigation of the incident and/or until such time as the incident investigation or administrative review is completed. Also refer to Policy & Procedure 6.15: Officer Involved Deaths.
      - a) The officer shall be available for Departmental interviews and statements regarding the incident and subject to recall to duty.
  - I. Post use of force review
    1. At least once every year the Chief of Police or designee shall conduct a documented review of the use of force reports to determine any policy issues, training or weapons/equipment deficiencies, or disciplinary matters that require attention or any type of future action.

- J. The Department will forward information related to the National Use of Force Data Collection - FBI program to the Wisconsin Department of Justice through the Use of Force and Arrest Related Death (UFAD) data collection form in Tracs which must be submitted by the 15<sup>th</sup> day of the following month from the incident.
1. The Department shall supply additional information regarding the use of force to the Wisconsin Department of Justice, in their format that is specific to the language in Wisconsin State Statute 165.845. A report must be submitted every month by administrative staff either indicating a zero report or a reportable incident for the following criteria:
    - a) An officer utilizes force that results in the death of a person.
    - b) An officer utilizes force that results in the great bodily harm of a person.
    - c) AN officer discharges their firearm at or in the direction of a person.
    - d) A person dies while detained, arrested, or in the course of being arrested.
- K. All Use of Force Reports involving each Department member shall be included in that member's employment file.

## XI. PUBLIC ACCESS TO POLICY & PROCEDURE

- A. Pursuant to WI State Statute 66.0511(2), the Department shall:
1. Make this Policy & Procedure publicly available on a web site maintained by the Department.
    - a) If the Policy & Procedure is changed, the Department shall ensure the web site displays the updated information as soon as practically possible but no later than one year after the change is made.
  2. Prominently display a means of requesting a copy of this Policy & Procedure. If a person requests a copy, the Department shall provide a current copy free of charge as soon as practically possible but no later than 3 business days after the request is made.

## XII. WHISTLEBLOWER PROTECTIONS

- A. No law enforcement officer may be discharged, disciplined, demoted, or denied promotion, transfer, or reassignment, or otherwise discriminated against in regard to employment, or threatened with any such treatment, because the law enforcement officer reported, or is believed to have reported, any noncompliant use of force as required in WI State Statute 175.44; intervened to prevent or stop a noncompliant use of force as required in the Statute; initiated, participated in, or testified in, or is believed to have initiated, participated in, or testified in, any action or proceeding regarding a noncompliant use of force; or provided any information, or is believed to have provided any information, about noncompliant use of force

as required in the Statute.

Torin J. Misko  
Chief of Police

This Policy & Procedure cancels and supersedes any and all written directives relative to the subject matter contained herein.

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