



# RETURNING SERVICE OFFICER PROGRAM



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## I. PURPOSE

This directive outlines the *Returning Service Officer (RSO) Program* for sworn Department members returning to work from all leaves of absence, **except paid parental leave**, to facilitate the proper integration back into the Chicago Police Department workforce.

## II. DEFINITIONS

A. **Returning Service Officer (RSO):** A sworn Chicago Police Department member who is returning to the Department from a leave of absence lasting more than 30 days and will require training before returning to Department service. There are three classifications of Returning Service Officer (RSO).

1. **RSO-1:** A sworn Chicago Police Department member who is returning to the Department from a leave of absence that lasted more than 30 days but less than 180 days will require training before release from the RSO program.
2. **RSO-2:** A sworn Chicago Police Department member who is returning to the Department from a leave of absence that lasted 180 days to 364 days will require training before release from the RSO program.
3. **RSO-3:** A sworn Chicago Police Department member who is returning to the Department from a leave of absence that lasted for 365 days or more will require training before release from the RSO program.

B. **Returning Service Officer Program (RSO Program):** A program that facilitates the proper integration of sworn Department members returning from a leave of absence, back into the Chicago Police Department workforce, including facilitating required training. The objective of the RSO Program is to provide systematic and expedient training so returning Department members can replenish their knowledge to perform their job safely, professionally, and in accordance with the law and Department policy.

1. The RSO Program is managed by a supervisor from the Operations Section of the Training Division. The RSO supervisor reports directly to the commanding officer, Operations Section. The commanding officer of the Operations Section reports to the Commanding Officer, Training Division, who reports to the Deputy Chief, Education and Training Group.
2. The Deputy Chief, Education and Training Group, is ultimately responsible for the program. The RSO Program reserves the right to determine and assign the training curriculum for all RSOs consistent with the requirements of the Department directive titled "Department Training."

## III. RSO PROGRAM PROCEDURES

A. It is mandatory for sworn Department members who have been on a leave of absence more than 30 days to participate in the RSO Program prior to returning to duty. The RSO Program and the required training curriculum is designed to update Department members with knowledge to perform their job safely, professionally, and in accordance with the law and Department policy.

- B. Prior to returning to duty from a leave of absence of 30 days or more, and enrollment into the Returning Service Officer Program, the member will contact the Office Public Safety Administration Human Resources Division (OPSA-HR) to schedule an appointment to begin the reinstatement process.
- C. All sworn Department members returning from any leave of absence from the Department, **except paid parental leave**, will:
1. notify the Office Public Safety Administration Human Resources Division (OPSA-HR) of their ability to return to full duty assignment, and
  2. if the leave of absence is more than 30 days, be enrolled into the Returning Service Officer (RSO) Program.
- NOTE:** Sworn Department members on a leave of absence for 30 days or less will be reinstated and sent directly back to the member's unit of assignment.
- NOTE:** Sworn Department members returning from Paid Parental Leaves will follow the guidelines listed in the Department directive titled "[Paid Parental Leave - Sworn Members](#)."
- D. Sworn Department members in the RSO Program will be directed to the Training and Support Group where they will report to the RSO supervisor. The RSO supervisor will ensure returning Department members complete all mandated training requirements (including demonstrating firearms proficiency) prior to completing the RSO Program.
- E. Upon being enrolled in the RSO Program, RSOs will adhere to the responsibilities outlined in Item VI of this directive and complete any required training as identified by the RSO Program, consistent with Items III and IX of this directive.
- F. Upon release from the Returning Service Officer Program, if an RSO-3 is below the rank of sergeant, the Department member will be required to work with a partner for the first 30 days of assignment.
- G. Members returning from military leave who have not obtained a clear physical examination status after completing the identified required training will remain in the RSO Program and continue reporting to the Training and Support Group until they are released to active duty.
- H. Absence and return to duty procedures continue to be outlined in the following Department directives:
1. E01-14, titled "[Military Leave of Absence Act](#)" for military leaves of absences.
  2. E01-16, titled "[Leaves of Absence and Resignations](#)" for other types of leave including but not limited to:
    - a. training leave,
    - b. disability leave,
    - c. paid administrative leave and administrative absences,
    - d. union board member leave,
    - e. leave under the Family and Medical Leave Act (FMLA), except Paid Parental Leave.
    - f. leave under the Victim's Economic Security and Safety Act (VESSA),
    - g. sickness in family leave,
    - h. traumatic incident leave; and
    - i. personal leave.
  3. E01-16-01, titled "[Paid Parental Leave - Sworn Members](#)."

4. E03-01, titled "[Medical Policy](#)" for medical absences.

#### IV. RETURNING SERVICE OFFICER (RSO) TRAINING

- A. A sworn Department member returning to work after taking a leave of absence more than 30 days must complete at a minimum the training on all mandatory content included as part of the In-Service Training Program that was missed during the previous three years, if applicable. Returning Service Officers will be taught the current approved curriculum.

**EXAMPLE:** RSO returning to work in 2024 will not be taught the missed Use of Force training curriculum from 2023, but instead will be taught the approved curriculum for the 2024 Use of Force training.

1. In addition, the following courses are required for RSO training in the current year of their return:
    - a. annual in-service use of force training before returning to their full-duty assignment;
    - b. all mandatory e-Learning training and all Department directive e-Learning training;
    - c. **elective** courses based on individual RSO needs as determined by the RSO Program staff, if available; and
    - d. courses **requested** by an individual RSO and approved by the RSO Program staff, if available.
  2. When mandatory training content has been updated or required multiple times during the period of inactivity, officers are only required to take the most recent offering. The training required will count towards the total amount of training required by the In-Service Training Program.
- B. Officers must complete mandatory in-service use of force training before returning to their unit of assignment.
- C. Supervisors of all ranks will receive training on conducting use of force reviews or investigations appropriate to their rank; strategies for effectively directing officers in de-escalation principles and acting to intervene on the subject's behalf when any use of force is observed that is excessive or otherwise in violation of policy; and supporting officers who report objectively unreasonable or unreported force, or who are retaliated against for attempting to prevent objectively unreasonable force.
1. Training will include, but is not limited to:
    - a. mandatory eLearning modules including, but not limited to, changes to Department policy or legal updates enacted since the effective date of the RSO's leave of absence;
    - b. all other available required mandatory in-service training, based on the RSO's training record; and
    - c. a self-guided review all Department Legal and Training Bulletins identified as being issued since effective date of RSO's leave of absence.
  2. RSO-3
    - a. RSO-3 will not be used for rehiring or lateral transfers to the Department of former members.
    - b. Training for RSO-3 will include, but is not limited to:
      - (1) mandatory eLearning modules including, but not limited to, changes to Department policy or legal updates enacted since the effective date of the RSO's leave of absence;

- (2) completion of the current year's in-service training program based on the current year's training plan; and
  - (3) a self-guided review all Department Legal and Training Bulletins identified as being issued since effective date of RSO's leave of absence.
- c. RSO-3s are required to complete the following courses, which include but are not limited to:
- (1) Law Refresher;
  - (2) Use of Force;
  - (3) Officer Wellness;
  - (4) Technology Refresher;
  - (5) Human Behavior;
  - (6) Tactical Safety and Awareness;
  - (7) All mandatory eLearning training and all Department directive eLearning training;
  - (8) Elective courses based on an individual RSO needs, as determined by the RSO Program staff; and
  - (9) Courses requested by an individual RSO and approved by the RSO Program staff.
- d. If an RSO-3 is below the rank of sergeant, the member will be required to work with a partner for the first 30 days of assignment.

## V. RETURNING SERVICE OFFICER PROGRAM RESPONSIBILITIES

The RSO Program supervisor or designee will:

- A. ensure that before sworn Department members enter the RSO Program, they have:
1. qualified with their duty weapon according to the Department directive titled "[Annual Prescribed Weapon Qualification Program and Taser Recertification](#),"
  2. a valid Driver's License and valid Firearm Owners Identification Card, and
  3. obtained clearance to return to full duty or limited duty from the OPSA-Medical Section, when applicable.

**NOTE:** These requirements should be completed before the Returning Service Officer reports to the RSO Program. There may be occasions where a Department member is detailed to the RSO program before they are in compliance with the above-listed requirements. The RSO will coordinate with the RSO Program supervisor or designee to ensure these requirements are fulfilled in a timely manner.

- B. maintain accurate records for RSOs.
- C. ensure accurate and complete in-processing and out-processing of every RSO assigned to the Training and Support Group.
- D. track and coordinate scheduled training and ensure command and control of all incoming and outgoing RSOs.
- E. submit a written weekly update to the Deputy Chief, Education and Training Group, providing:
1. names and ranks of current RSOs;

2. time spent in the RSO Program;
  3. estimated date of RSO Program completion.
- F. ensure completion of the In-Service Training Program and the RSO Program requirements by reviewing and approving the training record.
- G. ensure the RSO Program Standard Operating Procedures remain current.
- H. provide RSOs with the RSO Program guidelines and procedures, including but not limited to the Training and Support Group's notification protocol to Duty Desk or 24-hour Security Desk.

## VI. RETURNING SERVICE OFFICER RESPONSIBILITIES

Returning Service Officers (RSO) will:

- A. report to roll call as directed.
1. If an RSO will be late or cannot attend roll call, the RSO will notify the RSO Program supervisor or designee before the scheduled start time.
  2. An RSO will notify the RSO Program supervisor or designee of any schedule changes or attendance issues.
- B. maintain professionalism and adhere to all relevant policies and procedures of the Training and Support Group.
- C. participate in all scheduled and required training.
- D. bring or be provided with any equipment needed for each training course.
- E. complete the prescribed RSO Program training record, including but not limited to:
1. documenting the instructor's name, the class name (and hours of instruction, if applicable), the date, the start and end time of the class, and any schedule changes;
  2. obtaining the instructor's signature on the prescribed training record after each required training; and
  3. returning the completed training record to the RSO Program supervisor once per week.
- NOTE:** RSOs may submit requests for additional training opportunities that are not scheduled or currently offered by the Training and Support Group.
- F. report any training deficiencies or schedule changes (the class was canceled, the class was rescheduled, etc.) to the RSO Program supervisor.
- G. have the opportunity to complete a survey upon the completion of the RSO Program.
- NOTE:** This survey will be reviewed by the RSO Program supervisor and the appropriate Training and Support Group staff.
- H. adhere to all Department uniform and appearance guidelines pursuant to the Department directive titled "[Uniform and Appearance Standards](#)."
- I. follow Medical Roll procedures in accordance with the Department directives titled "[Sworn Medical Roll - Non Injury on Duty Status](#)" and "[Sworn Medical Roll -- Injury on Duty Status](#)."
- J. request the use of any contractual paid time off via the Electronic Overtime/Compensatory Time Report system consistent with the Department directive titled "[Payroll and Timekeeping-Overtime/Compensatory Time/Working Out of Grade](#)."
- K. select furloughs consistent with the Department directive titled "[Furlough and Vacation](#)."

## VII. OFFICE OF PUBLIC SAFETY ADMINISTRATION HUMAN RESOURCES DIVISION (OPSA-HR) RESPONSIBILITIES

- A. OPSA-HR will provide direction for the sworn Department members returning from any leave of absence from the Department to:
1. submit to fingerprinting and a background check;
  2. undergo a mandatory drug test and physical and/or psychological examination, the scope of which will be determined by the Office Public Safety Administration (OPSA) Medical Section;
  3. obtain a medical clearance prior to returning to duty; and
  4. undergo a prescribed weapon qualification and Taser recertification.
- B. OPSA-HR will determine the returning service officer's (RSO) eligibility to return to work by verifying the officer has the following:
1. a valid Firearm Owners Identification Card;
  2. a valid driver's license issued by the State of Illinois or a Military Deferral Certificate with the member's expired Illinois Driver's License;
  3. a copy of the member's DD-214 form, if returning from a military leave; and
  4. valid and active Illinois Law Enforcement Training and Standards Board (ILETSB) police training board number.
- C. Upon confirmation of the returning member's ability to return to duty and eligibility for the RSO Program, OPSA-HR will notify the following that the returning member is eligible for mandatory Returning Service Officer Training.
1. Commanding Officer, Training Division, and the RSO Program supervisor,
  2. Deputy Chief, Education and Training Group,
  3. Chief, Bureau of Patrol, and
  4. Chief, Bureau of Internal Affairs
- NOTE:** Members returning to duty from all leaves of absence, **except paid parental leave**, will require clearance by the Bureau of Internal Affairs (BIA).
- D. OPSA-HR will submit a To-From-Subject Report to the OPSA-Medical Section when an eligible Department member is returning from a military or a personal leave of absence.

## VIII. OFFICE OF PUBLIC SAFETY ADMINISTRATION (OPSA) MEDICAL SECTION RESPONSIBILITIES

- A. The Chicago Police Department has a duty and responsibility to ensure all sworn Department members who were absent more than 30 days but less than 180 days and placed on the medical roll due to a disability status, injury on duty (IOD), or non-injury on duty possess the physical stamina and psychological stability to perform required duties upon being released from the RSO Program.
- B. The OPSA Medical Section will schedule the RSO for a mandatory drug test and physical, and/or psychological examination.
- NOTE:** Department members will refer to the Department directive titled "[Drugs, Drug Abuse, and Mandatory Physical and/or Psychological Examinations](#)" for specific procedures.
- C. Once sworn Department members have completed and cleared their drug test and physical and/or psychological examinations, the OPSA-Medical Section will send a notification that the member is fit for duty to the following:

1. RSO Program Supervisor, the Training and Support Group (TSG);
2. Director, Office Public Safety Administration Human Resources Division (OPSA-HR); and
3. City of Chicago Pension Fund.

**NOTE:** The mandatory drug test and physical and/or psychological examination notice form will be retained in the member's medical file and a copy will be provided to the member.

#### **IX. RETURNING UNIT OF ASSIGNMENT**

- A. The RSO will be restored to his or her career service position provided that the position is available once the RSO has completed the required training and successfully passed a drug test and physical examination from the OPSA-Medical Section.

**NOTE:** A returning service officer may not be reassigned to his or her previous unit if it is determined that the assignment would interfere with the officer's effectiveness.

- B. If the RSO is returning to duty from an extended absence of 365 days or more, upon release from the RSO program, the Bureau of Patrol will provide the Department member with his or her assignment based on unit operational needs.

**NOTE:** RSOs returning from a military leave will be assigned to the same career service position, unit of assignment, and watch that they held prior to the military leave consistent with The Uniform Services Employment and Reemployment Rights Act (38 U.S.C. 4301-4335) and the Service Member Employment and Reemployment Rights Act (330 ILCS 61).

- C. Unit commanding officers will ensure RSOs below the rank of sergeant returning from a leave of absence of one year or more work with a partner for the first 30 days of assignment in their respective units.

(Items indicated by *italics/double underline* were added or revised.)

Authenticated by MWK

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