
	<b>SALISBURY POLICE DEPARTMENT</b>
	<b>Written Directive:</b> Emergency Notifications
	<b>Publication Date:</b> May 31, 2017
	 Approved: Barbara Duncan, Chief of Police
<b>Related CALEA Standards:</b> <a href="#">55.2.6</a> , <a href="#">81.2.10</a>	Emergency Notifications <b>Section #302</b>

## Emergency Notifications

### 1. Purpose:

The Salisbury Police Department recognizes that officers and detectives through the course of their duties may be called upon to make emergency notifications in cases involving death, serious injuries or illness. The department understands the difficult nature of these situations and has established the following policy and procedure to assist officers and detectives in making these notifications.

### 2. Policy:

Subject to the availability of personnel, emergency messages of any legitimate type, as defined by the officer receiving the message, will be delivered promptly. Any message pertaining to a death, serious injury, or serious illness will be delivered, in person, by an officer or detectives whenever possible.

### 3. Emergency Messages:

- A. On a somewhat frequent basis, police departments are requested by other police agencies, hospitals, citizens, etc., to deliver messages of some urgency. When such a request is made it will be the responsibility of the on-duty squad commander to determine if the message is indeed an emergency. If in his judgment it is indeed, an officer will be dispatched to deliver such message. Examples of emergency messages would include:
- a) Death or bodily injury of immediate family member;
  - b) Illness of immediate family member;
  - c) Notifications of emergency service personnel; and
  - d) Doctors/nurses in the event of phone malfunctions or contact needed by hospital supervisors.

**4. Procedures for Notifying Next-of-kin of Salisbury Police Department Investigations**

- A. Subject to the availability of personnel, emergency messages of any legitimate type, as defined by the employee receiving the message, may be delivered. Any message pertaining to a death, serious injury, or serious illness will be delivered.
- B. Notifying next-of-kin in a case where there is a death, serious injury, and/or serious illness, can place the officer in a delicate and uncomfortable situation. The following procedures should be utilized whenever possible and practical:
  - a) Notification should be made as promptly as possible;
  - b) The presence of a minister, relative or close friend should be obtained whenever possible prior to notification;
  - c) If notification has to be made alone, the officer should offer assistance to the next-of-kin in contacting a relative, close friend, and/or minister;
  - d) If an officer needs to make a next-of-kin notification for a foreign national who has no relatives in the United States (U.S.), the officer shall call the local embassy or the U.S. Department of State for assistance.
  - e) If a next-of-kin cannot be located and/or identified, all reasonable efforts will be made to determine a next-of-kin. These efforts include, but are not limited to: neighborhood canvas, checks of in-house/CIS computer systems, social media, search engines such as Google or Yahoo, and contact with other law enforcement agencies.
  - f) Next-of-kin information and notification will be documented in a supplemental report, outlining the circumstances of the notification.

**5. Delivery of Emergency Messages From Outside Agencies**

- A. On a somewhat frequent basis, police departments are requested by other police agencies, hospitals, citizens, etc., to deliver messages of some urgency. When such a request is made it will be the responsibility of the on-duty squad commander to determine if the message is indeed an emergency. If in his judgment it is indeed an emergency, an officer will be dispatched to deliver such message. Examples of emergency messages would include:
  - a) Doctors/nurses in the event of phone malfunctions or contact needed by hospital supervisors;
  - b) Death, serious bodily injury, or serious illness of immediate family member.
  - c) When making this type of notification for another agency, the squad commander, or person acting in that capacity, will ensure the following procedures are completed:
    - i. Enough information has been gathered to make notification (Ex. name, date of birth, address of person being notified). If there is not enough

- information to make notification, the agency making the request will be contacted and notified by telephone;
- ii. Prompt notification to the individual requested by outside agency;
  - iii. The person receiving notification should be advised of the means used in transmitting the notification to the department, i.e., teletype or call from another law enforcement agency, unverified telephone call to the department, etc;
  - iv. If the requested individual is not able to be contacted because the person is not home, no answer at the door, or has moved an internal computer check of CIS will be completed to attempt and obtain a phone number and/or new address. At the discretion of the squad commander, a neighborhood check through canvas or contact with property management can be conducted;
  - v. When assisting other police agencies, consideration should be made to not overstep the nature of the request and Salisbury Police personnel will not conduct further investigation, unless directed by the squad commander, so as to not hinder the investigation of the requesting agency;
  - vi. The squad commander will ensure that the requesting agency is notified by telephone of whether or not contact was made and all information garnered will be provided to assist in that agency's investigation.
  - vii. That a case report is completed outlining the circumstances of the notification, to include; but not limited to (steps that were taken to make the notification).