

MONROE COUNTY SHERIFF'S OFFICE

General Order

CHAPTER: 032-O		TITLE: Emergency Notifications	
EFFECTIVE DATE: June 6, 2014	NO. PAGES: 2	REVIEWED/REVISED: July 26, 2019	
REFERENCE: CALEA 41.2.4, 55.2.6		RESCINDS:	
 Sheriff of Monroe County			

- I. **PURPOSE:** The purpose of this directive is to establish guidelines for the Patrol component and various other functions to deliver emergency notifications.
- II. **DISCUSSION:** This directive shall apply to all personnel. The delivery of emergency messages is a basic and legitimate function of law enforcement. However, restrictive guidelines are necessary in order to insure that sheriff's personnel are able to operate effectively and perform their daily objectives. Therefore, the procedures outlined herein shall be followed when accepting and delivering emergency messages.

III. POLICY AND PROCEDURE

A. Agency Notifications

1. Medical Examiner: The Medical Examiner's Office shall be notified by the lead investigator or supervisor.
2. Public Utilities: Notification of emergency or hazardous situations involving public utilities shall be made by the on-scene deputy through Communications. Requests for response shall be made promptly.
3. Traffic Control/County Maintenance: Notification of traffic hazards requiring immediate attention shall be made by the on-scene deputy through Communications.
4. News Media: Notification shall be made in accordance with existing procedures. Refer to Chapter 070.
5. Department of Transportation: Notification of accidents on bridges shall be made by Communications. The Department of Transportation must inspect the bridge before it can be opened.

B. Notification of Individuals

1. "Attempt-to-Contact" requests received by telephone or teletype in the Communications Center, which contain a specific location, shall be handled by dispatching a patrol unit to the applicable address.
 - a. If the patrol unit is unable to locate the individual at the address provided by the complainant, the deputy shall make inquiries to obtain information which may lead to the whereabouts of the subject.

- b. Other resources available to the deputy, including the resources of the Communications Center, shall be utilized to investigate leads which may develop during the course of interviews.
2. "Attempt-to-Contact" requests received by telephone or teletype in the Communications Center, which do not contain a specific address, shall first be researched by Communications personnel.
 - a. If an address can be located, a patrol unit shall be dispatched to take action as required or to follow through with investigative procedures listed above.
 - b. If the research efforts of Communications personnel should lead to negative results and a location for the subject cannot be developed through channels available to the sheriff's office, the request shall be forwarded to the shift supervisor. The supervisor shall review the request to determine if a county-wide alert would be appropriate based upon the nature and magnitude of the request.
3. "Emergency Message" Request received by telephone or teletype in the Communications Center shall be handled by dispatching a patrol unit to the applicable address with the message.
 - a. Notification of next-of-kin involving death, serious injury or a critical illness shall be accomplished promptly in such a manner as to cause the least discomfort possible to the individual being notified.
 - b. Notification of next-of-kin involving death or serious illness relating to a traffic or criminal investigation being conducted by the sheriff's office, shall be made only after approval of a supervisor.
 - c. All such notification shall be made in person by the originating deputy or another deputy as authorized by the supervisor. [CALEA 55.2.6]
4. Communications personnel shall verify "Attempt-to-Contact" and "Emergency Message" requests received from private individuals to be true and factual.
 - a. Verification may require the receipt of a Florida Crime Information Center/National Law Enforcement Telecommunications System (FCIC/NLETS) administrative message from a local law enforcement agency or by contacting the appropriate medical or social organization within the jurisdiction of the requestor.
 - b. Once Communications personnel have verified that the request is legitimate, a patrol unit shall be dispatched.
5. When such a request is received by sheriff's office personnel, the requested member shall contact the Communications center and cause a case number to be generated in order to properly document the action.
6. Requests received by mail or telegram shall be forwarded to the appropriate patrol component of the sheriff's office for action as indicated by the nature of the request.
7. All notifications to be made outside office jurisdiction shall be documented, teletyped to the law enforcement agency in that jurisdiction and request that contact be made. A reply shall be requested. [CALEA 41.2.4]