A. Mission Statement

The Lakewood Police Department Communications Center will perform its duties with integrity, intelligence and initiative. We are the vital link between emergency services and the community, maintaining accurate and professional communications with a constant regard for public safety. We will remain focused on providing a level of service that exceeds expectations and enhances the quality of life of those we serve.

A. Policy

Communications Section personnel have a major impact on the perception held by the community in the performance of the Lakewood Police Department. In all contacts, Communications Section personnel represent the department. Contacts with the public shall be courteous, diplomatic and professional. Even with stressful or emergency situations, Communications Section personnel shall remain calm, assertive and take control of the conversation.

Communications Section personnel may encounter rude or abusive callers. Regardless of how rude the caller is section personnel shall not respond in any manner that can be interpreted as rude or discourteous.

A. Policy

All communications with employees of the City and with other law enforcement or official agencies shall be characterized as professional and courteous. In no case shall rudeness or any type of demeaning behavior be acceptable.

A. Policy

It is vital in carrying out the mission of the department that members of the Communication Section cooperate and coordinate their efforts with those of others in an expeditious and constructive manner. Section personnel shall cooperate with and assist their co-workers, regardless of their assignment, whenever possible. Any deliberate or unjustified withholding of work related information from other members of the City is unprofessional and unacceptable work performance behavior.
B. Procedure

1. The Communication Section shall be responsible for obtaining and recording relevant information of each request for criminal and non-criminal service or self-initiated activity, to include:
   a. Receive requests for police, fire, EMS, and animal control services.
   b. Route such requests to the appropriate division.
   c. event numbers and case numbers
   d. date and time of request
   e. name and address of complainant, if possible
   f. type of incident reported
   g. location of incident reported
   h. Prioritize calls for service
   i. identification of personnel assigned to the call for service
   j. time of dispatch
   k. time of arrival of personnel
   l. time of return to service by personnel
   m. disposition or status of reported incident
   n. Receive and transmit teletype communication on the NCIC/CCIC database
   o. Maintain phone numbers for off duty, on-call personnel.
   p. Maintain sector, booking, and other pertinent logs.
   q. Ensure the lawful distribution of restricted data from NCIC/CCIC database.

2. All Assist Other Agency (AOA) requests for service, backup units, and agent-initiated activity shall be entered on the computer-aided dispatch system (CAD) for documentation and control purposes.
   a. Additional or supplemental information shall be added to the original call stored on CAD.
   b. The CAD system automatically assigns event numbers in numerical order (1) when a call is entered and forwarded to dispatch; (2) dispatch enters on view incidents; and (3) when a call is handled directly by call takers and telephone reporting unit
clerks.

3. Administrative activities such as fuel stops, meal breaks, and court appearances are entered on the CAD system. The dispatcher does not assign CR numbers for any administrative activity.

4. When dealing with incoming emergency telephone calls, call takers shall attempt to keep the caller on the line and obtain additional timely information and shall terminate contact only if:
   a. The caller is not observing the incident.
   b. No further information can be given and the suspects have left.
   c. Field units arrive on scene and make contact with the victim or caller.
   d. The caller is not in danger.
   e. All required information has been obtained.

5. Communication personnel are responsible for updating the sector, log and the booking log.

6. When field units have an extended delay in responding to calls for service, dispatchers shall telephone the reporting person and advise them of a time delay.

7. Upon notification of any of the following road hazards on city-owned streets, Communication Section personnel shall contact the City Street Maintenance Division of the hazard as soon as possible during normal business hours. If the roadway is a state highway, road defects and missing or defective roadway safety features, the appropriate state agency (CSP/CDOT) shall be notified as appropriate.
   a. Debris in the roadway.
   b. Defects in the roadway itself.
   c. Missing or defective roadway safety features.

8. If the notification is made after normal business hours, and the hazard is of such proportion that it requires immediate attention, a patrol unit shall be dispatched to assess the situation. The agent shall then advise dispatch that (1) the situation can wait until the next business day, (2) barricades will be needed at the location until the next business day, or (3) dispatch should call out the street maintenance "Emergency Response Team" to repair the damage as soon as possible. The Communication Section personnel shall then be responsible for notifications to the barricade supply company, and the emergency response team as needed.

9. If call load does not permit dispatching an agent to the hazard, the Communication supervisor may approve the use of barricades.

10. Upon notification of defective roadway lighting, Communication Section
personnel shall contact Xcel Energy and advise them of the location and pole number of the defective lighting.

11. Upon notification of missing, improper, visually obstructed, down or damaged traffic-control devices and traffic signs, Communication Section personnel shall contact the City Traffic Engineering Division during normal business hours. If the hazard presents a danger to the public, a patrol agent shall be dispatched to the scene. At the request of that agent the Communication Section personnel shall advise the Traffic Engineering Division that an immediate response is needed. All notifications relating to the hazard or call for service will be documented on the CAD event.

7114 TELEPHONE PROCEDURES

B. Procedure

1. Any incoming call may be an emergency. All incoming calls shall be answered without delay. When necessary, place callers with non-emergency business on "hold" to answer other incoming calls and determine if the caller has an emergency. 911 calls will be answered first.

2. On every call that is answered identify the department and yourself.

3. Obtain all necessary information from the caller and promptly enter the call.

4. Explain delays. Inform the caller why there will be a delay in the response time of a field unit.

5. Emergency calls are always accepted, even when they do not originate within this jurisdiction. Obtain all pertinent information and relay to the proper agency. Make an effort to handle the emergency. Never assume the caller is in a position to dial another number. Document referral calls into the CAD system.

6. Speak directly into the mouthpiece. Speak clearly and concisely. Do not shout or mumble. Do not use police jargon.

7. Observe telephone courtesy. Do not antagonize the caller. Maintain a calm, competent demeanor.

8. Take charge of the conversation. After the initial exchange, control the conversation and obtain the essential information as to who, what, where, when. Be courteous but firm. Determine where the crime occurred.

9. Terminate calls positively and courteously. If appropriate, thank the caller for calling.

7115 RECORDING OF TELEPHONE AND RADIO CALLS

B. Procedure
1. All dispatcher and call taker telephone sets and radio channels in the Communication Section shall be recorded 24 hours a day. This is necessary to preserve the communications for evidence or any other purpose deemed by the department to be appropriate.

2. All taped telephone sets and radio channels in the Communication Section shall be stored by the Communication Section for two years plus the current year and then destroyed. If it is determined that the original recordings must be preserved as evidence, then the procedures pertaining to the booking of evidence shall be followed.

3. All tape recordings of telephone and radio calls are accessible through the Communication supervisors, Lead Dispatchers, and other trained personnel and shall be made available as is necessary to comply with all legal requirements, investigative needs, training needs, or other needs of the department.

7116 FIRE DEPARTMENT CALLS

B. Procedure

1. It is incumbent upon the fire protection districts to contact the Lakewood Police Department for assistance whenever a crime is involved or death is imminent.

   a. All other first aid, fire alarms, and fire calls shall be entered into CAD upon notification from the fire department.

   b. Any call involving an unexplainable injury, a police agent will be sent. Suspicious injuries or illnesses shall be specifically documented such as an alcohol or drug overdose, as should any situation that may be abuse to the mentally impaired or elderly.

7117 WANTED, REGISTRATION, AND CRIMINAL HISTORY CHECKS

B. Procedure

1. Wanted checks, vehicle license registration checks, driver's license validity checks, and criminal histories are obtained by radio, or telephone from the Wants channel.

2. In the event of a CCIC/NCIC hit (record of active want or warrant) the Wants dispatcher advises the field unit of a Code 5 and immediately notifies the primary dispatcher that the field unit has a Code 5. The Wants dispatcher will notify the field unit with the Code 5 party by following the correct procedure. Example: "3N12 Code 5," The unit call sign and notification of a Code 5 will be transmitted in one transmission.

3. In the event of a driver's license suspension or other irregularity, the Wants dispatcher advises the field unit in clear speech.
4. Primary dispatchers notified of a Code 5 situation shall immediately dispatch a backup unit to the Code 5 location. Details of the Code 5 are obtained by the field unit from the Wants dispatcher by radio.

5. Only upon request from the field unit shall the Wants dispatcher provide the details of the Code 5 over the radio.

6. It shall be the field unit’s responsibility to determine whether the person or item contacted is the person or item wanted and to advise the Wants dispatcher whether the person or item is being detained or released.

7. When the field unit advises the Wants dispatcher that the "hit" matches the query, the Wants dispatcher shall immediately contact the originating agency to confirm the validity of the Code 5 information if it is not an electronic court entered warrant (CICJIS.) Confirmation may be by telephone or teletype. If the warrant is court entered and we are within the transportation limits the want is considered valid based on the entry. The Wants dispatcher shall locate the warrant and notify the originating agency where the wanted party will be held. If the want is out of Lakewood the Wants dispatcher or the police agent may contact Lakewood Records for confirmation of validity and notification of transport information.

8. When contacting the originating agency, the Wants dispatcher shall obtain pertinent data including:
   a. Charge and type of crime
   b. Warrant number
   c. Date of issue
   d. Court or issuing authority
   e. Bond amount and return date
   f. Extradition arrangements

9. The Wants dispatcher shall obtain hardcopy printouts of "hits," confirmations, and pertinent data and shall make copies of such printouts available to agents and detectives.

C. Rule

1. The Wants dispatcher shall release information from the CCIC/NCIC system only to authorized personnel.
B. Procedure

1. When a bomb threat call is received, the following questions shall be asked:
   a. When is bomb going to explode?
   b. Where is it right now?
   c. What does it look like?
   d. What kind of bomb is it?
   e. What will cause it to explode?
   f. Did you place the bomb?
   g. Why?
   h. What is your address?
   i. What is your name?

2. Try to determine the sex, race, and age of the caller.

3. Make a note of voice peculiarities of the caller, e.g., emotional and physical condition, accent, and any background sounds.

4. Notify the sector commander or any supervisor immediately.

5. The nature of the call and its location shall be given to the beat unit and a backup unit shall be assigned. Any agent near the scene shall drive away from the scene before using the radio.

6. No radio transmissions shall initiate from any field unit nearer to the scene than 1,000 yards.

7. While at the scene, agents shall communicate with the Communications Section only by telephone.

8. In cases of bomb threats where no specific evidence exists of explosive substances, the agent or field supervisor shall use his discretion in searching the premises.

9. In instances in which a bomb threat involves a city-owned/operated building, the following individuals have the authority to order an evacuation of the building:
   a. City Manager, Deputy City Manager, or Acting City Manager
   b. Police Chief, Division Chief or Commander including Sector Commander and Environmental Manager
10. The evacuation of other premises shall be at the discretion of the adult person responsible for the property. EXCEPTION: the agent may order evacuation when information or evidence is compelling that a bomb is there (i.e., very high probability).

11. All searches shall be thorough and systematic and supervised by the agent assigned to the case or the field supervisor on scene. Persons who are familiar with the premises may assist in the search.

12. The finding of the device or suspected device shall dictate immediate evacuation with a perimeter of at least 500 feet.

13. EXCEPTION: No one other than explosive ordnance specialists and investigators shall be authorized to enter danger zones except to prevent injury or death to a person or to remove an injured person.

C. Rule

1. Explosive ordnance specialists of the Denver Police Department bomb squad, the Jefferson County Sheriff's Office bomb squad, or the 94th Explosive Ordnance Detachment at Fort Carson shall be the only personnel authorized to deactivate actual or suspected explosive devices.

7120 CASE REPORT NUMBERING

B. Procedure

1. The Communication Section may assign case report numbers.

2. Each separate offense with a separate victim shall be assigned a unique case report number.

7121 COMMUNICATIONS SECURITY

B. Procedure

1. The Communication Center is located in the Public Safety Center on the second floor. The main entry to the building is secured with City Court Marshal personnel and subjects entering the building are scanned by a magnetometer. All other entry points are equipped with cypher locks. To gain access to the Communication Center, one must pass through two more doors, also equipped with cypher locks. Various cameras around the building and parking structures are monitored by the front desk.

2. The Communication Center is equipped with a diesel emergency power generator that provides an alternative electrical power source in order to keep the communications systems fully operational in the event of a power outage. The generator system is maintained by the City of
Lakewood Building Maintenance Division. The Center is also protected by a UPS battery back-up system, which is maintained by the Information Technology Department.

3. Security measures to protect communication equipment at the Communication Center and remote locations shall be reviewed at least quarterly by the day watch Communications Supervisor. Equipment is protected by its location within the Communication Center and on the premises of the South Regional Backup Facility. The remote equipment at the Green Mountain Tower site is alarmed and is monitored by the Communication Center. Responsibility for the Green Mountain Tower security is the Radio Communications Division in Information Technology.

4. The Communications supervisor shall be responsible for limiting the access to all communication equipment to authorized technicians or others deemed appropriate for access. This is essential to ensure the security and continued operation of the equipment. Employees shall not provide access to the building or tower site to unauthorized personnel.

C. Rule

1. The Communication Section is a critical area of the department and as such shall be off limits to all personnel except Communication Section employees and others who are conducting official business and approved guests. Supervisors are responsible for enforcing this policy.

7130 CITY EMERGENCY WARNING SYSTEMS FOR:

- Outdoor Civil Defense Siren Warning System (WHELEN)
- Emergency Alert System (EAS)
- Target Notification (Reverse 911 System)

7131 EMERGENCIES LISTED

1. Tornado warning for Jefferson County, including the city of Lakewood.
2. Dam failures, which threaten city of Lakewood residents.
3. Hazardous materials incidents necessitating the evacuation of Lakewood citizens.
4. Floods and high water necessitating the evacuation of Lakewood citizens.
5. Any other occurrence requiring immediate evacuation.
VERIFICATION AND NOTIFICATION RESPONSIBILITIES

B. Procedure

1. Upon notice of the occurrence or likely occurrence of a large-scale threat to the lives and property of the population in the city, the Communication Section supervisor or Acting Supervisor shall:
   
2. Create an event on the CAD system and document the information received.
   
   a. Immediately attempt to verify the reported information.
   
   b. Notify the sector commander of the situation.
   
   c. If the sector commander approves, initiate that action needed to activate the city’s outdoor civil-defense siren system.

   (1) The need to activate the outdoor civil-defense warning system may also require the activation of the cable television warning system.

   (2) If time allows either during the warning process or at the very least after the warning systems have been activated, those officials on the Emergency Notification Call List shall be notified of the situation.

   d. The following individuals have the authority to activate the city’s outdoor warning system:

      (1) Police commander or above

      (2) Environmental supervisor or acting environmental supervisor

      (3) District Chief or above with West Metro Fire Department

      (4) Any designated Communication Personnel

OUTDOOR CIVIL-DEFENSE SIREN WARNING SYSTEM (WHELEN)

In the case of an emergency condition dictating the activation of the outdoor warning system, the following procedure shall be utilized (also see the Outdoor Warning Siren System [WHELEN] Procedure Manual for specific activation instructions):

B. Procedure

1. The Outdoor Warning System consists of 25 sites throughout the city. Each site is equipped to deliver a warning tone (wail) or public address message.
a. All sites can be activated simultaneously.
b. Only those sites in the area of the emergency requiring the warning can be activated.

2. The initial activating warning shall consist of a 1 minute warning (wail) tone given in those directions requiring the warning tone. It shall be noted that unless otherwise programmed, the outdoor sirens will automatically rotate 360 degrees during the 1-minute tone (wail) alert.

3. The 1-minute warning (wail) tone shall be followed by the issuance of a public address message over the outdoor siren system.
   a. All public-address warning messages shall contain the following information:
      (1) This is the Lakewood Police Department.
      (2) Information on the type of emergency (See sample of public address release forms).
      (3) Information on what the citizenry should do (i.e., tune to their radios or televisions for more information) (See sample of public address release forms).
   b. All public information broadcasts shall be as concise as possible.
   c. Those individuals charged with activating the warning tone shall also be responsible for initiating the public address function of the siren system.
   d. The public-address alerting message shall be given in 45-degree increments if the emergency involves the entire warning circle covered by the sirens. If the entire warning area covered by a siren or series of sirens does not need to be warned, only those areas requiring the warning message shall be covered by the siren’s public address message and 1 minute warning (wail) tone.

4. The public-address warning message will then be followed by a 1-minute warning tone in those areas requiring the warning message.

5. The outdoor siren warning system shall then be shut off to wait, if required, further activations.

6. With the possible exception of once a year, all testing of the outdoor warning siren system shall be done by utilizing the “silent testing”, as explained in the system’s instructional procedure manual.
B. Procedure

1. The Emergency Alert System (EAS) is available and used to disseminate emergency information in the Denver Metro Area. Once activated, the information is disseminated via local radio and television, including cable television systems in Lakewood. The National Weather Service (NWS) is responsible for weather related activations and the Colorado Bureau of Investigations (CBI) is responsible for Amber Alert notifications. For any other Emergency Notifications: such as a Civil Emergency or a Hazard Material Situation contact the Communication Center.

a. Contact the Communication Center Staff to request an activation of the EAS.

b. Provide the Communication Center Staff with the following information:

   1. Determine the transmission details (e.g., live, or recorded, immediate or delayed).
   2. Provide a short message (two minute maximum) that details a description of the emergency, actions being taken and instructions to the public.

c. The Communication Center Staff will notify the Jefferson County Communication Center with the emergency message and they in turn will launch the emergency message over the Emergency Alert System.

d. Instructions for activation of the system shall be maintained by the Communication Section.

7135 TARGET NOTIFICATION (REVERSE 911 SYSTEM)

B. Procedure

1. Target Notification can provide emergency notification to Lakewood citizens via the 911 database. Pre-recorded messages can be automatically transmitted over existing telephone lines.

2. The activation of Target Notification is a discretionary decision depending on the situation. Examples of events that may require system activation are floods, dam failures, civil disturbances, hazmat incidents, hostage situations, robber/burglary and lost children threat notifications.

3. Authorized personnel must determine the following before advising police dispatch of the need to activate the system:

   a. Size or location/address of the area to be notified.

   b. Message to be delivered to the citizens.
c. Actions, if any, to be taken by police and/or fire departments before sending out the message to citizens.

d. The area to be notified can be determined by using the radius from the center of the notification area, i.e., 1,000 feet from Colfax Avenue and Wadsworth Boulevard, or requesting dispatch to draw a map on the systems computer of the notification area. There are no limitations on the size and scope of the map.

e. Message Example:

“This is an emergency message from the Lakewood Police Department, please listen. It is July 9, 2001 at 10:00 a.m. There has been flooding along West 20th Avenue between Willow Court and Youngfield Street. You should evacuate your residence immediately and avoid panicking. Please tune to 850AM for additional information. Do not call 911 unless you have a life-threatening emergency. Press one to repeat.”

7140 SECTOR LOG

B. Procedure

1. The Sector log shall be maintained on the City network.

2. Items pertaining to officer safety, BOLOs, hazards, road closures, etc. can be included in this log.

3. The CR number or name of the authorizing person or agency shall appear with each log entry.

7141 BOOKING LOG

B. Procedure

1. The booking log shall contain the arrestee’s name, arresting agent’s badge number, Communication employee number, case report number and booking type -of all persons taken into custody by the Lakewood Police Department.

2. The log shall be maintained on the City network.

7142 COMMUNICATION SECTION EQUIPMENT REPAIR LOG

B. Procedure
1. Requests for service of Communication Section equipment are entered in the equipment repair or submitted through the help desk.

2. The log shall contain the following information:
   a. Business or agency called for the repair.
   b. Date and time called.
   c. Type of problem and equipment.
   d. Requesting employee’s initials.
   e. Ticket # assigned (if applicable as it is with Qwest Repairs).
   f. Outcome of the repair.

3. Any extended delay shall be noted in the remarks section.

7150 INTERPRETERS AND TRANSLATORS

B. Procedure

1. The Communication Section shall be responsible for maintaining a list of persons that will act as foreign language interpreters and sign language interpreters for the Police Department.

2. Departmental employees shall be queried every year, on a regular basis, as to who has foreign language skills.

3. Those with foreign language skills shall be requested to become part of the interpreters list.

4. Departmental interpreters shall be available to all personnel to be used as needed.

5. The AT&T Language Line is available to department personnel. Specific directions are available in the Communication Section.

7155 COMMUNICATING WITH PERSONS WHO ARE DEAF OR HARD OF HEARING

A. Policy

It is the policy of Lakewood Police Department to ensure that a consistently high level of service is provided to all community members, including those who are deaf or hard of hearing. Lakewood Police Department has specific legal obligations under the Americans with Disabilities Act and the Rehabilitation Act to communicate effectively with people who are deaf or hard of hearing.
B. Procedure

To carry out these policies and legal obligations, the Lakewood Police Department instructs its agents and employees as follows:

1. People who are deaf or hard of hearing are entitled to a level of service equivalent to that provided to other persons.

2. The Lakewood Police Department will make reasonable efforts to ensure that its agents and employees communicate effectively with individuals who are deaf or hard of hearing.

3. Effective communication with a person who is deaf or hard of hearing involved in an incident -- whether as a victim, witness, suspect, or arrestee -- is essential in ascertaining what actually occurred, the urgency of the matter, and type of situation.

4. Various types of communication aids -- known as "auxiliary aids and services" -- are used to communicate with people who are deaf or hard of hearing. These include use of gestures or visual aids to supplement oral communication; use of a notepad and pen or pencil to exchange written notes; use of an assistive listening system or device to amplify sound for persons who are hard of hearing; or use of a qualified oral or sign language interpreter.

5. The type of aid that will be required for effective communication will depend on the individual's usual method of communication, and the nature, importance, and duration of the communication at issue.

6. In many circumstances, oral communication supplemented by gestures and visual aids or an exchange of written notes will be an effective means of communicating with people who are deaf or hard of hearing. In other circumstances, a qualified sign language or oral interpreter may be needed to communicate effectively with persons who are deaf or hard of hearing. The more lengthy, complex, and important the communication, the more likely it is that a qualified interpreter will be required for effective communication. For example:

   a. If there has been an incident and the agent is conducting witness interviews, a qualified sign language interpreter may be required to communicate effectively with someone whose primary means of communication is sign language. A qualified oral interpreter may be required to communicate effectively with someone who has been trained to speech read (read lips).

   b. If a person is asking an agent for directions to a location, gestures or an exchange of written notes will likely be sufficient to communicate effectively.

7. To serve each individual effectively, primary consideration should be given to providing the type of communication aid or service requested by the individual. Agents should find out from the person who is deaf or
hard of hearing what type of auxiliary aid or service he or she needs. Agents should defer to those expressed choices, unless:

a. There is another equally effective way of communicating, given the circumstances, length, complexity, and importance of the communication, as well as the communication skills of the person who is deaf or hard of hearing; or

b. Doing so would fundamentally alter the nature of the law enforcement activity in question or would cause an undue administrative or financial burden; only sergeant or above may make this determination.

8. The input of people who are deaf or hard of hearing who are involved in incidents is just as important to the law enforcement process as the input of others. Agents must not draw conclusions about incidents unless they fully understand -- and are understood by -- all those involved, including people who are deaf or hard of hearing.

9. People who are deaf or hard of hearing must not be charged for the cost of an auxiliary aid or service needed for effective communication.

10. On-Call Interpretive Services

a. Requests for sign language interpreters can be made through dispatch. The Communication Section will maintain a list of sign language and oral interpreting services that are available (on-call 24 hours per day) and willing to provide qualified interpreters as needed. Each of these services will be chosen after having been screened for the quality and skill of its interpreters, its reliability, and other factors such as cost. The Lakewood Police Department will update this list annually.

b. Because a qualified interpreter must be able to interpret impartially, a family member, child, or friend of the individual who is deaf may not be qualified to render the necessary interpretation because of factors such as professional, emotional, or personal involvement, or considerations of confidentiality.

c. A qualified sign language or oral interpreter is one who is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. Accordingly, an interpreter must be able to sign to the deaf individual (or interpret orally to the person who speech reads) what is being said by the officer and be able to voice to the officer what is being signed or said by the deaf individual. The interpreter must be able to interpret in the language the deaf person uses (e.g., American Sign Language or Signed English) and must be familiar with law enforcement terms and phrases. Additionally, although a "qualified" interpreter may be certified, a certified interpreter is not necessarily "qualified," if he or she is not a good communications match for the deaf person (e.g.,
where the deaf person uses Signed English and the interpreter
uses American Sign Language) or for the situation (e.g., where
the interpreter is unfamiliar with law enforcement vocabulary).

11. TTY/ TDD and Relay Services

In situations when a nondisabled person would have access to a
telephone in the police department, agents must provide persons who
are deaf or hard of hearing the opportunity to place calls using a
teletypewriter (TTY, also known as a telecommunications device for deaf
people, or TDD) or a video remote interpreting service, if available. The
Communication Section must also accept telephone calls placed by
persons who are deaf or hard of hearing through the
Telecommunications Relay Service.

12. Techniques for agents to communicate effectively

a. Agents may utilize the following auxiliary aids, when available, to
communicate effectively:

(1) Use of gestures;
(2) Use of visual aids;
(3) Use of a notepad and pen or pencil;
(4) Use of a computer or typewriter;
(5) Use of an assistive listening system or device;
(6) Use of a teletypewriter (TTY);
(7) Use of a qualified oral or sign language interpreter.
(8) Use of video remote interpreting service.

b. Agents must review and have a working knowledge of the
publication *Communicating with People Who Are Deaf or Hard of
Hearing: ADA Guide for Law Enforcement Agents*. This document
reviews how Agents should communicate effectively in the types
of situations Agents will encounter.

13. If an agent cannot effectively inform an arrestee of the *Miranda
warnings without the use of a sign language interpreter, the agent must
secure the services of a qualified interpreter in order to communicate
accurately the warnings to the arrestee prior to the interrogation.

14. When used in a criminal investigation, all identifying information on the
interpreter must be included in the agent’s report.

15. All unsuccessful attempts to obtain the services of a sign language
interpreter should be documented in the agent’s report.

7160 VICTIM/WITNESS ASSISTANCE SERVICES REFERRAL

B. Procedure

1. The Communication Section shall retrieve the on-call list of the victim
assistance staff available for call out for crisis intervention and for
information or referrals as necessary.
2. Communication Section personnel shall notify the Victim Assistance employee whenever a request is received from police personnel at the scene of a crisis or any other incident requiring assistance from the Victim/Witness Unit.

3. Communication Sections personnel who receive calls from victims, witnesses, members from criminal justice agencies, government and non-government agencies and other organizations shall provide the caller with the appropriate information or refer them to the Victim Assistance Coordinator for the handling of such requests.

7161 SERVICE REFERRAL AGENCIES

B. Procedure

1. The Communications Section shall be responsible for maintaining a list of non-criminal police referral agencies to be used by Police Department personnel. Communications personnel will not provide referral information in lieu of initiating a call for police service, when that situation requires police response.

2. The referral list shall be used when Police Department personnel encounter people who require assistance outside the normal scope of police duties and best provided by another agency.

3. The referral list shall contain those agencies that provide health and welfare services to the community.
   a. The agencies shall be grouped by the type of services provided.
   b. A brief descriptive statement of the type of services provided by the agency shall also be given.

4. The referral list shall be updated on a regular basis by the Communications Section.

5. The referral list shall be available to all police department personnel.