

## **DEPARTMENT GENERAL ORDER 99-72**

OFFICE of the CHIEF OF POLICE  
REPLACES: None

DATE: December 15, 1999

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### **FIRST RESPONDER NOTIFICATIONS**

#### **I. PURPOSE.**

To establish general guidelines governing departmental notification requirements in both emergency and non-emergency situations. This shall include internal as well as external notification procedures.

#### **II. DEFINITIONS.**

First Responder - Emergency service employees and/or civilian workers who are the first to respond to an emergency situation.

Notification - To inform and/or provide information to individuals or agencies in regard to a situation (both emergency and non-emergency events), to thereby allow for a timely, proper, and planned response.

#### **III. EMERGENCY NOTIFICATIONS.**

The Police Department shall not only be responsible to initiate notification efforts in a variety of situations, but will also accept such notifications from outside sources as necessary. In regard to the latter, the employee receiving the information will verify the authenticity of the request and attempt to clarify as much of the associated details as possible. Department personnel will ensure that notifications are carried out promptly and in a considerate manner.

A. Department Command Staff

Appropriate members of the command staff shall be notified of major incidents and actual or potential problem areas in as timely a manner as possible. Should such personnel be off-duty, the on-duty supervisor will contact the watch commander and/or bureau commander directly and apprise them of the situation. However, should circumstances preclude direct contact, the on-duty supervisor may direct communications initiate the necessary notification.

At the time initial contact is made, the bureau or watch commander may direct the supervisor or communications personnel to notify the Chief of Police or elect to make such notification themselves.

#### B. Department Employees

Concurrent with the onset of a major emergency, or as soon thereafter as is practical, the communications unit will initiate the City's cascade emergency alert system in accordance with Section VIII of the City of Clayton Emergency Operations Plan. Contingent upon the circumstances, this notification process may be general in nature (covering all City personnel) or limited to specific departments or divisions of those departments.

#### C. Emergency Medical Service

The Fire Department shall be notified in those instances where emergency medical assistance is needed. As such, the communications unit will initiate contact via radio or telephone with the Fire Department and relay all available information to the fire official accepting the call. Dispatch personnel will make such additional notifications (fire chief, other fire districts/departments, etc.) as requested and will additionally enter the appropriate response data (times, dates, addresses, unit designators, etc.) for into the department's primary computer system.

#### D. Fire Department

The communications unit shall notify the Fire Department and/or other external fire agencies (via radio or telephone) in regard to those situations involving fire, medical emergencies, rescue operations, and other such situations which may require their technical expertise. Dispatch personnel will relay all available information to the fire official accepting the call, and will make such additional notifications (fire chief, other fire districts/departments, etc.) as requested. Dispatch personnel will additionally enter the appropriate response data (times, dates, addresses, unit designators, etc.) into the department's primary computer system.

#### E. Public Works

The City's Public Works Department shall be notified, and may be requested

to respond to the location of any actual or potential safety hazard involving the City streets, City property, or other public hazard which exceeds the ability of the Police Department to resolve on its own. In such cases, on-duty officers will generally notify dispatch personnel of the problem, who shall then contact the appropriate Public Works officials and relay the information to them.

#### F. Utility Companies

Public utility personnel shall be notified, and requested to respond to the location of any actual or potential safety hazard either involving their company's distribution network or equipment, or which may negatively impact same (e.g. electric wires down, water main/sewer breaks, gas leaks, etc.). In such cases, communications personnel (responding to direction from on-duty commissioned officers) shall contact same via telephone and request their assistance at the scene. Notification shall be made in the most timely manner possible, and, if possible, communications shall obtain an estimated time of arrival.

#### G. Medical Examiner

The St. Louis County Medical Examiner's office shall be notified in all instances involving a death. Should such occur, the officer in charge of the scene will contact communications and direct dispatch to request the Medical Examiner respond to the incident scene. Communications shall then relay the request by telephone and apprise the representative accepting the call of the location of the death and any other pertinent circumstance which may be available. Notification will be made in the most timely manner possible.

#### H. Highway Department

The St. Louis County and Missouri Highway Departments shall be notified and requested to respond to the location of any actual or potential safety hazard involving federal, state, or county highways. In such cases, on-duty personnel will generally notify communications of the existence of a hazard (or verify same) and request the appropriate agency be contacted. Dispatch personnel will then initiate contact with the correct highway department via telephone and after apprising them of the situation, request they direct repair units, etc. to the scene. Notification shall be made in the most timely manner possible, and, if possible, communications will obtain an estimated time of arrival.

#### I. News Media

The news media shall be notified of a press release or official statement regarding a case and/or incident when such a voluntary release is to the benefit

of the department. The Chief of Police, or his designate, shall be the only individuals authorized to make such a release, and will also be responsible to plan and direct the notification process.

BY ORDER OF:

RICHARD T. MORRIS  
Chief of Police

RTM:dld

CALEA Reference: 41.2.5