

GREENVILLE POLICE DEPARTMENT POLICY AND PROCEDURES MANUAL		
<b>Chapter 45</b>	<b>Crime Prevention and Community Involvement</b>	
<b>Date Initially Effective:</b> 09/01/94	<b>By The Order Of:</b> T.D. Sauls, Jr., Interim Chief of Police	
<b>Date Revised:</b> 02/24/15	<b>Date Reissued:</b> 03/09/15	<b>Page 1 of 5</b>

The Greenville Police Department shall work to promote the prevention, resistance, and suppression of crime through a variety of crime prevention/community involvement efforts. The Department shall seek to establish and maintain community involvement and awareness of crime prevention practices through informal contacts and formal programs.

#### **45.1.1 COMMITMENT TO CRIME PREVENTION**

CALEA Standard: 45.1.1, 45.1.2, 45.1.3

The Greenville Police Department is committed to the principles of crime prevention and to the development, implementation, and perpetuation of comprehensive, proactive programs and procedures that identify and assess crime risks and formulate positive responses to reduce criminal activity. It is the responsibility of every member of the Department to work toward achieving the Department's crime prevention goals and objectives.

##### **Crime Prevention Function**

The Community Outreach Division is the organizational unit responsible for the coordination and implementation of the crime prevention activities of the Greenville Police Department. The unit is assigned to the Administrative Services Bureau. The Community Outreach Division shall be responsible for, but not limited to the following activities:

- Coordinating the development and continuation of the Community Watch Program
- Presenting crime prevention programs upon request to community groups
- Selecting, developing, maintaining, and promoting a variety of programs relating to crime prevention, security, and personal safety in residential and commercial areas
- Conducting home and business security surveys upon request
- Disseminating informative literature related to crime prevention, personal safety, and other law enforcement concerns of interest to the general public

All employees of the Greenville Police Department are responsible for:

- Providing basic crime prevention information to citizens when answering calls for service
- Encouraging citizens to participate in crime prevention activities available through the Community Outreach Division
- Providing good community involvement and ensuring that each contact with the public inspires respect for the police officer and the Greenville Police Department
- Identifying sources of conflict between the Department and the community, encouraging efforts to resolve them, and forwarding all information concerning this matter to their immediate supervisor
- Notify the Crime Prevention Officer whenever a crime risk situation within the community exists that could benefit from services provided by Community Outreach Division is identified

At a minimum, the Community Outreach Division will be staffed by one police officer designated as the Crime Prevention Officer who shall be responsible for planning, coordinating, and implementing crime prevention activities. In addition to the Crime Prevention Officer, other personnel may be assigned to conduct crime prevention activities depending upon Departmental and community needs.

The Greenville Police Athletic League Program (PAL Program) is also a function of the Community Outreach Division. The PAL program is a program for at-risk children in grades K-8 and is designed to allow the children to engage in activities in a positive environment. There is a small fee for a set number of children and there are two different sites that operate every afternoon during the week and all day during the summer. The program is operated by both civilian and sworn personnel with the Greenville Police Department. The mission of the PAL program is: To build trust and understanding between youth, police officers and their community through diverse educational programs and athletic activities; inspiring youth to become successful and realize their full potential.

**Selection of Priority Crime Prevention Programs**

One of the priorities of the Community Outreach Division is to disseminate information to the citizens of Greenville about methods for reducing and preventing crime. The Community Outreach Division will prioritize available crime prevention programs and practices and target program selections by identifying community perceptions or misperceptions of crime. Information will be produced and provided by Zone Commanders, Watch Commanders, shift officers, and the Planning and Research Specialist. Identifying crime types, trends, activities, and geographic areas will be used to determine crime prevention strategies and programs that may help address those identified problems. Based on the information provided, the Community Outreach Division will provide support and assistance by initiating prevention responses to identified problems.

Where there is sufficient community interest, the Community Outreach Division, in conjunction with zone supervisors, zone officers, and other appropriate Department and City components shall attempt to establish appropriate community groups and organizations and assist them with the accomplishment of their goals and objectives.

The Community Outreach Division shall maintain liaison with interested community groups, Community Watch Block Captains, the corporate community, civic organizations, Pitt County Schools, private schools, other police departments, and the North Carolina Crime Prevention Officer's Association in order to further improve the effectiveness of the crime prevention/community services activities available to the citizens of Greenville.

Program topics will include, but are not limited to:

- Business security
- Residential security
- Sexual assault
- Senior citizen crime awareness
- Domestic violence
- Child safety
- Operation Identification
- Security surveys
- Financial crimes
- Shoplifting

**Prevention Input**

When the opportunity exists, or upon request from the Planning, Neighborhood Services, and/or Inspections Departments within the City of Greenville, the Community Outreach Division shall provide crime prevention input into the development and/or revision of zoning policies, building codes, fire codes, and residential commercial building permits.

The Department also maintains a select group of officers who are trained in Crime Prevention through Environmental Design otherwise known as CPTED. CPTED is the practice of planning and using an area effectively to achieve reduction in the fear and incidence of crime and an improvement of the quality of life for residents and visitors. The intent is to remove or reduce opportunities for crime by examining and changing various aspects of a building, the site, the location, and how the place is used. Effective lighting, visibility surrounding a

building/residence, access control, and traffic plans are just some of the areas examined and discussed by trained officers with members of the community who have requested a CPTED assessment.

Property owners or property managers are the only ones authorized to make a request for a CPTED assessment and all requests must be forwarded to the Office of the Community Outreach Division for documentation of the request and assignment of a CPTED officer. Request forms are available to the public through police officers or Community Services Clerks. All completed forms shall be forwarded immediately to the Community Outreach Division.

Once the Community Outreach Division has received and assigned a request, the assigned CPTED officer will have ten (10) days to contact the requesting party and initiate the CPTED assessment. Once contact has been made by the CPTED officer, the assessment must be completed and submitted to the Crime Prevention Officer within thirty (30) days. Larger assessments, such as those for large apartment complexes or commercial property, shall be completed and submitted within sixty (60) days of assignment.

In order to maintain reporting consistency, a uniformed CPTED assessment shall only be used. The completed report shall contain the following:

- Name of officer assigned
- Date assigned
- Requesting party's name
- Requesting party's contact information
- Requesting party's desired location for a CPTED analysis
- Completed checklist
- Written site audit
- Signed disclaimer
- Signed Confidentiality statement
- Date completed

#### **Crime Prevention Program Evaluation**

The effectiveness of crime prevention programs shall be evaluated annually. The evaluation may be reported in qualitative terms and will be used to determine the operational value of crime prevention programs implemented or under consideration. Evaluations may include the viewpoints of the citizens involved and the overall effectiveness of the resources being utilized. After each evaluation, the Community Outreach Division shall recommend whether existing crime prevention programs should remain functioning, be modified, or be discontinued.

### **45.2.1 COMMITMENT TO THE COMMUNITY**

CALEA Standard: 45.2.1

The Greenville Police Department is dedicated to developing policies and implementing programs and services that will establish a positive relationship between the citizens of the community and police in order to provide a safer environment.

The following value statements of the Greenville Police Department further support the Police Department's commitment to the community.

- The Greenville Police Department actively solicits citizen participation in the development of police activities and programs that impact their neighborhood.
- The Greenville Police Department is committed to participating in programs that incorporate the concept of a shared responsibility with the community in the delivery of police services.
- The Greenville Police Department believes integrity and professionalism are the foundations for trust in the community.
- The Greenville Police Department is committed to an open and honest relationship with the community.

Information concerning the Greenville Police Department Mission Statement, Value Statements, goals, objectives, problems, successes, and any other information lawfully appropriate for public release will be made available to citizens through:

- Press conferences and press releases authorized by the Chief of Police
- Forums, meetings, and speaking engagements with the community, civic groups, and organizations
- Local government public access television channel
- Monthly Police Community Relations Committee meetings
- City of Greenville and Greenville Police Department website

#### **Shared Responsibility for Community Involvement Function**

Through the general discharge of their law enforcement duties and through proactive interaction with citizens and community groups, all Greenville Police Department personnel share the responsibility for achieving the Department's community involvement objectives. Through facilitation of, and attendance at neighborhood meetings, community functions, and similar events, Field Operations Bureau supervisors and zone officers share community involvement responsibilities with other components of the Department.

In order to further enhance the Department's commitment towards proactive interaction with all community groups, the *Community Liaison Program* was established. This program will enable the various community or civic groups throughout the City of Greenville to work even closer together to resolve neighborhood issues. Refer to *SOP, 45.2.1, Community Liaison Program* for further explanation.

### **45.2.2 REPORTING ON COMMUNITY INVOLVEMENT ACTIVITIES**

CALEA Standard: 45.2.2, 45.2.3, 45.2.4, 45.2.5

#### **Police Community Relations Committee (PCRC)**

The Police Community Relations Committee (PCRC) was established by the Greenville City Council to serve as liaison between community and police. The PCRC is tasked with bridging communications between the community and the Department, advocating programs, ideas and methods for improving police-community relations, and to provide a forum for bringing community concerns to the staff of the Department. The nine PCRC members include seven citizens representing each City Council member and mayor, the Chief of Police, and the Assistant City Attorney. The PCRC meets monthly. Minutes from those meetings are provided to the Chief of Police and contain information on citizen concerns. That information is relayed from the Chief of Police to appropriate operational functions within the Department.

#### **Policing Activities and Responsibilities**

The Greenville Police Department's policing philosophy is an extension of the Community Oriented Policing concept. It is designed to ensure continued involvement and communications between Department personnel and the communities and neighborhoods they serve. Zone Commanders and officers assigned to zones are responsible for knowing the concerns, problems, and issues in their assigned zones. They are supported by all other components and functions of the Department. In addition, each liaison assigned to a neighborhood watch or civic group is required to report monthly any information obtained through various meetings or other methods to the Community Liaison Program Coordinator. The Community Liaison Program Coordinator shall compile all the information received from the various civic groups or neighborhood watches and shall forward it through the chain of command to the Chief of Police.


#### **Citizen Surveys**

The Community Outreach Division or designee is responsible for conducting periodic surveys of Greenville residents. Results of the citizen survey will be considered in the development of Greenville Police Department policies and procedures. The survey, which must be conducted at a minimum of every three years, shall include questions to determine citizens' attitudes and opinions with respect to:

- Overall agency performance

- Overall competence of agency employees
- Police officers' attitudes and behavior toward citizens
- Concern for safety and security within the Greenville Police Department's service area
- Concern for safety and security within the respondent's neighborhood or community
- Recommendations and suggestions for improvements

The results of the citizen survey will be provided to the Chief of Police in a written summary upon completion.

GREENVILLE POLICE DEPARTMENT STANDARD OPERATING PROCEDURES		
<b>45.2.1</b>	<b>Community Liaison Program</b>	
<b>Date Initially Effective: 07/18/13</b>	<b>By The Order Of:</b>  <b>T.D. Sauls, Jr., Interim Chief of Police</b>	
<b>Date Revised: 2/24/15</b>	<b>Date Reissued: 3/09/15</b>	<b>Page 1 of 4</b>

## A. PURPOSE

The purpose of this program is to afford the opportunity to all community groups to work together with the Greenville Police Department regarding the resolution of neighborhood issues. In order to accomplish this and ensure no community group is without a contact, each community group will be assigned a specific employee to act as their point of contact from the Department.

Additionally, it also provides a means to effectively measure, as an ongoing process, citizen satisfaction with police services and to continue the dedication towards community oriented policing.

## B. DISCUSSION

By taking a proactive approach to building better relationships with the community, the Department will be in a better position to respond to the needs of the community. Certain employees will be designated as a liaison for a community group by the Chief of Police or designee to act as a bridge between the citizens in that group and the Department. Citywide, there are a multitude of community groups, and for that reason some liaisons will be assigned more than one community group.

The citizens of Greenville shall have the avenue needed to directly funnel their personal concerns or their group's concerns to the Chief of Police or designee through their appointed liaison. The citizens will also be in a far better position to be kept abreast of the most current and accurate public safety information as it relates to their geographical area. Additionally, attendance by the liaison at various meetings will provide the forum for community involvement regarding the development of policies for the Department.

## C. APPOINTMENT OF COMMUNITY LIAISON REPRESENTATIVES

Unless otherwise authorized by the Chief of Police, all employees appointed to be a liaison shall be a Corporal or above in rank or a civilian supervisor. Non-ranking employees may accept liaison responsibilities with the approval of the Chief of Police.

In the event, an employee expresses a desire to act as a liaison or is recommended, then the employee's supervisor shall:

- Confirm the employee accepts the responsibilities and commitments
- Prepare a memorandum to the Chief of Police
- Submit the memorandum to the Chief of Police through the chain of command

#### **D. COMMUNITY LIAISON PROGRAM COORDINATOR**

Under the direct command of the Administrative Services Bureau Commander, the Coordinator shall be responsible for:

- Maintaining a current list of community groups
- Identifying and establishing community liaison groups
- Maintaining ongoing communication and support to liaisons
- Collecting liaison reports and other communications from liaisons
- Compiling collected information into a quarterly Community Liaison Report
- Submitting the Community Liaison Report to Command Staff quarterly
- Annually conducting an audit to measure the effectiveness of and citizen satisfaction with the Community Liaison Program
- Retaining Community Liaison Reports for a minimum of three (3) years
- Identifying and reporting inactive groups (no activity for three (3) months)

The Monthly Community Liaison Report is critical to ensuring all areas of concern are addressed, and therefore consistent format is vital. For this reason, each monthly report shall be formatted as follows:

- Total number of liaisons
- Total number of compiled hours spent for all liaisons on community functions.
- Total number of community concerns addressed during the month by liaisons.
- Specific concerns expressed by the community.
- Recommended solutions and/or action taken as reported by the liaisons.
- Descriptions of potential problems bearing on law enforcement activities.
- An outline of any special presentations conducted.

The Coordinator shall also forward the name of any liaison a report was not received from to the liaison's bureau commander.

Support shall be provided to the liaisons by the submission of the group's boundaries to the Crime Analyst. The Crime Analyst will work with the City's GIS to map each association allowing liaisons access to crime data for each community group. It is the responsibility of the Coordinator to provide the information to the Crime Analyst.

#### **E. RESPONSIBILITIES OF BUREAU COMMANDERS AND SUPERVISORS**

It is the responsibility of bureau commanders to remain informed and aware of all liaison activities within their command. Furthermore, upon receipt and review of the Quarterly Community Liaison Report the bureau commanders shall disseminate the report to affected supervisory personnel under their command.

The bureau commanders shall ensure appropriate actions are taken to address community concerns and problems. Any action taken to address reported problems shall be forwarded in writing by the bureau commanders to the appropriate liaison and to the Community Liaison Program Coordinator. Any action taken that is expected to go beyond thirty (30) days shall be reported at least once monthly to the liaison until the action has ended by the bureau commanders.

Supervisors shall review pertinent information from the report to their subordinates. Also, supervisors who are responsible for an annual evaluation of a liaison, shall record in the annual evaluation under "Public Service" any liaison activities.

## F. LIAISON RESPONSIBILITIES

Upon appointment as a Department liaison, the employee shall be responsible at a minimum, for submitting a monthly report, attending meetings, providing crime prevention information, initiating solutions to reported community concerns or needs, and encouraging input from those within the community group. Other responsibilities or actions may be required periodically and should be handled accordingly.

The liaison shall be proactive and provide timely responses to issues brought forth and work towards limiting the number of Department personnel involved to implement a solution or to address a problem. This will limit any unnecessary delays, minimize citizen frustration, and avoid repetitive work by other personnel.

Immediately upon appointment the following shall be done:

- Make contact with the community group representative
- Provide contact information
- Clarify the group's geographic boundaries
- Forward contact information and geographic boundaries to the program coordinator
- Identify future community group meeting dates, times, and locations
- Plan for attendance at all meetings or when needed a designee
- Notify the group representative that in-person contact shall be monthly at a minimum, unless otherwise agreed upon mutually

It is the primary responsibility of the liaison to attend scheduled meetings and be prepared to provide a brief presentation. Topics may vary depending on current crime trends or issues brought forth by the community group. However, information pertinent to the safety and well-being of the community should be disseminated routinely through methods, such as email and or any other method agreed upon between the liaison and the representative. Liaisons shall be expected to provide during the meeting the following:

- An open forum for citizens to voice concerns or problems noted within their geographic area
- Crime prevention information
- Periodically discuss the Department's strategic goals and objectives
- Provide current crime and calls for service data for the specific geographical area
- Provide *authorized* updates on "public interest" cases affecting the City
- Advise of upcoming police events
- Addressing policy and procedures questions and documenting citizen input
- Encouraging ride-alongs
- Request citizen input and thoughts concerning the solution to a problem or issue
- Develop or assist in developing problem oriented or community policing strategies
- Encourage at every meeting, or opportunity for citizens to act as "eyes" and "ears" for their area
- The periodic attendance of an Criminal Investigations Bureau detective or supervisor

At the conclusion of a meeting the liaison shall:

- Submit for payroll purposes, an overtime card describing attendance at the specific special event, for any attendance that occurred outside of the liaison's normal working hours
- Forward in writing, any recommendations or issues outside the scope of the liaison to the appropriate bureau commander
- Follow-up on any issues that were sent to other units (example: drug complaints sent to narcotics officers)
- Ensure the Chief of Police is advised of any significant or re-occurring issues as soon as possible
- Resolve an issue through a phone call if possible
- Facilitate any special requests for a guest speaker from the Department




- Compile a monthly report that includes a brief synopsis of the topics covered during a meeting, citizen issues or needs conveyed, actions taken to address the needs, and date/time of the next meeting
- Submit the monthly report via email to the Community Liaison Program Coordinator by the last day of the month
- Submit a monthly report via email even if the community group did not meet by the last day of the month
- Submit a brief memo to the Chief of Police with any recommendations that would have a fiscal impact on the Department

## **G. CITIZEN REPRESENTATIVE RESPONSIBILITIES**

For this program to be successful, it is crucial that the community group(s) share responsibilities of the program with the liaison. For this reason, it is expected that the community group representative will:

- Use their assigned liaison as the point of contact for all issues involving the police department.
- Report issues affecting the safety and quality of life in their neighborhood
- Educate group members concerning proper protocol for contacting and sharing information with police department personnel
- Actively partner with the liaison to solve problems, address issues, and share responsibilities and efforts to keep their neighborhood safe
- Work towards improving police and community interaction
- Provide the Greenville Police Department with their geographic borders for their community group
- Consider establishing a Neighborhood Watch Program and participating in the Citizen's Police Academy
- Notify their liaison of any change in leadership of their group
- Ensure the liaison has current contact information and contact information of a fill-in representative

GREENVILLE POLICE DEPARTMENT STANDARD OPERATING PROCEDURES		
45.1.1	Prescription Drop Box Program	
Date Initially Effective: 05/27/14	By The Order Of:  Hassan Aden, Chief of Police	
Date Revised:	Date Reissued:	Page 1 of 2

## A. PURPOSE

In order to prevent the opportunity for criminal consumption of prescription medications a Prescription Drop Box Program has been developed. This program affords citizens who have medications, which are no longer needed or are expired, to be disposed of properly.

Although the Greenville Police Department actively participates in prescription medication take-back events, a convenient, permanent Prescription Drop Box is also available for the citizens of Greenville. This Prescription Drop Box will provide a safe and efficient means for the proper disposal of unneeded prescription pills and over-the-counter medication pills.

## B. DISCUSSION

This program provides an environmentally safe alternative to the disposal of medications in community landfills and sewer systems by offering citizens a steel, mailbox style drop box as a receptacle for the disposal of prescription medications. The drop box is constructed in a manner that will only allow the public to place items in the box. They will not have the capability to retrieve items once dropped in the box. The box is permanently secured in the lobby of the Greenville Police Department. The drop box is monitored twenty-four (24) hours a day by a camera and departmental personnel. The box is available to the public only during those hours the lobby is staffed and open to the public.

The lobby is open to the public from 7:00 a.m. until 9:00 p.m. and is staffed by Community Services Clerks and/or a sworn officer during the hours it is open. Beginning at 9:00 p.m. until 7:00 a.m. the public entrance is secured, and access to the lobby is restricted to only those members of the public who are escorted by an employee of the Greenville Police Department.

## C. RESTRICTIONS ON DROP BOX

Citizens are allowed to anonymously drop off prescription pills in the drop box and are not required to complete any type of paperwork to do so. Since the drop box is intended solely to be used as a receptacle for prescription pills that are no longer needed, liquids, hypodermic needles, or any type of biohazard materials shall not be accepted into the drop box. Illicitly manufactured controlled substances shall not be collected or received as a part of this program.

The Drop Box will not be opened for any other purpose but the official collection of medications. Prescriptions that have been dropped off by a citizen will be considered the property of the Greenville Police Department and will not be returned to the citizen.

#### **D. COLLECTION AND DISPOSAL REQUIREMENTS**

The Criminal Investigations Bureau Deputy Commander shall be responsible for ensuring the drop box is maintained in a secure manner and that all collections are done so in a safe and cautious manner. In order to ensure the integrity of the program, all prescription medications that are disposed of in the drop box shall be:

- Collected by the Deputy Bureau Commander with a second sworn person of his/her choosing on a bi-monthly basis, unless the drop box is at capacity prior to the next scheduled date. Gloves shall be worn by both collectors.
- Sealed in a clear plastic bag with the date collected, time collected, and the weight documented on the taped used to seal the bag
- Initialed by the Deputy Bureau Commander and the assisting sworn person
- Identified as found property by attaching an evidence label indicating the property is found property and for destruction

The Deputy Bureau Commander shall then:

- Submit the property and complete a Property Report indicating in the report narrative the property is a “drop box turn-in” and is for destruction

All prescription medications that are collected through the program shall be destroyed by the Property and Evidence Unit personnel during their routine property destruction. Annually, a report shall be completed by the Deputy Bureau Commander that summarizes the number of special events the Department has participated in such as, Pill-Take-Back events and the total number of drop box collections. Additional information contained in the report shall include the total weight of prescription medications collected from the Department’s drop box. This report shall also be used to gauge the effectiveness of the Greenville Police Departments Prescription Drop Box Program.

GREENVILLE POLICE DEPARTMENT STANDARD OPERATING PROCEDURES		
<b>45.2.3</b>	<b>Emergency Assistance Registration Program</b>	
<b>Date Initially Effective: 08/27/14</b>	<b>By The Order Of:</b>  <b>Hassan Aden, Chief of Police</b>	
<b>Date Revised:</b>	<b>Date Reissued: 11/17/14</b>	<b>Page 1 of 3</b>

## A. PURPOSE

The purpose of this directive is to ensure that consistently high levels of public safety services are available to all members of the City of Greenville, including people who may require special consideration in order to access services. This program shall seek to afford people with special needs and/or disabilities the same access to public safety provided to all citizens. It is the intent of this program to offer guidance and direction to public safety workers in responding to and assisting those people with special needs and/or disabilities with whom they will have contact in the performance of their duties and responsibilities. The ability to effectively deal with special needs and/or individuals with a disability is enhanced with knowledge or information. The ability to identify these individuals, their places of employment, educational facilities, and residence are valuable resources in instances when or if an emergency response by law enforcement, fire protection personnel, or both are needed.

## B. DISCUSSION

The Greenville Police Department seeks to provide excellent service to all citizens and to accomplish that we have implemented the Emergency Assistance Registration Program to allow parents, guardians, relatives, or other caregivers the ability to register individuals with special needs and/or disabilities with the Department. This information will be entered into CAD (Computer Aided Dispatch) and will be furnished to the police officer(s) who may be responding to an emergency situation involving that individual or location. The officer will be more prepared and able to provide better care for the individual's needs. The success of this program is based on the support and participation from the citizens of Greenville. The advertisement of this program will be continuously disseminated via pamphlets, the City of Greenville (COG) website, social media (Facebook and Twitter), and the Public Access Channel.

## C. DEFINITIONS

**Disability:** An individual's physical and/or mental impairment that substantially limits one or more of the major life activities; a record of such impairment; or when the individual is regarded as having such impairment.

**Special needs individuals:** Those individuals who have or are at increased risk for a chronic physical, developmental, behavioral, or emotional condition and who also require health and related services of a type or amount beyond that required by individuals generally. The individual may be diagnosed with the following: dementia (including Alzheimer's disease), Autism (Spectrum), mental retardation, intellectual impairment, several mental illnesses, and/or other cognitive disorders that may impair reasoning, resulting in a person wandering, or being disoriented/lost.

**Program Participant:** A citizen with special needs and/or disabilities that has voluntarily signed up to participate in the Emergency Assistance Registration Program.

Public safety agency: A functional division of a public safety agency that provides firefighting, police, medical, or other emergency services.

Computer aided dispatch (CAD): A database maintained by the public safety agency or public safety answering point used in conjunction with 9-1-1 caller data.

Premise Alert Program: A computer aided dispatch database of individuals with special needs and/or disabilities maintained by the Communications Center.

#### **D. REPORTING OF SPECIAL NEEDS INDIVIDUALS**

1. The Greenville Police Department shall make reasonable efforts to publicize the Emergency Assistance Registration Program database. Means of publicizing the database include, but are not limited to pamphlets, COG Website, social media (Facebook and Twitter), and Public Access Channel.
2. Families, guardians, caregivers, or the individuals with special needs and/or disabilities may voluntarily contact the Greenville Police Department to request participation in this program.
3. Police officers are to be cognizant of special needs and/or disabled individual(s) they may come across when they respond to calls. If officers are able to identify individual(s) who have special needs and/or disability, they shall try to ascertain, as specifically as possible, what that need might be.
4. The officer may request if the special needs and/or disabled individual or the parent, guardian, relative, or caregiver of the individual would like to volunteer for this program. Written permission should be recorded on the Emergency Assistance Registration Request form prior to being entered into CAD.
5. The following information shall be obtained:
  - a. Special needs or disabled individual's name
  - b. Date of birth
  - c. Phone number
  - d. Residential address or place of employment
  - e. Appearance (height, weight, hair and eye color, scars, marks, and/or tattoos)
  - f. Social Security Number
  - g. Driver's License #
  - h. Nature of special need or disability
  - g. Current photo
6. No individual may be entered into CAD database unless the special need has been verified. Acceptable means of verifying a special need for purposes of this program shall include statements by the:
  - a. Individual
  - b. Family members
  - c. Friends
  - d. Caregivers, or
  - e. Medical personnel familiar with the individual
7. Upon request from another public safety agency (Greenville Fire and Rescue Department, 911, or etc.), the Greenville Police Department Communications Center shall share the information collected within the CAD.
8. Information received that is intended for another agency but submitted incorrectly to this agency shall be accepted and forwarded to the correct agency as soon as possible.

9. All information entered into the CAD database must be updated every six (6) months or when such information changes.
10. Citizens electing to participate in this program shall be advised that the provision of special needs and/or disability information will not result in preferential treatment.

#### **E. RESPONSIBILITIES OF COMMUNICATIONS PERSONNEL**

1. Upon receipt of an Emergency Assistance Registration Request form from a citizen or police officer, the telecommunicator will enter the information provided into CAD and review to ensure all data is accurate. The input of this information into CAD will allow the individual to be flagged within the system and the telecommunicator will be alerted when a call for service is made for the program participant.
2. When a call for service comes in for a program participant, the telecommunicator will relay the information reported in CAD to the responding police officer(s) which will allow them to be more prepared and able to provide better care for the individual's needs.
3. Every six (6) months, the telecommunicators will verify the contact information, appearance, and obtain an updated photo (if available) of the program participant.

#### **F. CONFIDENTIALITY**

The information gathered as part of this program shall remain strictly confidential. The information shall be used only to provide assistance to first responders. No public safety worker shall knowingly violate this confidentiality clause. Citizens who believe their health privacy rights have been violated may file a complaint with the GPD Office of Internal Affairs and U.S. Department of Health and Human Services via the Office of Civil Rights.

#### **G. LIABILITY**

Except for willful or wanton misconduct, a public safety agency shall not be subject to civil liabilities for duties relating to the reporting of special needs individuals.