


<p>RABUN COUNTY SHERIFF'S OFFICE</p>  <p>General Order Number: 4.01</p>	<p>Date of Issue</p> <p>2/23/2016</p>	<p>Effective Date</p> <p>2/23/2016</p>	<p>Revision Date</p>
<p>Subject: 24-HOUR AVAILABILITY</p>	<p>Amends:</p>	<p>Rescinds:</p>	
<p>Index as:</p> <ul style="list-style-type: none"> 24-Hour Availability of Service General Policies and Procedures On-Call Status 	<p>State Certification Standards: 5.1</p>		

PURPOSE

The purpose of this General Order is to ensure a 24-hour availability of law enforcement services to the citizens of Rabun County.

STATEMENT OF POLICY

It shall be the policy of the Rabun County Sheriff's Office to provide the citizens of Rabun County with law enforcement services 24-hours a day, seven days a week within the service area of Rabun County.

DISCUSSION

Effective law enforcement response to crimes in progress and to assist citizens in need is a continuous ongoing process and cannot stop at the end of the normal business day. Therefore, the Rabun County Sheriff's Office must be available to respond at any time to these calls for service. The Uniform Patrol Division of the Rabun County Sheriff's Office will be the lead component within the agency responsible for 24-hour response.

I. RESPONSIBILITIES

- A. It is the responsibility of the Commander of the Uniform Patrol Division of the Rabun County Sheriff's Office to ensure that the Uniform Patrol Division is properly staffed to provide continuous 24-hour law enforcement services to the citizens of Rabun County.

- B. It is the responsibility of the Commander of the Rabun County Jail of the Rabun County Sheriff's Office to ensure that the Jail is properly staffed to provide continuous 24-hour law enforcement services to the citizens of Rabun County.

II. OPERATION

A. Uniform Patrol Division

1. The Uniform Patrol Division will operate with four shifts. The shifts will operate on a 12 hour basis. There will be two-day shifts that will be from 0700 hours to 1900 hours. There will be two night shifts that will be from 1900 hours to 0700 hours. These shifts will alternate days off to provide 24 hour law enforcement services. Each shift will be assigned a sufficient number of supervisors and officers to maintain coverage and respond to calls for service. In the event the Shift Supervisor on duty does not have the sufficient staffing level of on duty officers, he/she is authorized to call in off duty personnel as soon as possible to meet the minimum staffing level.
2. All shift assignments are permanent. Deputies will remain on their assigned shifts until reassigned or until an opening becomes available on another shift. If an opening becomes available, a written request to change shifts will be submitted to the Division Commander for consideration. Note: preference will be given on the basis of valid, personal hardship and seniority.

B. Jail Division

1. The Rabun County Jail will operate with four shifts. The shifts will operate on a 12 hour basis. There will be two-day shifts that will be from 0600 hours to 1800 hours. There will be two night shifts that will be from 1800 hours to 0600 hours. These shifts will alternate days off to provide 24 hour law enforcement services. Each shift will be assigned a sufficient number of supervisors and officers to maintain the facility and coverage for all stations and positions. In the event the Watch Commander on duty does not have the sufficient staffing level of on duty officers, he/she is authorized to call in off duty personnel as soon as possible to meet the minimum staffing level.
2. All shift assignments are permanent. Deputies will remain on their assigned shifts until reassigned or until an opening becomes available on another shift. If an opening becomes available, a written request to change shifts will be submitted to the Division Commander for consideration. Note: preference will be given on the basis of valid, personal hardship and seniority.
3. Other divisions of the Rabun County Sheriff's Office will maintain normal business hours with the possibility of being recalled for duty in the event of emergency or unusual occurrences.

III. AVAILABILITY FOR CALL OUT

- A. All employees are subject to be called in during their off duty hours in the event of an emergency.
- B. All employees of the Rabun County Sheriff's Office are required to maintain a working telephone at their residence. A cell phone may be used as long as the employee may be contacted while at home. This telephone number will be kept on file with the Rabun County Central Communications Center and the appropriate Division administrative staff. All employees are responsible for filing a written notice of the change in their home telephone number within **twenty-four (24) hours** of the change.
- C. Certain duties or assignments require officers or employees to be in an On-Call status.
- D. If an officer or employee is off duty and On-Call and receives a message from the department, the call should be returned as soon as possible.

IV. DUTIES REQUIRING ON-CALL STATUS

- A. Certain duties or assignments require personnel to be in an On-Call status during their off-duty time. In some cases the On-Call status is on a rotating basis for both deputies and employees. In the case of special units, all members are in an On-Call status whenever they are off duty, unless other arrangements have been made.
- B. Personnel in the rank of Division commander or their designee(s) are subject to Call-out or notification in the event of a major incident or unusual occurrence.
- C. Special Considerations
 - 1. All personnel who are in an On-Call status on a rotational basis are required to be **available and fit** for duty while in the On-Call status.
 - 2. Personnel who are in an On-Call status that are unavailable for duty (out of the area or unavailable for special reasons) are required to:
 - a. Make arrangements with their immediate supervisor to cover the On-Call schedule; and
 - b. Notify the Rabun County Central Communications of any change in the On-Call schedule.
 - 3. All supervisors with employees who are deemed On-Call status are responsible for providing an On-Call list to the Rabun County Central Communications Center.

V. CITIZEN ACCESS TO SHERIFF'S OFFICE

A. Toll-Free

Citizens in Rabun County have toll-free access, 24-hours-a-day, from any telephone in the county.

B. Emergency Number

All citizens residing in Rabun County have the capability of dialing "911" and immediately reaching the Rabun County 911 Center to place an emergency call. The 911 number is prominently displayed in the phone book, on all marked emergency vehicles and public phones.

C. Incoming Emergency Calls

Should any incoming call be of an emergency in nature or if it is mistakenly directed to Sheriff's Office from another agency, the employee who receives the call shall immediately transfer the call to the Rabun County 911 Center. If the call is a non-emergency call, the caller will be directed to hang-up and call the proper non-emergency number of the agency needed.



By Order of the Sheriff: **Chad K. Nichols**
Sheriff, Rabun County