


<p>RABUN COUNTY SHERIFF'S OFFICE</p>  <p>General Order Number: 6.01</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: ASSISTANCE TO MOTORISTS</p>	<p>Amends:</p>	<p>Rescinds:</p>	
<p>Index as:</p> <p>Assistance to Motorists Uniform Patrol Division</p>	<p>State Certification Standards:</p>		

Special Instructions:

PURPOSE

The purpose of this General Order is to prescribe the policies and procedures of the Rabun County Sheriff's Office regarding providing Assistance to Motorists.

STATEMENT OF POLICY

It shall be the policy that all personnel provide reasonable assistance to motorists or highway users who may be in need of general assistance or emergency assistance.

DISCUSSION

The motorists using the roads and highways of Rabun County will at times rely on the Rabun County Sheriff's Office to obtain needed services. This department has a responsibility to provide a communications link or safety net for motorists and to provide protection for highway users who are stranded or disabled in hazardous locations or environments.

DEFINITIONS

ROAD — That portion of a highway that includes both the roadway and the shoulder.

ROADWAY — The portion of a highway, improved, designed, or ordinarily used for vehicular travel, exclusive of the shoulder.

I. PROVIDING ASSISTANCE TO MOTORISTS

- A. The department shall offer reasonable assistance to motorists who appear to be in need of aid. This assistance shall be rendered on a 24-hour basis, with particular emphasis during the hours of darkness or during periods of inclement weather when the potential for danger is higher.
- B. Requests for information, directions, or other assistance will be handled as a normal function of an employee's duties. In those instances when the information requested is unknown, deputies shall contact Rabun County Central Communications Center for assistance.
- C. Deputies who observe motorists stranded on roadways will either stop to lend assistance or, if enroute to another call for service, will notify the Rabun County Central Communications Center so that appropriate assistance can be provided or make a direct request to another jurisdiction to provide the assistance.
- D. Before providing assistance, deputies will:
 - 1. First activate emergency warning devices as appropriate; and
 - 2. Advise Rabun County Central Communications Center of the situation, its location, and the vehicle's registration number.
- E. When providing assistance to stranded motorists, deputies shall remain alert to the following possibilities:
 - 1. The vehicle in the motorist's possession has not been authorized for their use;
 - 2. The vehicle is in unsafe operating condition;
 - 3. The motorist is unlicensed to drive;
 - 4. The motorist is incapable of safely operating the vehicle; and/or
 - 5. The vehicle's occupants have engaged in criminal activity.
- F. In cases of mechanical failure, deputies shall make a reasonable attempt to help the motorist resolve the problem.
 - 1. Motorists should first be advised to contact a friend or commercial service provider of their choice;
 - 2. Deputies shall only contact a commercial towing service of the motorist's choice;
 - 3. If the motorist cannot obtain aid from private sources in a reasonable time or if the vehicle presents a traffic hazard, Rabun County Central Communications shall be notified and an appropriate wrecker requested in accordance with the rotation schedule.
 - 4. Deputies shall remain with any motorist presenting a traffic hazard until the vehicle is removed from the roadway.

5. If available, patrol vehicles equipped with push-bumpers shall be used to remove the traffic hazard by relocating the vehicle to a safe location along the roadway.
- G. Special care shall be provided to those who are stranded or otherwise disabled in hazardous locations or environments, such as:
1. Along Highway 441 and Highway 76;
 2. On any roadway in an isolated or rural area;
 3. During the hours of darkness or periods of inclement weather; or
 4. Any roadways where the motorists cannot be reasonably accommodated in order to safely obtain assistance on their own.
- H. If possible, deputies will remain on the scene until assistance arrives.
- I. Custody transports may be provided to stranded citizens to the nearest facility or telephone to summon aid.
- J. If a transport is provided, the officer will first inform the Rabun County Central Communication of the situation, location and will provide the start/ending mileage.
- K. No courtesy transports shall be made outside the county without the approval of the Shift Supervisor.



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