


<p>RABUN COUNTY SHERIFF'S OFFICE</p>  <p>General Order Number: 6.07</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: RESPONDING TO CALLS FOR SERVICE</p>	<p>Amends:</p>	<p>Rescinds:</p>	
<p>Index as: Responding To Calls For Service Uniform Patrol Division</p>	<p>State Certification Standards: 5.1</p>		
<p>Special Instructions:</p>			

PURPOSE

The purpose of this General Order is to prescribe the policies and procedures of the Rabun County Sheriff's Office regarding Calls for Service.

STATEMENT OF POLICY

It shall be the policy of the Rabun County Sheriff's Office that all calls for service be answered within the shortest time frame possible.

DISCUSSION

The Rabun County Sheriffs Office will make every effort to respond to all calls for service. It is usually possible for the department to respond to every call, but the department must organize available resources to give the highest level of efficient service. There may be times that due to circumstances or unusual occurrences an officer's response to non-emergency call may be delayed.

DEFINITIONS

EMERGENCY — An actual or potential condition that poses an immediate threat to life or property.

PATROL — The deployment of deputies to repress and prevent criminal activities, investigate offenses, apprehend offenders, and furnish day-to-day law enforcement services to the community.

I. GENERAL PROCEDURES

- A. The Rabun County Sheriff's Office will respond to calls for service twenty-four hours a day, seven days a week within the jurisdiction of Rabun County.
- B. All calls for service will be classified according to the type of response needed by law enforcement personnel.
- C. In the event that a call is classified as a non-emergency type, the responding deputy(s) will proceed to the location of the call by driving in a normal manner through traffic and obeying all traffic laws.
- D. In the event that a call is classified as an emergency type, the responding officer(s) will proceed to the location of the call by using the appropriate emergency warning devices and always driving with due regard for the safety of others on the roadway. Further details about the use of a vehicle as an emergency response vehicle is located in General Order 4.21.

II. RESPONDING TO CALLS FOR SERVICE

- A. Once an officer is committed to a call for service, they should respond directly to the call without delay, unless other circumstances prevent such response.
- B. Circumstances that may require an officer to decide whether to continue on a call or have it reassigned would include, but may not be limited to:
 - 1. Citizens complaint;
 - 2. Observed event or criminal violation; and/or
 - 3. The necessity to render first aid or assistance.
- C. If the responding officer elects to request that the call be re-assigned to another officer, he or she must notify the Rabun County Central Communications of the change.
- D. The determination to have a call reassigned should be based upon the comparative urgency and the risk of life and property of the assigned call and the intervening event.
- E. When an officer cannot respond to a citizens complaint or observed event, they should give directions for obtaining such assistance or make necessary notification themselves, if circumstances permit.
- F. The following is a list of priorities for guidance in responding to calls:
 - 1. Life and death emergencies;
 - 2. Violent felonies in progress;
 - 3. Violent misdemeanors in progress;
 - 4. Other felonies in progress;
 - 5. Other misdemeanors in progress;

6. Non-criminal calls relating to injury, present danger, or property damage;
 7. Other felonies not in progress;

 8. Other misdemeanors not in progress; and
 9. Miscellaneous service calls not involving injury, present danger, or property damage.
- G. In the event that calls for service surpass available resources Rabun County Central Communications Center will prioritize and dispatch calls in accordance to their procedures. The Shift Supervisor will be notified that calls for service are backlogged.
- H. After notification that calls for service have surpassed manpower, the Shift Supervisor will make final determination on priority calls to be answered and calls to be held until units are available to respond.
- I. Due to the nature of some calls for service, more than one (1) officer should be assigned to the call. These calls will include, but are not limited to:
1. Family/domestic disturbances;
 2. Hold up alarms;
 3. In-progress crimes;
 4. Incident involving the use of force; and
 5. Intrusion and panic alarms
- J. Additional deputies will be assigned to calls for service whenever additional manpower is required for the following reasons:
1. To ensure the safety of the officer originally assigned to the call;
 2. To adequately and effectively handle multiple tasks required at a scene;
 3. To prevent situations from escalating out of control;
 4. To assist with the apprehension of suspects; or
 5. Whenever the originally assigned officer requests assistance.
- K. Any additional assistance requested or required beyond the original assigned officer(s) shall be designated and directed to respond by the Division Commander or Shift Supervisor. In most cases, the on scene assessments of the need for additional assistance should be honored.



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