

WINSTON-SALEM POLICE DEPARTMENT
SUPPORT SERVICES BUREAU / INFORMATION SYSTEMS DIVISION
COMMUNICATIONS SECTION - Standard Operating Procedure

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SUBJECT: Receiving / Dispatching Emergency Calls

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REPLACES:

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Office of the Chief of Police
Public Safety Attorney
Accreditation Office
Communications Personnel

PURPOSE: To establish a procedure for receiving emergency or life-threatening calls, calls in progress or calls that have just occurred.

The following procedure should be followed:

1. Ascertain the nature and location of the emergency. Ask the caller to hold, if holding does not place the caller in jeopardy.
2. **Immediately** broadcast this information all channels or verbally advise the dispatcher to initiate an all channels broadcast.
3. Return to the caller to ascertain if there are any injuries, description of the suspect(s), direction of travel and/or other pertinent information as required in the *Dispatch Reference Manual*. Broadcast updated information via the radio.
4. Enter the call into CAD while obtaining further information.
5. Offer the caller the option of staying on the telephone until the police arrive.