



ACTON POLICE DEPARTMENT

DEPARTMENT MANUAL; P&P: Operations		
POLICY & PROCEDURE # 1.09	DATE OF ISSUE:	EFFECTIVE DATE:
	1/26/2024	2/9/2024
SUBJECT: EMERGENCY MESSAGES FOR RESIDENTS	ISSUING AUTHORITY: Chief James Cogan	
REFERENCE(S): Massachusetts Police Accreditation Commission # 55.2.6; 81.2.11	____NEW __X__AMENDS ____RESCINDS	

I. POLICY

The Acton Police Department accepts and delivers emergency messages to the citizens of Acton. The Acton Police Department shall accept all emergency messages. Although not all emergencies can be defined, such emergencies requiring notification may include **[81.2.11]**:

- A. Notification of next of kin in the event of death, serious illness or injury, any other medical emergency, or at the request of another law enforcement agency **[55.2.6]**.
- B. Notification of person to make an emergency phone call concerning death or medical emergency.
- C. Notification of family member of a victim of crime.
- D. Notification of parent of juvenile who is detained, injured, arrested, or other emergency situation.
- E. Notification of next of kin in the event of a serious traffic accident or an accident that causes the party to need transportation.
- F. Notification of persons to assist in the event of a disabled motor vehicle.
- G. The shift supervisor will determine if any other emergency message not listed above should be delivered

II. PROCEDURE **[81.2.11]**

- A. Whenever a dispatcher receives an emergency message, they will notify the shift supervisor and relay the message. An officer should respond to the proper address and deliver the message in a conscientious and professional manner. In the event no contact is made, the officer will notify the dispatcher who will notify the reporting party.
- B. When an officer asks the dispatcher to notify a person by phone, the dispatcher shall do so accordingly and deliver the message in a professional manner. If no

contact is made, the dispatcher shall notify the officer.

- C. Whenever it becomes necessary for a member of the Acton Police Department to contact the next of kin of a seriously injured, deceased, or seriously ill person, contact will be made in the following manner [55.2.6]:
1. It is preferred that the shift supervisor (detective or veteran officer) and another officer make the notification. Said notification shall always be made in person. Contact by telephone should not be used.
 2. Such contact shall be made in a considerate and prompt manner.
 3. Responding personnel may assist the next of kin in contacting clergy and/or acquiring funeral information, although it is not recommended that any referrals be made
 4. Whenever possible, the notifying officer shall obtain assistance from local clergy, neighbors, friends or another relative. Officers shall not leave a lone, grieving family member alone after notification. If the next of kin is alone, every effort should be made to locate one of the aforementioned persons to be with him/her.
 5. If the Department is requested by an outside agency to make comparable notification the responding officer(s) shall follow the above guidelines. Telephone requests from outside agencies, especially death notifications, should be confirmed with a Leaps computer request, or other reliable method, thus verifying that a legitimate law enforcement entity is making the request.
 6. At no time shall the media be notified of the name of the deceased until next-of-kin have been notified and the Chief of Police has authorized notification.

EMERGENCY MESSAGES FOR RESIDENTS INFORMATION

History: Manual I, Section III.