

PUBLIC ASSISTS

Crisis Assistance Helping Out on the Streets (CAHOOTS)

CAHOOTS is a mobile crisis intervention service with two teams that are integrated into the City of Eugene's Police Department system. Free, confidential response is available for a broad range of non-criminal events including;

- Persons who are intoxicated or under the influence of controlled substances
- Persons needing immediate care, custody or treatment of mental illness
- Persons in need of immediate shelter
- Requests for *non-emergency* medical evaluation and transports, including prescription drug refill transports.¹

CAHOOTS is staffed and managed by the White Bird Clinic under a contract paid for by Eugene Police. Their calls are taken by communications specialists and are dispatched by Station-2.

CAHOOTS employees are not armed and do not perform any law enforcement duties. Any time a request for service involves **a crime, a potentially hostile person, a potentially dangerous situation (to the subject or the public in general) or an emergency medical problem** the call will be referred to the Eugene Police Department or Fire/EMS for dispatch. If there is any question whether or not a call is safe for their staff, err on the side of caution and send police first or as a joint response.

CAHOOTS calls are triaged based upon urgency, not simply by the length of time holding. Calls such as suicidal subjects or those posing a safety risk to the person involved (intoxicated subject at risk of falling into traffic) should be dispatched before non-urgent requests. On non-emergency medical evaluation and transport requests calltakers need to **confirm** that medics are not needed or requested. The dispatcher should prioritize more urgent events and requests from patrol officers and sergeants will usually take priority over citizen requests.

Many people in the community are aware of CAHOOTS and the services they provide and will usually just ask for CAHOOTS right up front when they call. The CAHOOTS van is in service 24 hours every day of the week and are typically staffed with one EMT and one mental health crisis worker. Depending on the time of day one or two vans may be working.

When you are speaking with a citizen about a call for service which you believe would be appropriate for CAHOOTS personal, you may explain CAHOOTS to the caller and ask them if a CAHOOTS response is acceptable to them. If the citizen agrees with the CAHOOTS response,

¹ Administrative Directives AD14-005 & AD14-008

and there are several CAHOOTS calls pending in the call status, advise the caller of the possible delay in dispatch. We cannot provide an ETA for CAHOOTS. Always be mindful of how busy CAHOOTS is during the shift. It is important to make sure your call details are clear so that the dispatchers can appropriately prioritize CAHOOTS responses. If there are a lot of CAHOOTS calls pending dispatch make sure to let the caller know that there could be an lengthy wait time.

Some of the calls to which CAHOOTS will respond are:

- At the request of Police or Fire personnel on scene of an incident
- Transports for mental health services
- Counseling depressed or suicidal subjects
- Assisting the public with emergency shelter resources
- Transportation to detox services for intoxicated people
- Welfare checks (when no crime is suspected)
- Reports of intoxicated subjects in public places
- Reports of disoriented subjects
- Non-emergency medical evaluations
- Transports for non-emergency medical care
- Delivering emergency/death messages

If you have a question about whether or not CAHOOTS are able to assist on a particular call, check with a lead or supervisor. It is not appropriate to phone CAHOOTS staff to determine if they provide a particular service, always check with a supervisor or lead first.

Sometimes, though rarely, CAHOOTS will respond outside the city limits of Eugene to assist a citizen. This is at the discretion of the on duty Watch Commander. When you receive a request for assistance that falls outside the city limits of Eugene that you believe is dire enough to warrant bending the rules, check with a supervisor before calling the Watch Commander.

Keep in mind that CAHOOTS provides a very unique service. They are working with persons in stressful and difficult circumstances. It is not unusual for CAHOOTS personal to spend an hour or more on a counseling call. Many times citizens want immediate service and this is not always possible with CAHOOTS. If the call can't hold, carefully evaluate if it would be more appropriate to send EPD or Fire/EMS services.

CAHOOTS also offers services in Springfield. As their scope of service is different than in Eugene, if a caller would like CAHOOTS services in Springfield, refer the caller to Springfield Police Department.

CAHOOTS does not provide the following services:

- Deliver supplies such as water, blankets, or dog food. CAHOOTS will only offer up supplies if they are flagged down on the street or if it's *secondary* to the reason they're responding in the first place. In other words, we will not dispatch CAHOOTS to someone who specifically asks for these items with no other reason for assistance.
- Transportation to the Dining Room or from the Dining Room when the request does not meet regular CAHOOTS criteria.

CAHOOTS is able to transport juveniles without a parent. For example, if a juvenile needs safe transport to Station-7 they can handle these situations. These transports can provide the opportunity for CAHOOTS to provide counseling and other referrals while taking care of the transport. If there is no need for law enforcement involvement CAHOOTS can also handle transporting juveniles from SERBU to Station-7 (but of course not the other way around).

CAHOOTS may be able to transport some individuals who have wheelchairs with a few caveats. The person needs to be ambulatory enough to move from the wheelchair into the van seat. CAHOOTS does not have a wheelchair lift. These transports are generally handled on a case by case basis.

Phone Calls with CAHOOTS

As mentioned above, CAHOOTS is dispatched on Station-2. Their personnel should not be calling in for a list of pending calls and all of their movement should be done on the air. However, there may be times when they have legitimate questions and will call in for the answers. Likewise, we may have calls that require more details to be given that should be done on the air. In those circumstances it is appropriate for CAHOOTS to call or for you to call CAHOOTS. These calls should only be made at the discretion of the dispatcher.

Under no circumstances should the phone numbers for the CAHOOTS van be given out to the public. Their direct phone numbers are strictly confidential.

Confidentiality

Confidential police only information, such as information obtained from RMS, DMV, LEDS or NCIC cannot be released to CAHOOTS. If you are unsure what information is releasable, check with a Lead or Supervisor. On occasion, a citizen will request a welfare check on a family member or friend and be unable to provide the persons home address. Addresses obtained from these sources cannot be released to the caller/requestor. If you obtain the address from law

enforcement databases be sure to note in the CAD details where you obtained the information to ensure that the address and source is kept confidential.

Screening CAHOOTS Calls:

Always ask callers and relay via CAD the following information:

- First name of the involved (*we do not ask for nor want last names on CAHOOTS calls*)
- Description of the involved
- Specific information on where the involved will be waiting
- Brief description of the requested services
- Include any known means of harm for suicidal subjects, i.e. thoughts of suicide, patient has pills available but has not taken

MENTAL HEALTH PROBLEMS

- LOCATION:** If known – Exact address of where incident occurred
If unknown – Nearest intersection to where incident occurred
- CITY:** CAD enters this based upon your pick list selection. Verify the right section was made.
- NATURE:** DSRDSU CHKWLF
Note: If a call doesn't route correctly or if EMS or Fire are needed on a police only incident type, it is your responsibility to clone the call to the appropriate agencies.
- BUSI:** Business name, apartment complex or common place name
Note: You may have to override CAD auto entry if it is incorrect
- CALLER:** Last Name, First Name – Clarify caller relationship and contact when appropriate in CAD notes.
- PRIORITY:** Circumstances will determine priority
Generally: 1 or 3
- MODIFYING CIRCUMSTANCES:** Modifier: POSS IP XAGO XXAG CAHOOTS
- APT:** Apartment, space, or suite number
- CALLER ADDR:** Caller's address
- CALLER PHONE:** Callback number for complainant
- DISPOSITION / CANCEL CODE:** Call for service will almost always be entered
Note: If an incident is IN PROGRESS and occurring outside the Eugene city limits, send the call in CAD, and transfer the caller to the appropriate agency. It is your responsibility to ensure the call has routed to the correct agencies.

Mental Subject

Don't use the code MENTSU on the initial entry of a call. Diagnosing mental illness from second hand information received by phone is not the most reliable method. Your job is to note the behavior and let the responding units make that determination. In this situation the call will usually be entered as a disorderly subject or other appropriate incident type. If it is suspected that the involved subject is having a mental health issue, this information can be added to the call details. In these cases, attempt to find out what kind of mental health issues they have and if they take any type of medication for their condition. Details indicating whether or not a subject is taking their medication regularly and/or seeking professional help (i.e. counselor or case worker) are important to the responders. The following questions are also important to ask:

- If the subject is violent or has a history of violence
- If the subject has any weapons or any access to weapons
- If the subject has made any threats to harm themselves or anyone else
- If the subject will be cooperative with responders (i.e. police and/or fire)
- Complete description of subject

If the subject is cooperative these calls may be handled by CAHOOTS. In some cases, the caller may even request CAHOOTS. Make sure to screen these calls closely to make sure they are appropriate for CAHOOTS. If there is any indication of violence or weapons CAHOOTS cannot respond.

MENTAL HEALTH TRANSPORT

- LOCATION:** If known – Exact address of where incident occurred
If unknown – Nearest intersection to where incident occurred
- CITY:** CAD enters this based upon your pick list selection. Verify the right section was made.
- NATURE:** MENTRA CHKWLF TRNSDR (Eugene Only)
Note: If a call doesn't route correctly or if EMS or Fire are needed on a police only incident type, it is your responsibility to clone the call to the appropriate agencies.
- BUSI:** Business name, apartment complex or common place name
Note: You may have to override CAD auto entry if it is incorrect
- CALLER:** Last Name, First Name – Clarify caller relationship and contact when appropriate in CAD notes.
- PRIORITY:** Circumstances will determine priority
Generally: 3
- MODIFYING CIRCUMSTANCES:** POSS IP XAGO XXAG CAHOOTS
- APT:** Apartment, space, or suite number
- CALLER ADDR:** Caller's address
- CALLER PHONE:** Callback number for complainant
- DISPOSITION / CANCEL CODES:** Call for service will almost always be entered
Note: If an incident is IN PROGRESS and occurring outside the Eugene city limits, send the call in CAD, and transfer the caller to the appropriate agency. It is your responsibility to ensure the call has routed to the correct agencies.

Mental Health Transport

Generally speaking, mental health transports are considered CAHOOTS or police matters and are rarely handled by medics. An obvious exception is an instance where the subject has harmed themselves and needs medical care. These calls are generally handled based on the behavior of the patient and both police and fire dispatchers are notified.

Another exception is where the subject's condition deems a stretcher transport a more humane option. This is often the case with disorderly dementia or Alzheimer's patients who are located in care facilities and are physically disorderly due to cognitive impairments. These transports are then handled collaboratively with police and EMS personnel. Within Eugene, utilize the incident code **TRNDSR**.

South Lane Fire will do mental health transports if medics are requested. One important thing to keep in mind for these transports is the scene must be secured by police before medics will respond to the patient.

In Eugene, most transportation for mental health care is generally handled by CAHOOTS as the result of welfare checks and public assists. There are occasions where the situation rises to the level where officer must handle the situation. EPD deals with three types of Mental Holds in which transports can occur:

Two-Physician' Hold²

A Two-Physician Hold is similar to a warrant only in that it gives a police officer authority to take a person into custody. This is not a criminal charge. This is a psychiatric hold authorized by a physician.

This is when two physicians issue a hold for someone who is at large in the community who they believe to be a danger to themselves or to the public. You will normally hear about it in briefing and a copy of the document will be faxed to the Communications Center.

Occasionally we receive requests from family members or physicians to transport a person involuntarily to a mental health facility. The Eugene Police Department will **not** honor this request without a Two Physician Hold. If there is no hold in place, consider using a different incident type to enter these calls such as CHKWLF.

Subjects taken into custody on a Two-Physician Hold are transported to Sacred Heart Hospital Johnson Unit. The incident type MENTRA is used with a priority 3.

² Refer to CCN File regarding Mental Health Holds

Director's Hold

A Director's Hold is similar to a warrant only in that it gives the officer authority to take a person into custody. However, this is not a criminal charge. This is a psychiatric hold and can only be authorized by the Director of Lane County Mental Health or his/her designee.

Occasionally we receive requests from family members or physicians to transport a person against their will (involuntarily) to a mental health facility. We will only do this if there has been a Director's Hold issued by one of the authorized persons. Again, if there is no hold in place you can enter these calls as a CHKWLF. If the hold has been authorized, the paperwork must be in order and available to the responding officers before that subject will be taken into custody. In this case a MENTRA priority 3 should be entered. These calls can be very difficult to screen. Don't hesitate to check with an on duty lead or Communications Supervisor for advice.

Police Officer Hold³

Police agencies have very strict guidelines governing non-criminal holds. In order for a citizen to be taken into custody for a mental evaluation against their will, the officer must observe behavior that *clearly* demonstrates an *immediate* threat to self or others. Under those conditions a police officer has the authority to take a citizen into custody for their safety and a professional mental health evaluation at a hospital.

Oregon State Hospital

Transports from the Oregon State Hospital are generally for medical problems that have exceeded the capabilities available at the hospital. Refer to the medical transport section of this manual for further information on these transports.

Psychiatric Divert

Occasionally an area hospital is unable to take patients needing mental psychiatric services. They will notify communications staff by phone of their divert status. While most mental health transports are conducted by CAHOOTS or law enforcement, occasionally medics will become involved in these situations. Therefore, fire dispatch must also be notified of a divert status. Calltakers should enter the divert into CAD utilizing the INFO nature code to assure both police and fire dispatchers are aware of the divert status. If RBH or MWH are on divert, make sure the information is relayed to the EPD dispatcher. It is the hospitals responsibility to notify surrounding agencies of the divert. When a hospital goes off of psych divert, the calltaker should add a detail to the INFO call noting the first name of the caller and the end of the divert status.⁴

³ EPD Policy 418

⁴ Communications Procedure 8.95

INTOXICATED SUBJECT

LOCATION:	If known – Exact address of where incident occurred If unknown – Nearest intersection to where incident occurred
CITY:	CAD enters this based upon your pick list selection. Verify the right section was made.
NATURE:	INTXSU <i>Note: If a call doesn't route correctly or if EMS or Fire are needed on a police only incident type, it is your responsibility to clone the call to the appropriate agencies.</i>
BUSI:	Business name, apartment complex or common place name <i>Note: You may have to override CAD auto entry if it is incorrect</i>
CALLER:	Last Name, First Name – Clarify caller relationship and contact when appropriate in CAD notes.
PRIORITY:	Circumstances will determine priority Generally: 3 or 5
MODIFYING CIRCUMSTANCES:	POSS IP XAGO XXAG CAHOOTS
APT:	Apartment, space, or suite number
CALLER ADDR:	Caller's address
CALLER PHONE:	Callback number for complainant
DISPOSITION / CANCEL CODES:	Call for service will almost always be entered <i>Note: If an incident is <u>IN PROGRESS</u> and occurring outside the Eugene city limits, send the call in CAD, and transfer the caller to the appropriate agency. It is your responsibility to ensure the call has routed to the correct agencies.</i>

Intoxicated Subject

Confirm that no medical condition exists that would constitute an EMS dispatch, and that the subject is not being disorderly or committing a crime. If none of these apply enter a call using the incident code INTXSU. If the subject is in immediate danger (i.e. stumbling into traffic) enter a priority 3 for police to respond. If the subject is not in immediate danger it can be a priority 5 for CAHOOTS to respond. The abbreviation 'intx' can be used to indicate that a subject is intoxicated.

DISORIENTED SUBJECT

- LOCATION:** If known – Exact address of where incident occurred
If unknown – Nearest intersection to where incident occurred
- CITY:** CAD enters this based upon your pick list selection. Verify the right section was made.
- NATURE:** DSRISU
Note: If a call doesn't route correctly or if EMS or Fire are needed on a police only incident type, it is your responsibility to clone the call to the appropriate agencies.
- BUSI:** Business name, apartment complex or common place name
Note: You may have to override CAD auto entry if it is incorrect
- CALLER:** Last Name, First Name – Clarify caller relationship and contact when appropriate in CAD notes.
- PRIORITY:** Circumstances will determine priority
Generally: 3 or 5
- MODIFYING CIRCUMSTANCES** POSS IP XAGO XXAG CAHOOTS
- APT:** Apartment, space, or suite number
- CALLER ADDR:** Caller's address
- CALLER PHONE:** Callback number for complainant
- DISPOSITION / CANCEL CODES:** Call for service will almost always be entered
Note: If an incident is IN PROGRESS and occurring outside the Eugene city limits, send the call in CAD, and transfer the caller to the appropriate agency. It is your responsibility to ensure the call has routed to the correct agencies.

Disoriented Subject

It is not unusual or against the law for people to walk around talking to themselves, this alone does not constitute a disoriented subject call. However, if the subject appears dazed, lost, is unable to tell the caller their name or address, or is awake but not responding correctly when spoken to, someone should be dispatched as soon as possible. Be careful to screen these types of calls to ensure there are no medical problems. Consider if CAHOOTS or a police response would be more appropriate when entering the call. If the subject is hostile police will need to respond in lieu of CAHOOTS. Enter the subject's current location, description and describe their specific behavior. Determine if someone will be standing by with the subject or if they have wandered away, provide their last known direction of travel.

If the subject is elderly and appears confused, consider also calling area care facilities to ask if they are missing anyone.

WELFARE CHECK

- LOCATION:** If known – Exact address of where incident occurred
If unknown – Nearest intersection to where incident occurred
- CITY:** CAD enters this based upon your pick list selection. Verify the right section was made.
- NATURE:** CHKWLF
Note: If a call doesn't route correctly or if EMS or Fire are needed on a police only incident type, it is your responsibility to clone the call to the appropriate agencies.
- BUSI:** Business name, apartment complex or common place name
Note: You may have to override CAD auto entry if it is incorrect
- CALLER:** Last Name, First Name – Clarify caller relationship and contact when appropriate in CAD notes.
- PRIORITY:** Circumstances will determine priority
Generally: 3 or 5
- MODIFYING CIRCUMSTANCES** POSS IP XAGO XXAG CAHOOTS
- APT:** Apartment, space, or suite number
- CALLER ADDR:** Caller's address
- CALLER PHONE:** Callback number for complainant
- DISPOSITION / CANCEL CODES:** Call for service will almost always be entered
*Note: If an incident is **IN PROGRESS** and occurring outside the Eugene city limits, send the call in CAD, and transfer the caller to the appropriate agency. It is your responsibility to ensure the call has routed to the correct agencies.*

Welfare Check

Welfare checks are done to ensure that there isn't something amiss which might affect an individual's health, safety, welfare, present a hazardous condition, or ensure that a crime has not been committed.

Callers requesting a welfare check should be questioned carefully. There must be a valid reason why the caller or someone else can't check on the subject. There has to be a suspicious or unusual event that happened and/or the behavior is out of character for the involved subject. For example, a subject in poor health who hasn't been seen for a couple of days, or a college student who usually calls home every couple of days who has not phoned for an unusual period of time. There are many situations in which we will enter a welfare check, the caller just has to be able to articulate one of the above conditions exist.

While CAHOOTS can handle most welfare checks *if hazardous conditions exist or the caller suspects a crime may have been committed then EPD will need to respond.*

Additionally community caretaking is a responsibility of the Eugene Police Department.⁵ To that end, officers are authorized to **enter or remain on another's premises** if necessary to:

- Prevent harm to a person or property
- Render aid to ill or injured persons
- Locate missing persons

Keep in mind that CAHOOTS personnel cannot force entry into a building to check a subject's welfare. If the caller articulates that someone will need to break into the premises to conduct a welfare check, then police officers will need to be sent.

⁵ EPD Policy 307; ORS 133.033

PUBLIC ASSIST

LOCATION:	If known – Exact address of where incident occurred If unknown – Nearest intersection to where incident occurred
CITY:	CAD enters this based upon your pick list selection. Verify the right section was made.
NATURE:	ASTPUB <i>Note: If a call doesn't route correctly or if EMS or Fire are needed on a police only incident type, it is your responsibility to clone the call to the appropriate agencies.</i>
BUSI:	Business name, apartment complex or common place name <i>Note: You may have to override CAD auto entry if it is incorrect</i>
CALLER:	Last Name, First Name – Clarify caller relationship and contact when appropriate in CAD notes.
PRIORITY:	Circumstances will determine priority Generally: 3 or 5
MODIFYING CIRCUMSTANCES	POSS IP XAGO XXAG CAHOOTS
APT:	Apartment, space, or suite number
CALLER ADDR:	Caller's address
CALLER PHONE:	Callback number for complainant
DISPOSITION / CANCEL CODES:	Call for service will almost always be entered <i>Note: If an incident is IN PROGRESS and occurring outside the Eugene city limits, send the call in CAD, and transfer the caller to the appropriate agency. It is your responsibility to ensure the call has routed to the correct agencies.</i>

Public Assist

There are many types of public assistance we are asked to render. Some requests we can honor and others we cannot. As a general rule, if the caller or a friend of the caller can do whatever it is he/she is asking us to do, they will have to handle it themselves. We simply do not have the resources to do everything the public would like us to do.

This code is normally used to request a CAHOOTS response for subjects who need assistance with housing, counseling, or mental health problems. These calls should be entered using a priority 5 for CAHOOTS.

Lockouts

EPD responds to lockouts only if extenuating circumstances exist which present a hazard to life or major property damage. A child, physically disabled person, or mentally disabled person who is unable to open the locked door from inside a vehicle would necessitate a response. If a call taker determines that a response is necessary, police will be the primary responders. Police Officers do not have the training or equipment to unlock a door without damaging it. In those cases officers will most likely be damaging the windows and/or doors in order to get it open. These calls should be entered as an ASTPUB with a priority 3. Make sure to get a full vehicle description and exact location of the vehicle. If you believe the involved person may be having a medical emergency (i.e. heat stroke), you should spawn the call to fire dispatch. Anytime someone is locked inside a vehicle on a hot day, notify the fire dispatchers.

EPD does not provide lock out services when someone has simply locked their keys inside their vehicle. If no hazardous condition exists, these requests are referred to the professional of their choice (i.e. a locksmiths or tow company). As a public employee you cannot recommend a specific company, but rather encourage the caller to check the yellow pages. If they ask you for the phone number of a specific company, you may give them the number from any publicly available resource, i.e. on-line or a phone book.

TRANSPORTS

- LOCATION:** If known – Exact address of where incident occurred
If unknown – Nearest intersection to where incident occurred
- CITY:** CAD enters this based upon your pick list selection. Verify the right section was made.
- NATURE:** TRAN
Note: If a call doesn't route correctly or if EMS or Fire are needed on a police only incident type, it is your responsibility to clone the call to the appropriate agencies.
- BUSI:** Business name, apartment complex or common place name
Note: You may have to override CAD auto entry if it is incorrect
- CALLER:** Last Name, First Name – Clarify caller relationship and contact when appropriate in CAD notes.
- PRIORITY:** Circumstances will determine priority
Generally: 5
- MODIFYING CIRCUMSTANCES:** POSS IP XAGO XXAG CAHOOTS
- APT:** Apartment, space, or suite number
- CALLER ADDR:** Caller's address
- CALLER PHONE:** Callback number for complainant
- DISPOSITION / CANCEL CODES:** Call for service will almost always be entered
*Note: If an incident is **IN PROGRESS** and occurring outside the Eugene city limits, send the call in CAD, and transfer the caller to the appropriate agency. It is your responsibility to ensure the call has routed to the correct agencies.*

Transports (CAHOOTS)

CAHOOTS does a lot of public assists, many in the form of transports. CAHOOTS may handle the following types of transports:

- Detox transport to Buckley House
- Transport to a family shelter, the Eugene Mission, or warming centers (when open)
- Transport of a cooperative, voluntary, non-violent subject to UDH for mental evaluation
- Transport to Hourglass Crisis Center for mental health care

These calls should be entered as a priority 5.

Keep in mind that CAHOOTS will not transport people to private residences. They only take people to staffed, attended facilities or shelters.

EMERGENCY MESSAGE

- LOCATION:** If known – Exact address of where incident occurred
If unknown – Nearest intersection to where incident occurred
- CITY:** CAD enters this based upon your pick list selection. Verify the right section was made.
- NATURE:** EMRMSG DTHMSG
Note: If a call doesn't route correctly or if EMS or Fire are needed on a police only incident type, it is your responsibility to clone the call to the appropriate agencies.
- BUSI:** Business name, apartment complex or common place name
Note: You may have to override CAD auto entry if it is incorrect
- CALLER:** Last Name, First Name – Clarify caller relationship and contact when appropriate in CAD notes.
- PRIORITY:** Circumstances will determine priority
Generally: 5
- MODIFYING CIRCUMSTANCES** POSS IP XAGO XXAG CAHOOTS
- APT:** Apartment, space, or suite number
- CALLER ADDR:** Caller's address
- CALLER PHONE:** Callback number for complainant
- DISPOSITION / CANCEL CODES:** Call for service will almost always be entered
Note: If an incident is IN PROGRESS and occurring outside the Eugene city limits, send the call in CAD, and transfer the caller to the appropriate agency. It is your responsibility to ensure the call has routed to the correct agencies.

Emergency Message

CAHOOTS or police will deliver a generic message for someone to call home due to a family emergency. We will not divulge the nature of that emergency and don't require much more than a complete name, address and phone number of the caller. These calls should be entered as a priority 5 using the incident type EMRMSG.

Death Message

If EPD receives a teletype from another agency requesting we make a death notification, the call will be entered as a priority 5 using incident type DTHMSG, and CAHOOTS or officers will be dispatched over the phone.

If you receive a call from someone wanting to make a death notification, advise the caller to contact their local Law Enforcement Agency in person to request EPD deliver the message. They will need to bring a form of ID with them and confirmation of the death. If you receive a request via phone from another Law Enforcement Agency asking us to make a death notification, ask them to send a teletype with the information. We cannot complete these requests without a teletype confirmation.

Be mindful that callers making requests for death notifications are often in very difficult circumstances and are overwhelmed by the prospect of going to their local enforcement agency to request a teletype be sent to EPD. Consider offering the alternative of an emergency message notification. In those cases, CAHOOTS or EPD will only notify the local party to phone the caller and not make notification about the death.

FOUND SYRINGES

LOCATION:	If known – Exact address of where incident occurred If unknown – Nearest intersection to where incident occurred
CITY:	CAD enters this based upon your pick list selection. Verify the right section was made.
NATURE:	FNDSYR
BUSI:	Business name, apartment complex or common place name <i>Note: You may have to override CAD auto entry if it is incorrect</i>
CALLER:	Last Name, First Name – Clarify caller relationship and contact when appropriate in CAD notes.
PRIORITY:	Circumstances will determine priority Generally: 5
APT:	Apartment, space, or suite number
CALLER ADDR:	Caller's address
CALLER PHONE:	Callback number for complainant
DISPOSITION / CANCEL CODES:	Call for service will almost always be entered

CAHOOTS will be dispatched to pick up found syringes if they are on duty. These should be entered as a priority 5 using incident code FNDSYR. Make sure to find out exactly where the syringes are (i.e. under large oak tree in front of loc) and how many there are.

Citizen's wanting to dispose of their own syringes should be referred to their trash collection service for guidance on the proper disposal of syringes.