



Santa Cruz Consolidated
Emergency Communications Center

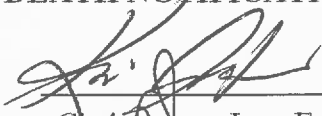

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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

**COMMUNICATIONS OPERATIONS
LAW ENFORCEMENT POLICY**

Policy No.	4610	Date Issued:	June 1, 1996
Section:	4600 – Notification and Call-Out Procedures	Date Revised:	November 20, 2006
Accreditation Standards: CALEA 6.3.3, 6.3.4			
SUBJECT: DEATH NOTIFICATIONS			
APPROVED:			
	Chairperson, Law Enforcement Users Subcommittee		
APPROVED:			
	Michael J. McDougall, General Manager		

1.0 Policy

Law enforcement personnel are routinely dispatched to make initial and personal notifications of serious injury, illness, or death to family members or next-of-kin. The request for a notification may come from an allied agency or a citizen directly. Dispatchers will handle such requests in accordance with the following procedure.

2.0 Procedure

- 2.1 Upon receipt of a death notification request, dispatchers should obtain all possible information regarding the deceased and the person to be notified.
- 2.2 At a minimum, dispatchers will obtain the following, required information necessary to perform a death notification:
 - ◆ Full name of the deceased and person to be notified.
 - ◆ Complete address of the deceased and the person to be notified.
 - ◆ Age of the deceased.
 - ◆ Relationship of deceased to person being notified.
- 2.3 Death notifications for out-of-county agencies require a confirming teletype.

- 2.4 If persons other than law enforcement officers (for example, family members) request a death notification, dispatchers will advise requesting individuals that officers will relay their (the requestors) name and phone number to a contact person and ask them to call the requesting party.
- 2.5 Death notification requests will not be broadcast over the radio.
- 2.6 Dispatchers will notify patrol supervisors of all death notification requests.
- 2.7 Dispatchers will assign officers to make death notifications in person.