




**COMMUNICATIONS OPERATIONS  
LAW ENFORCEMENT POLICY**

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| <b>Policy No.</b> 7445                      | <b>Date Issued:</b> February 11, 2008   |
| <b>Section:</b> 7400 – Telephone Procedures | <b>Date Revised:</b> September 12, 2018   |
| <b>Accreditation Standards:</b>             |   |
| <b>SUBJECT: DECEASED PERSONS CALLS</b>      |   |
| <b>APPROVED:</b>                            |  |
| Dennis Kidd, The General Manager            |   |

**1.0 Policy**

To provide guidelines relative to the reporting and handling of deceased or suspected deceased persons calls originating from outside of an acute care medical facility.

**2.0 Procedure**

The first priority for dispatchers receiving a report of a death or possible death is to confirm that a medical emergency does not exist. The second priority is the preservation of a possible crime scene and the security of the decedent's property. Therefore, the following dispatch protocols apply:

- 2.1 Dispatchers will route all callers attempting to report a death from outside of an acute care medical facility (hospital) through the EMD program to determine if a medical emergency exists.
- 2.2 If it is determined that a medical emergency exists, dispatchers will dispatch the appropriate Fire/EMS response as directed by the EMD program.
- 2.3 Since all reported deaths, or suspected deaths, are always treated as a possible homicide until proven otherwise, the response of a peace officer

of jurisdiction is required. Additionally, the patrol supervisor of that agency should be notified of the incident.

- 2.4 If a death determination has been made (either through the EMD program or on-scene personnel), dispatchers should not contact any relatives or friends of the decedent unless directed to do so by the appropriate on-scene law enforcement officer.
- 2.5 When directed by on-scene law enforcement personnel, dispatchers will notify the Coroner pursuant to Policy 4611; Coroner Jurisdiction and Notification.

Dispatchers may also receive reports of a death from medical personnel within an acute care medical facility, i.e.; hospital Emergency Room (Dominican, WCH or Hazel Hawkins), hospital surgery floor (Sutter) or from a hospice nurse. These callers do not need to be routed through the EMD program since they have already made a legal and proper determination of death. Dispatchers should honor their requests for a Deputy Coroner or law enforcement response.