


TEXARKANA POLICE DEPARTMENT

GENERAL ORDERS MANUAL

SUBJECT	Delivery of Emergency Messages		
NUMBER	1108.07	EFFECTIVE DATE	November 20, 2008
Scheduled Review Date	May 01, 2016	ISSUE DATE	November 20, 2008
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APPROVED BY		(Reserved for Expansion)	

I. Purpose and Scope

- A. The delivery of emergency messages is a legitimate law enforcement function. The purpose of this policy is to establish guidelines and requirements surrounding the delivery of emergency messages by members of the Texarkana Police Department.

II. Policy

- A. It shall be the policy of the Texarkana Police Department to deliver emergency messages as promptly as possible and in a manner that positively reflects the image of the Agency. The delivery of emergency messages will often be a very sensitive assignment, and because of this, members of the Agency shall exercise care and concern for those to whom the message is intended. All members of the Department shall recognize and adhere to the guidelines set forth within this policy.

III. Definitions

- A. Emergency Message—Any message intended for delivery to any person notifying that person of a death, serious injury, illness and other emergency situations involving the person's family or loved one.

IV. Procedure

- A. In the cases of a homicides, suicides, attempted suicides, death investigations or those cases involving serious life-threatening injuries, the investigating officer shall be responsible for notifying the next-of-kin. In those cases that involve a detective who has been assigned to the investigation, any delivery of an emergency message should only occur after coordination with the criminal investigator, if applicable.
- B. In those cases involving an accident—traffic related or otherwise—involving serious physical injury or death, the shift supervisor or his/her designee shall be responsible for the delivery of the emergency message.
- C. In those cases involving a serious illness, requests for the delivery of emergency messages shall be at the discretion of the shift supervisor on-duty.

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- D. In those cases that involve an intended recipient of an emergency message who resides outside the jurisdiction of Texarkana, Arkansas, an ACIC computer terminal message shall be sent to the law enforcement agency responsible for the delivery of emergency messages in the particular jurisdiction.
 - 1. Sufficient details of the circumstances surrounding the incident, as well as a contact name and telephone number of the Texarkana Police Department, will be included within the message.
- E. In addition to information identifying the next-of-kin and the point of contact of the agency sending the request, requests for the delivery of emergency messages originating from another agency should include a terminal confirmation of the request. Central Communications shall notify the shift supervisor on-duty who will assign an officer to deliver the emergency message.
- F. All emergency messages shall be delivered in a prompt, courteous and considerate manner.

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