

## Salisbury University Police Department

### CHAPTER 41 - PATROL

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## Salisbury University Police Department

### CHAPTER 41 - PATROL

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*This Directive relates to the Administration, Operation and Equipment of the patrol function within the department.*

#### 41.1 Administration

##### 41.1.1 Continuous Patrol Coverage

The purpose of the patrol function is to provide a full range of law enforcement and educational services to the Salisbury University community and the public in general. Officers engage in a wide variety of activities to include: proactive patrol, crime prevention, criminal investigation, arresting offenders, traffic direction and control, community involvement, coordination of special events and so forth.

- A. The University Police Department provides 24-hour continuous patrol coverage, seven days per week. Police Communications operators are available to receive calls for police service on a 24-hour, seven day per week basis. Security Officers are available for specific functions and assignments which complement the patrol functions.
- B. The assignment of personnel to patrol shifts will be based upon the staffing needs to effectively service the University community in consideration of available resources. The Chief of Police retains final authority to assign officers to shifts. ***At no time will any personnel who are scheduled for any shift end their tour of duty (10-42) until properly relieved by the oncoming squad/personnel or upon consultation with the on-duty Supervisor. Employees will not absent themselves from duty without proper authorization from a supervisor.***
- C. ***The UPD currently operates on a twelve hour, rotating shift schedule with varying days off.*** Officers are aware of their scheduled days off at all times unless unusual circumstances and lack of patrol resources dictate. The collective bargaining agreement is considered in conjunction with the UPD administration.
- D. Assignment to service areas within UPD's jurisdiction will be at the discretion of the Squad Supervisors/OICs who will ensure that specific duties required during each tour of duty are completed. Special events requiring additional personnel or changes in assignment of on duty personnel will be handled by the Squad Supervisors.
- E. Squad Supervisors/OICs will ensure that service area rotations are changed at regular intervals in consideration of staffing needs, officer preferences, special skills and knowledge of the officer/civilian in maximizing patrol responsibilities.
- F. Days are off determined in accordance with C above.
- G. Police Substation

The University Police Department maintains a police sub-station located at the north entrance to the GUC. The sub-station is a standalone facility staffed by security guards, students and on occasion police personnel. *The sub-station will operate each day; the hours of operation and purpose are listed on the police web-site. Periodically a campus wide email forwarded at the direction of the Chief shall list hours of operation, and purpose of the police sub-station.* The sub-station shall be equipped with camera surveillance capabilities, CAD access for police reporting and internet connection

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which, when staffed, shall be reviewed frequently to remain informed of police and service related issues. The sub-station shall be equipped with an independent telephone line for direct contact from public and main police headquarters. The sub-station shall be considered for use as a command post for major on-campus events and/or incidents upon the direction of the Chief of Police. The security guard supervisor shall maintain adequate staffing and shall be responsible for protocol training of security personnel and students relevant to sub-station operations.

Refer to 42.1.1 - On-Call Schedule

#### **41.1.2 Shift Briefing**

Shift Briefing/Roll Call should be held at the beginning of each shift. Due to the shift reporting times and special assignments unique to the university, all officers on duty may be unable to attend a formal roll call session prior to their tour of duty. As such, the Squad Supervisor on duty shall ensure that if a shift briefing is unable to be held with his/her entire squad, all officers on duty will review the roll call book located in the Squad Room. Each officer will acknowledge that he/she has reviewed the materials, obtained duty/special assignments, etc by initialing SUPD form 034 located in the front of the book. Daily shift briefings serve many purposes to include, but not limited to:

- A. Briefing officers with information regarding daily patrol activity, with particular attention given to unusual situations, actual police hazards, changes in status of wanted persons, stolen vehicles, major investigations and the completion of work orders;
- B. Information relative to community- or campus-based initiatives;
- C. Notifying officers of shift assignments and changes in schedules and assignments, if any;
- D. Notifying officers of new directives or changes in directives;
- E. Ensure officers are equipped for operational readiness and;
- F. Provide officers with selective training.

Civilian employees (security guards) should attend shift briefings if available at the start of their tour of duty. Civilians unable to attend formal briefings will be apprised of necessary information outlined above by Squad Supervisors/OIC. The Squad Supervisor may determine whether information designated as (sensitive) law enforcement only information should be shared with civilian personnel during shift briefings. Information intended for police personnel only will be kept confidential from civilian employees, if necessary (ie. planned search warrants, narcotic investigations, etc.)

Criminal Investigative personnel may attend roll call briefings on a regular basis. Student employees will not participate in shift briefings. If training is held during Roll Call sessions, the Squad Supervisor shall document all attendees receiving the training and the topic discussed. Refer to 33.5.2

#### Work Orders/Special Events on Campus

Special Event notices will be identified via e-mail and a copy placed the work order box that requires University Police involvement and/or assistance. The Squad Supervisor/OIC will be required to open a CAD entry slip and provide communications with the "Event Number" at the start of the event. The "Event Number" can be located at either of the following locations: 1) On the event notice in the subject line or 2) If a Salisbury University supply order/work order was utilized, the number is listed at the bottom left hand corner of work order.

At the conclusion of the event, the officer who handled the event will sign the event notice and return the event notice to the Patrol Commander/Special Events Supervisor or, in the event of a major (large-scale) event, to the Operations Commander. Event notices will be maintained for accountability and future planning/staffing requirements. The Squad Supervisor/OIC will be directly responsible for ensuring the completion of each work order assigned during the Supervisor's tour of duty. Telephone contact with the on-duty Squad Supervisor will be

made when necessary by the appropriate Commander to ensure all work orders/special events are handled timely and appropriately.

### **41.1.3 Agency-Owned Special Purpose Vehicles/Bicycles, Segways**

The University Police Department utilizes several special purpose vehicles for enforcement and/or transportation to maximize efficiency of the patrol squads and student-employees in the performance of their duties. These include:

- A. **EZ GO VEHICLE** - a specially equipped vehicle to complement other agency vehicles in routine and directed patrol activities, selective enforcement, and special events.
  - 1. The agency's EZ-GO program utilizes trained Police, Security Officers, and authorized University Police Department (SUPD) Student Employee's as EZ-GO operators who may use the EZ-GOs in the course of their normal duty assignments.

#### **Program Administration**

- 1. The Squad Supervisor (OIC) serves as the EZ-GO Program Coordinator.
- 2. Duties and responsibilities of the Squad Supervisor (OIC) include, but are not limited to:
  - a. Overseeing special operating procedures pertaining to EZ-GO maintenance, inspection, and assignment; and training, skill development and so forth.
  - b. Supervising and inspecting the EZ-GO operation activities of authorized operators;
  - c. Preparing and disseminating any required or requested analytical reports pertaining to EZ-GO patrol operations;
  - d. Coordinating EZ-GO use for other than routine program activities;
- 3. EZ-GO's can be used/demonstrated to individuals outside the agency upon approval of the Patrol Commander or the Chief of Police.

#### **Training Requirements**

- 1. EZ-GO operation is not a specialized assignment. EZ-GO training will be made available to all SUPD Police Officers, Security Guards, Student Patrol and Student Traffic Controllers. EZ-GO training will be made available to Police employees who will use the EZ-GO in the performance of their duties. Only personnel who are currently authorized to operate agency EZ-GOs may do so.

#### **Program Operations**

- 1. Agency EZ-GOs will not be operated in ice, snow, freezing rain, or any other weather conditions that would unnecessarily compromise the safe operation of EZ-GOs or health of EZ-GO operators.
- 2. EZ-GO operation in roadways is not prohibited, but should only be done when necessary for the performance of duties.
- 3. Off-duty use of agency EZ-GOs is prohibited without specific approval of the Patrol Commander or Chief of Police.
- 4. EZ-GO operators will wear the agency authorized uniforms when conducting EZ-GO operations.

5. The EZ-GO operator can transport one authorized passenger when necessary for the performance of duties such as escorts.

#### **Uniforms/Equipment/Inspection**

1. EZ-GO operators shall wear the Uniform of the Day.
2. Each EZ-GO will have a supply of the following SU Pamphlets: Parking Rules and Regulations/SU map.
3. Employees will report any damages to EZ-GOs to the OIC immediately.
4. Each EZ-GO operator is responsible for inspecting the EZ-GO prior to its use. This inspection shall include:
  - a. Checking tire pressure;
  - b. Checking fuel level; EZ-GOs are not to go below a quarter tank of fuel.
  - c. Inspecting unit for damage; and
  - d. Checking unit for cleanliness.
5. When not in use, EZ-GOs should be secured.

- B. **SEGWAY** - specially equipped Segway Human Transporters serve to complement other vehicles in conducting routine and directed patrol activities, selective enforcement, and special events.

1. The agency's Segway HT program utilizes trained police officers as Segway HT operators who may use the Segway HT's in the course of their normal duty assignments.

#### **Program Administration**

1. The Patrol Commander is responsible for designating a Supervisor to serve in an ancillary capacity as the agency's Segway HT Program Coordinator (SPC).
2. Duties and responsibilities of the SPC include, but are not limited to:
  - a. Developing, for ultimate approval by the Patrol Commander, special operating procedures pertaining to:
  - b. Segway HT maintenance, inspection, assignment; and
  - c. Training, skill development, and certification of Segway HT operators;
  - d. Supervising and inspecting the Segway HT operation activities of authorized operators;
  - e. Preparing and disseminating any required or requested analytical reports pertaining to Segway HT patrol operations;
  - f. Coordinating Segway HT use for other than routine program activities;
  - g. Disseminating lists of authorized operators; and
  - h. Disseminating the Segway HT program SOP to all certified and authorized Segway HT operators and their squad supervisors.
3. Segway HT's can be used/demonstrated to individuals outside the agency upon approval of the Patrol Commander or the Chief of Police.

#### **Training & Certification Requirements**

1. Segway HT operation is not a specialized assignment. Segway HT training will be made available to all interested Police Officers who will use the Segway HT in the performance of their duties. Only personnel who are currently authorized to operate agency Segway HT may do so.

### **Program Operations**

1. Agency Segway HT's will not be operated in ice, snow, freezing rain, or any other weather conditions that would unnecessarily compromise the safe operation of Segway HT or health of Segway HT operators. Segway HT's will not be operated in water in excess of one inch in depth.
2. The Segway Human Transporter is a pedestrian assist device and, unlike a bicycle, is not classified as a vehicle. As such, Segway HT should generally be operated where pedestrians normally walk. Use in roadways, excepting pedestrian crosswalks, should be avoided whenever possible. Operation in roadways is not prohibited, but should only be done when necessary for the performance of duties.
3. Off-duty use of agency Segway HT's is prohibited without specific approval of the Patrol Commander or Chief of Police.
4. Segway HT operators will wear the agency authorized uniforms when conducting Segway HT operations.
5. Transporting passengers on agency Segway HTs is prohibited.
6. Segway HT operators should be in good physical condition and capable of riding a Segway HT for an entire shift. Segway HT Operators must weigh no less than 100 pounds and no more than 260 pounds in accordance with manufacturers recommended weight restrictions for riders. The weight limit includes body weight plus equipment combined.
7. Riding on a Segway HT while ascending or descending stairs is prohibited.

### **Uniforms/Equipment/Inspection**

1. Segway HT operators shall wear the Uniform of the Day and headgear.
2. Segway HT's will be similarly equipped. Each Segway HT will be equipped with the following accessories:
  - a. Police Cargo bag;
  - b. Headlamp; and
  - c. Bicycle lock.
3. Each Segway HT operator is responsible for inspecting the Segway HT prior to its use. This inspection shall include:
  - a. Checking tire pressure;
  - b. Checking battery life;
  - c. Inspecting unit for damage; and
  - d. Checking unit for cleanliness.
4. Employees will report any damages to Segway HT's immediately to their Supervisor.
5. When not in use, Segway HT's should be secured and recharged at the nearest available electrical outlet.

- C. **BICYCLES** - specially equipped bicycles serve to complement the fleet of marked patrol units in conducting routine and directed patrol activities, selective enforcement, and special events.

### **Program Administration**

1. The Patrol Commander is responsible for designating a supervisory officer to serve in an ancillary capacity as the agency's bicycle program coordinator (BPC).
2. Duties and responsibilities of the BPC include, but are not limited to:
  - a. Developing, for ultimate approval by the Patrol Commander, special operating procedures pertaining to:

- i. Bicycle maintenance, inspection, and assignment; and
  - ii. Selection, training, skill development, and certification of bicycle operators;
- 3. Supervising and inspecting the bicycle operation activities of authorized operators;
- 4. Preparing and disseminating any required or requested analytical reports pertaining to bicycle patrol operations;
- 5. Coordinating bicycle use for other than routine program activities;
- 6. Disseminating lists of authorized operators; and
- 7. Ensuring compliance with the policies outlined in this directive.

#### **Selection, Training and Certification**

- 1. Officers must have evaluation ratings of “Meets Standards” or better in all categories of the most recent performance appraisal for consideration of certification as a Bicycle officer.
- 2. Opportunities to participate in the bicycle program will be announced to all sworn personnel via e-mail.
- 3. All entrance level training will be conducted by International Police Mountain Bike Association (IPMBA) certified instructors.
- 4. Officers are not permitted to conduct any program activities until they have:
  - a. Successfully completed IPMBA police cyclist training (IPMBA-PC); or
  - b. Pending assignment to IPMBA-PC training, demonstrated essential skill proficiency to the BPC.

#### **Refresher Training**

- 1. The bicycle program coordinator is responsible for ensuring all program officers undergo at least two hours per year of refresher training that is developed and conducted by bicycle training officers.
- 2. Refresher training exercises will be selected to develop officers’ coordination, balance, control, and reflexes.
  - a. Close quarter maneuvers will be used to develop coordination and enhance balance.
  - b. Rapid movement exercises will be used to develop smooth and rapid response to bicycle controls, to practice defensive techniques, and to combine rapid deceleration and turning.
  - c. Maximum breaking exercises are used to condition officers for effective brake applications.
- 3. All officers are encouraged to direct creative efforts toward improving the program. Suggestions for new exercises, methods, and programs should be forwarded to the bicycle program coordinator.

#### **Program Operations**

- 1. Agency bicycles will not be operated in ice, snow, freezing rain, or any other weather conditions that would unnecessarily compromise the safe operation of bicycles or health of bicycle operators.
- 2. Off-duty use of agency bicycles is prohibited without specific approval of the Patrol Commander or Chief of Police.
- 3. Officers conducting routine bicycle operations may patrol alone or in pairs depending upon the availability of officers on duty to respond to calls for service.
- 4. Bicycle operators will wear the agency authorized bicycle uniform when conducting bicycle program operations.
- 5. Transporting passengers on agency bicycles is prohibited.

6. Officers conducting routine bicycle operations may be counted toward minimum mandatory patrol vehicle staffing levels unless such usage would be constrained due to the lack of multi-passenger capabilities.

### **Duty Obligations**

1. The conduct of bicycle program activities is considered an ancillary assignment for officers accepted into the bicycle program.
2. Bicycle officers may be assigned by their supervisor to conduct patrol or special event activities by bicycle, patrol vehicle, or foot patrol as necessary to fulfill the mission of the agency and/or goals and objectives of a particular event or activity.
3. Officers will participate in safety presentations, crime prevention presentations, and organized rides as assigned.
4. Respond to calls for service as assigned; operating their bicycles with due regard for the safety of all persons.
5. Bicycle officers may be required to split their duty shifts between patrol units, bicycles, or foot patrol based on agency needs, maintenance requirements, or weather conditions.
6. All bicycle patrol related use of force will be reported and investigated consistent with directive Chapter 1 – Use of force.
7. In order to properly document any attempts to flee and elude police officers consistent with TR 21-904, bicycle officers must:
  - a. Be uniformed and prominently displaying their badges or other insignia of office;
  - b. Ensure they verbally identify themselves; and
  - c. Order or signal pedestrians or vehicle operators to stop or pull over.

### **Equipment**

1. Agency employees will not operate, move, modify, maintain, or tamper with agency bicycles unless authorized by the Chief of Police, Patrol Commander or BPC.
2. All bicycle units will be standardly equipped.
  - a. All changes, alterations, modifications to standard equipment and the addition of equipment, accessories, etc. must be approved by the BPC and the Patrol Commander.
3. Certain agency issued, stock supplies are to be carried at all times. Officers discovering stock supply shortages are responsible for attempting to obtain and replace the items from on-hand supplies. Those supplies include, but are not limited to:
  - a. Accident Exchange of Information forms (2 minimum); and
  - b. Latex gloves and CPR mask.
4. Officers are responsible for ensuring certain individually issued items are carried on their person or on the bicycle during bicycle program activities. These items include, but are not limited to:
  - a. Parking Ticket Books;
  - b. Alcohol Citation Books;
  - c. Warning/FIR book;
  - d. Flashlight; and
  - e. Expandable baton.
5. Officers are permitted to wear the agency's authorized bicycle uniform:
  - a. During the conduct of all bicycle program activities;
  - b. When splitting their duties between bicycles and other assignments;
  - c. During special events and traffic control where bicycle use is an integral component of their assignments;
  - d. During other activities or assignments as individually and specifically authorized by the Patrol Commander or BPC.



- e. Officers will wear their issued helmets, with chinstraps fastened, at all times while upon their bicycles.

### **Inspections**

1. Officers will inspect their bicycles before and after each use.
2. Malfunctions or damages that affect the safe operation of the units will be reported immediately to on-duty Squad Supervisor, and reported verbally or via e-mail to the BPC.

### **Maintenance**

1. The bicycle program coordinator is responsible for facilitating all bicycle maintenance.
2. Bicycle program maintenance duties and responsibilities include, but are not limited to:
  - a. Processing requests for maintenance not performed by bicycle officers;
  - b. Overseeing all maintenance;
  - c. Ensuring maintenance, damage, and repair information is recorded and tracked; and
  - d. Preparing routine or specially requested reports.
3. All officers assigned to the bicycle program have maintenance duties and responsibilities that include, but are not limited to:
  - a. Conducting minor maintenance and repairs within the scope of their training;
  - b. Submitting repair and maintenance requests to the BPC;
  - c. Ensuring their bicycles are clean and properly stocked as directed; and
  - d. Providing proper care and use of their issued bicycle equipment.
4. Bicycles that are no longer serviceable may be retained for parts or disposed of by the agency as surplus property.

- D. **T3 VEHICLE** - specially equipped three-wheeled T3 Series Electronic Standup Vehicles (ESV) to complement other vehicles in conducting routine and directed patrol activities, selective enforcement, and special events.

1. The agency's T3 ESV program utilizes trained Police T3 ESV operators who may use the T3 ESV as a component of their normal duty assignments.

### **Program Administration**

1. The Patrol Commander is responsible for designating a supervisor to serve in an ancillary capacity as the agency's T3 ESV program coordinator (T3PC).
2. Duties and responsibilities of the T3PC include, but are not limited to:
  - a. Developing, for ultimate approval by the Patrol Commander, special operating procedures pertaining to:
  - b. T3 ESV maintenance, inspection, and assignment;
  - c. Training, skill development, and certification of T3 ESV operators;
  - d. Supervising and inspecting the T3 ESV operation activities of authorized operators;
  - e. Preparing and disseminating any required or requested analytical reports pertaining to T3 ESV patrol operations;
  - f. Coordinating T3 ESV use for other than routine program activities;
  - g. Disseminating lists of authorized operators; and
  - h. Disseminating the T3 ESV program SOP to all certified and authorized T3 ESV operators and their squad supervisors.

3. T3 ESV's can be used/demonstrated to individuals outside the T3 ESV agency upon approval of the Patrol Commander or the Chief of Police.

### **Training & Certification Requirements**

1. T3 ESV training will be made available to all Police Officers and Security Guards who will use the T-3 ESV's in the performance of their duties. Only personnel who are currently authorized to operate agency T3 ESV's may do so.
2. Police Officers and Security Guards who wish to be trained in T3 ESV operation, but have not completed required training, may; operate agency T3 ESV's only when under the direct supervision and monitoring of certified operators.
3. Police Officers who have successfully completed the agency approved police T3 ESV operator's course may use departmental T3 ESV's in the performance of their duties, as directed by their supervisors.

### **Program Operations**

1. Agency T3 ESV's will not be operated in ice, snow, freezing rain, or any other weather conditions that would unnecessarily compromise the safe operation of T3 ESV's or health of T3 ESV operators. T3 ESV's will not be operated in water in excess of one inch in depth. T3 ESV's will not be operated over curbs or uneven off road terrain.
2. The T3 Electronic Standup Vehicle is a pedestrian assist device and, unlike a bicycle, is not classified as a vehicle. As such, T3 ESV's should generally be operated where pedestrians normally walk. Use in roadways, except in pedestrian crosswalks, should be avoided whenever possible. Operation in roadways is not prohibited, but should only be done when necessary for the performance of duties.
3. Off-duty use of agency T3 ESV's is prohibited without specific approval of the Patrol Commander or Chief.
4. T3 ESV operators will wear the agency authorized uniforms when conducting T-3 ESV operations.
5. T3 ESV's is a single-person mobility vehicle, so transporting passengers is prohibited.
6. T3 ESV must not be operated with weight over 450 pounds. This is in accordance with manufacturers recommended weight restrictions for operation. The weight limit includes body weight plus equipment combined.
7. Riding on a T3 ESV while ascending or descending stairs is prohibited.

### **Uniforms/Equipment/Inspection**

1. T3 ESV operators shall wear the Uniform of the Day and headgear.
2. T3 ESV will be equipped with the following accessories:
  - a. Police Cargo bag;
  - b. Lock
3. Each T3 ESV operator is responsible for inspecting the T3 ESV prior to its use. This inspection shall include:
  - a. Checking tire pressure;
  - b. Checking battery life;
  - c. Inspecting unit for damage; and
  - d. Checking unit for cleanliness.
4. Employees will report any damages to T3 ESV immediately to their Supervisor.
5. When not in use, T3 ESV should be secured and recharged at the nearest available electrical outlet. Charge time is approximately 3-4 hours.

#### 41.1.4 Agency-Owned Animals

The department does not maintain any animals for use in its patrol operations.

### 41.2 Operations

#### 41.2.1 Procedures for Responding to Routine and Emergency Calls/Emergency Equipment

University Police officers are responsible for the proper care and operation of agency/University vehicles under their direct or indirect care. The following guidelines will be followed at all times:

- A. Only authorized personnel shall operate agency vehicles. Only police personnel shall operate marked police vehicles. Unattended patrol vehicles will be locked whenever reasonable.
- B. Every vehicle operator must possess a valid operator's license and may operate agency vehicles consistent with use restrictions. All personnel who operate agency vehicles will comply with Maryland traffic law and regulations at all times. The Administrative Commander will check the operator's license of each officer semi-annually to determine validity.
- C. All vehicle operators and passengers in agency vehicles will be restrained by the safety belt system in compliance with Maryland law. Personnel shall not take actions that lessen the effectiveness of a vehicle's safety belt system.
- D. Only agency personnel, student-employees or affiliates of the University should be transported in agency vehicles, unless pre-approved by the Chief of Police, or designee. Certain individuals may be transported in agency vehicles when necessary for conducting official agency business (ie. victim, witness, arrestee, allied agency personnel.)
- E. Participants of the Ride-Along program shall complete the Ride-Along application and receive pre-approval by a supervisor prior to the actual ride-along.
- F. Each employee utilizing an agency vehicle during his/her tour of duty shall be responsible for the condition, cleanliness and safe operations of the assigned unit during that tour of duty. The vehicle will be kept clean and properly fueled (not less than ½ tank), as necessary, prior to end of the tour of duty. Personnel shall ensure the vehicle has the required equipment necessary to respond to routine or emergency calls for service. Refer to 41.3.2.
- G. Responding to Routine and Emergency Calls by Sworn Personnel

In accordance with Maryland Transportation Article 21-106, officer may use vehicle emergency equipment when: warning persons of hazardous conditions, signaling persons of a police presence, directing the movement of persons, animals or vehicles, providing supplemental lighting, effecting traffic stops, pursuing violators or suspected violators of law, or responding priority to emergency calls.

- 1. Code I – normal operation of the police vehicle in a non-emergency mode. No lights and/or siren are activated.
- 2. Code II – respond with full emergency equipment (audio and visual) activated and vehicles will generally not exceed the posted speed limit. Lights and siren may be used to clear intersections and navigate through heavy traffic. This response is intended to aid the officer in a timely response in certain non-life threatening calls for service (ie. MDOP in progress, traffic accident with unknown injuries, etc.)

3. Code III - respond with full emergency equipment (audio and visual) activated with an expedited response. This response will be reserved for serious or life-threatening emergencies (ie. felonies/assaults in progress, fire in residence hall, etc) where an emergency response could prevent loss of life or serious injury.

Code III responses shall be requested via radio by the officer responding and the on-duty Supervisor/OIC shall authorize whether or not the Code III response is used.

4. **In all emergency response modes, the officer shall be responsible for driving with due regard for the safety of all persons. These responses do not relieve the officer from exercising due diligence nor does it afford protection from the consequences of reckless disregard for the safety of others.**
5. Response classifications should be modified as incident dynamics dictate to ensure safety of all persons and officers. Initial responding units at incident scenes will notify Communications via radio if changes are needed in the response classifications and of changes in the nature of the call in order to ensure officer safety and to expedite the efficient handling in incidents (ie. upon initial response by the first officer to a routine incident, the second officer may downgrade his/her response from a Code III/II response to Code I.) At all times during a response to an incident involving an expedited response, officers will maintain contact with Communications and the Squad Supervisor/OIC; providing relevant information regarding the incident upon arrival.
6. In the event of a motor vehicle accident during the emergency response, Supervisors shall ensure that the procedures outlined in 61.2 – Traffic Collision Investigation – are followed.

Refer to 61.1.7 – Stopping Traffic Violators

#### **41.2.2 Pursuit of Motor Vehicles**

A police vehicle pursuit has the potential of being one of the most dangerous activities in which a police officer can engage. This activity has a high probability of danger to the police officer, the general public, the University campus community and the fleeing person. As such, **University Police Department officers will not engage in vehicular pursuits under any circumstances.**

- A. No circumstances will warrant the initiation of a motor vehicle pursuit within the jurisdiction of the UPD.
- B. Officers will not initiate or become involved in a motor vehicle pursuit within their jurisdiction or a neighboring jurisdiction. In the event allied police agencies are engaged in a motor pursuit of a fleeing vehicle through the jurisdiction of the University Police Department, Squad Supervisors or OICs shall ensure:
  1. No UPD personnel become involved in any part of the motor vehicle pursuit;
  2. UPD Communications is advised via radio that a pursuit is entering/exiting the jurisdiction;
  3. Monitor foot and vehicular traffic in the area of the pursuit and take precautionary measures to minimize any potential danger to others (ie. stopping students at cross walks or stopping traffic until the pursuit continues into another jurisdiction, fleeing vehicle stops, etc.)
  4. At all times, safety measures are taken to protect the University campus, staff, students, etc.
- C. Secondary units will not initiate or become involved in a motor vehicle pursuit within their jurisdiction or a neighboring jurisdiction.

- D. No University Police Department patrol/motor pool vehicle will be used to engage in a pursuit.
- E. Upon notification of a pursuit by UPD officers or other agencies, University Police Communications Officers (PCO) shall notify on-duty personnel regarding specifics of the pursuit (vehicle involved, direction of travel, offense committed, suspect information, etc.)
- F. Squad Supervisors/OICs shall conduct a documented investigation on each incident of violations of this policy.
- G. The Squad Supervisor is responsible for ensuring that officers terminate any intended initiation of pursuit or involvement in a pursuit by another agency.
- H. Officers will not initiate or become involved in a motor vehicle pursuit within their jurisdiction or a neighboring jurisdiction.
- I. Squad Supervisors will submit the documented investigation to the Patrol Commander for review.
- J. The Patrol Commander will conduct an annual, documented analysis of *pursuit reports*.
- K. *The Patrol Commander will also conduct a documented annual review of pursuit policies and reporting procedures.*

### **41.2.3 Use of Roadblocks**

Due to the inherent dangers in the use of roadblocks and forcible stopping techniques (pursuit and non-pursuit situations), roadblocks and forcible stopping techniques will not be employed by University Police Officers and no University vehicles or civilian vehicles will be used for roadblocks or forcible stopping techniques.

- A. No circumstances will warrant the use of roadblocks or forcible stopping techniques within the jurisdiction of the UPD.
- B. The intentional striking of a suspect's vehicle by a police vehicle is prohibited. Police vehicles will not be used to box-in a vehicle refusing to stop, nor will officer employ a "rolling roadblock" to attempt to stop a vehicle.
- C. Given the nature of UPD officers' duties and responsibilities within their jurisdiction, the use of roadways or forcible stopping techniques will not be used.
- D. The Squad Supervisor is responsible for ensuring that officers comply with this policy and terminate any intended use of a roadblock or forcible stopping technique. Squad Supervisors will conduct a documented investigation on each incident of violations of this policy.
- E. The Patrol Commander will conduct an annual, documented review of any reported incidents.

### **41.2.4 First Responder Notifications/Emergency Situations**

Some emergency situations require the immediate notification of supervisory personnel of this department, other University departments and other responders, as required by the incident. An on-call Division Commander list is available to all officers and the Communications Center. Emergency contact numbers are available in the Communications Center and includes the telephone numbers of allied police agencies, Fire/Emergency Medical Services, Public Utilities personnel and State Highway Administration. An on-call list of certain University departments is also available (ie. Student Affairs, Counseling Services, etc).

Certain situations may also require the assistance of specially trained personnel:

*(Revised 01/01/2014)*

- A. Medical Examiner – shall be notified in all situations where an officer responds to a location where death is unexpected and the victim was not under the care of a physician who will sign the death certificate. Request for a medical examiner to respond to a location will be made by the Squad Supervisor, after consultation with the On-call Commander, via the PCO. The name of the victim, location, a telephone number (of responding officer/Supervisor) and any preliminary facts pertaining to the death will be given to the Medical Examiner. The Medical Examiner will normally report to the scene, prior to giving instructions to the officer.
- B. The University's Office of Environmental Services will be contacted to respond in the event of hazardous circumstances to include chemical spills, environmental safety issues and so forth. Other departments (ie. Maintenance, etc) will be contacted as necessary.

**41.2.5 Missing Persons/Adults**

*and*

**41.2.6 Missing Persons/Children**

The University Police Department will thoroughly investigate all reports of missing persons. Additionally this agency holds that every person reported as missing will be considered at risk until significant information to the contrary is confirmed.

A waiting period before beginning an investigation to locate a missing person is prohibited and no employee of the agency will discourage the filing of a report or the taking of any action on a report that a person is missing. **Missing persons are reported to the agency where the person's last known address was, not where the destination was supposed to be** (ie. if the person indicated that he/she was en route to a location off campus but was last seen on campus, UPD officers will take a Missing Persons report.)

**DEFINITIONS – All of the below categories are classified as Missing Adult or Missing Children**

1. Family Abduction: A non-custodial family member flees with a child, usually in direct violation of a court ordered custody arrangement.
2. Lost or Otherwise Missing: A child who becomes separated from parents or caretakers under circumstances not indicating the likelihood of an abduction or voluntary absence.
3. Missing Adult includes a person who is:
  - a. 18 years of age or older; and
  - b. Whose absence is contrary to his/her normal patterns of behavior and may be due to one or more of the unusual circumstances listed in #9 of this section.
4. Missing Child includes a person who is:
  - a. Younger than 18 years of age; and
  - b. Whose whereabouts are unknown to his or her parent, guardian, or responsible party.
5. Non-Family Abduction: A child is taken by an unknown individual, through force or persuasion, usually in furtherance of additional victimization.
6. Runaway: Most often a teenager who leaves home voluntarily for a variety of reasons.

***(Revised 06/09/2016)***

7. **Throwaway:** Whose caretaker makes no effort to recover the child who has run away or who has been abandoned or deserted. While not necessarily reported to authorities as missing, children in this category frequently come to the attention of law enforcement.
8. *Unidentified Person – a found person, whether living or deceased, who cannot be readily identified.*
9. Unusual Circumstances refers to:
  - a. A missing child 13 years of age or younger.
  - b. A child or an adult who is missing and believed to be one or more of the factors noted below:
    - i. Out of the zone of safety for his/her age and physical and mental condition. The zone of safety will vary depending on age. In the case of an infant, for example, the zone of safety will include the immediate presence of an adult custodian or the crib, stroller, or carriage in which the infant was placed. For a school-aged child, the zone of safety might be the immediate neighborhood or route taken between home and school. In the case of an elderly person of diminished physical and/or mental health, the zone of safety might include the close proximity and availability of a caregiver familiar with the individual's condition and needs.
    - ii. Mentally diminished - If the person is developmentally disabled or emotionally disturbed, or the victim of disease, he/she may have difficulty communicating with others about needs, identity, or address. The disability places the person in danger of exploitation or other harm.
    - iii. Drug dependent - In the case of a child, the term "drug dependent" refers to dependence on either prescription or illicit substances, since any drug dependency puts a child at substantially increased risk. In the case of an adult, the term "drug dependent" refers to a dependence on legally prescribed medicines vital to the adult's continued physical well-being. This in no way limits an officer's discretion in determining exigent circumstances regarding an adult's use of illicit drugs.
    - iv. A potential victim of foul play or sexual exploitation - Significant risk to the person can be assumed if investigation indicates a possible abduction, violence at the scene of abduction, or signs of sexual abuse.
    - v. In a life-threatening situation. The environment in which the person is missing may be particularly hazardous. Examples of a dangerous environment could be a busy highway for a toddler, an all-night truck stop for a teenager, or simply an outdoor environment in inclement weather for a child or elderly missing person.
    - vi. Absent from home for more than 24 hours before being reported to law enforcement as missing. While some persons may incorrectly assume that 24 hours must pass before law enforcement will accept a missing-person case, a delay in reporting might also indicate the existence of neglect or abuse within the family.

***(Revised 06/09/2016)***

- vii. Believed to be with persons who could endanger his/her welfare. A missing person in such circumstances is in danger not only of sexual exploitation, but of involvement in criminal activity such as burglary, shoplifting, and robbery.
- viii. Is absent under circumstances inconsistent with established patterns of behavior. Most children and adults to some degree have established routines that are reasonably predictable. Significant, unexplained deviations from those routines increase the probability that the person may be at risk. A child or adult whose disappearance involves circumstances that would cause a reasonable person to conclude that the missing person should be considered at risk.

### **MISSING PERSONS INVESTIGATIONS**

A. Police Communications personnel receiving the report of a missing person shall be responsible for:

1. Determining if circumstances of the report meet the definition of a missing child or adult as set forth in the Definitions section. By questioning the complainant about the circumstances of the report, the call-taker can make a preliminary assessment about the level of risk to the missing person. PCOs may consult with the Squad Supervisor for clarification.
2. Immediately notifying an officer to respond to the scene of the report.

***Note: The National Child Search Assistance Act of 1990 mandates law enforcement's immediate response to reports of missing children and the prompt entry of descriptive information into the Federal Bureau of Investigation's (FBI) National Crime Information Center (NCIC) Missing Person File.***

3. A critical responsibility of the call-taker is to obtain sufficient information from the reporting party to advise responding officers about the circumstances of the person's disappearance, so that they may begin looking for the missing person as they are responding. Information should include the person's height, weight, hair and eye color, and clothing, as well as the location where last seen. The radio alert should contain any information known about a possible abductor with special emphasis on the description of the suspect and vehicle used as well as direction of travel.

B. The Squad Supervisor/OIC will:

1. Determine, and initiate if appropriate, upon conference with the initial responding officer, whether additional personnel and resources are needed to assist in the investigation, to include, but not limited to: Search and Rescue Dogs, helicopters, Fire/EMS, allied agencies, and news media releases.
2. Ensure that the Missing Persons Report is completed by the initial responding officer.
3. Provide for follow-up contact with the complainant no later than twelve (12) hours after the filing of the initial report to determine whether the child has been located. If the missing child has not been located within twelve (12) hours, the additional procedures as outlined under paragraph B will be implemented.
4. Consider activation of the Amber Alert system. If circumstances indicate the chances for the child's safe recovery would be increased by immediate public awareness, a supervisor will promptly implement such efforts.

***(Revised 06/09/2016)***



## **MISSING CHILD INVESTIGATION PROCEDURES**

- A. Upon receipt of a report of a missing child, a missing persons investigation is opened immediately. The investigating officer will make personal contact with the complainant and determine if one or more of the following criteria exist:
1. The missing child has not been the subject of a prior missing persons report. Agency and other law enforcement agency records are verified in making this determination.
  2. Determine if any unusual circumstances are involved.
  3. The person filing the report of a missing child has reason to believe the missing child may have been abducted either by a family member or non-family member.
  4. The missing child has ever previously been the subject of a child abuse report.
  5. The missing child is under fourteen years of age.
- B. Upon conclusion by the officer that any of the above conditions exists, the officer will:
1. Immediately notify the Squad Supervisor who shall notify the On-Call Commander.
  2. Initiate appropriate intensive search procedures.
  3. Ensure that the Police Communications Center broadcasts a lookout to allied law enforcement agencies or makes a request of MSP Barrack E to complete the broadcast.
  4. Complete the State of Maryland Missing Persons Report, (Form #79) and provide the parent/complainant with the appropriate copy.
  5. Ensure all available information pertaining to the missing child is entered into NCIC via METERS prior to submission of the Missing Persons Report to Records.
  6. Notify the Maryland Center for Missing Children (MCMC) by immediate delivery of the installation copy of the Missing Persons Report to Maryland State Police Barrack E and by forwarding the MCMC copy of the Missing Persons Report to the center by U.S. Mail.
  7. Notify the Maryland Department of Social Services to determine if the child/family has a case history of abuse or neglect and obtain any information that may assist in the locating of the missing child.
  8. Contact local police agencies to aid in the search for the child.
  9. Ensure the complainant is re-contacted within twelve (12) hours.
  10. Review the case with CID personnel to ensure a thorough investigation.
- C. If the conditions under section A do not exist, the officer will:
1. Attempt to determine the circumstances surrounding the disappearance of the missing child.
  2. Ensure the description of the missing child is broadcast by the Police Communications Center and a copy of the Missing Persons Report is left with the Officer for follow-up.
- D. Amber Alert Activation:
1. The Maryland Amber Alert plan will be set in motion statewide by the Maryland State Police only upon requests made by law enforcement. Officers will first determine that the following criteria exist:
    - a. The child is under 18 and has been abducted.
    - b. The circumstances surrounding the abduction indicate the child is in serious danger of bodily harm or death.
    - c. There must be enough descriptive information about the child, abductor, and/or suspect's vehicle to believe an immediate broadcast alert would help.

2. Child abduction by a non-custodial parent is not a case that would routinely meet MD Amber Plan criteria, unless the agency can articulate a reasonable suspicion that the parent intends to physically harm the child.
3. Upon confirmation of the above criteria, officers will contact the Maryland State Police headquarters Duty Officer and request that the MD Amber Plan be activated.

#### **MISSING ADULT INVESTIGATIONS PROCEDURES**

- A. When an officer is dispatched to a missing adult call, the officer will:
  1. Make personal contact with the complainant.
  2. Conduct a preliminary investigation and complete the State of Maryland Missing Persons Report form 79.
  3. Place a radio lookout with the Police Communications Center when unusual circumstances are involved and there is a reasonable belief that the missing adult is still in the immediate area.
  4. Confer with the Squad supervisor regarding CID notification, if necessary, and sending a METERS message as appropriate.
  5. Determine if an NCIC entry should be made. An NCIC entry will be made if the missing person falls into one or more of the following categories:
    - a. Disability -- a person, regardless of age with a proven physical/mental disability or is senile, thereby subjecting them or others to personal and immediate danger.
    - b. Endangered -- a person, regardless of age, who is missing under circumstances indicating that their physical safety may be in danger.
    - c. Involuntary -- a person, regardless of age, who is missing under circumstances indicating that the disappearance may not have been voluntary, i.e., abduction or kidnapping.
    - d. Catastrophe Victim - a person, regardless of age, who is missing after a catastrophe.
- B. For an NCIC entry to be made, the complainant must sign the Missing Persons Report at the time of the filing of the report attesting to the circumstances of the missing person. NCIC regulations mandate that a signed statement be provided to the agency taking the report to aid in the protection of the missing person's right to privacy.
- C. If the missing person does not fit into any of the entry categories, no NCIC entry will be made.

#### **MISSING PERSONS REPORTING PROCESS**

- A. The initial investigating officer is responsible for completion of the State of Maryland Missing Persons Report in its entirety.
- B. A copy of the completed State of Maryland Missing Persons Report will be provided to the Police Communications Center for broadcast of known information regarding the missing person to all units, as soon as possible.
- C. PCOs will be responsible for entering and removing the information contained within the State of Maryland Missing Persons Report into METERS/NCIC. In the absence of a UPD PCO, MSP Barrack E PCOs will be responsible for METERS/NCIC entry/removal processes.

- D. A copy of the State of Maryland Missing Persons Report will be maintained until the case is closed.
- E. The original State of Maryland Missing Persons Report and any subsequent Supplement Reports will be submitted prior to the end of the officer's shift.
- F. Manage media relations (SU Press and Publications Office). Many missing-person investigations, especially those involving large-scale search efforts, are likely to draw media attention. Supervisors should manage media presence in a way that complements, rather than conflicts with the investigation.

#### **MISSING PERSONS REPORTS - FOLLOWUP**

- A. The Officer will ensure a twelve (12) hour follow-up is completed on each missing person that is still missing, prior to the end of the initial twelve (12) hours of the Missing Person Report having been completed.
- B. Follow-up activities may include, but not be limited to: contacting the complainant for additional information, contacting relatives, employers, schools, associates, places the missing person frequents, etc. The officer will complete a Supplement Report upon completion of the follow-up, documenting the investigation and results.
- C. The Squad Supervisor will re-evaluate the NCIC entry criteria and determine whether or not an entry is appropriate based on any new information.

#### **MISSING PERSONS INVESTIGATIONS - EXTENDED**

- A. When a child has been missing for thirty (30) days, the Criminal Investigator ensures a NCIC missing person packet is completed and forwarded to the Maryland Center for Missing Children (MCMC) no later than ten (10) days after the thirty (30) day period. Extra packets may be obtained from the Maryland State Police, Supply Division.
- B. When an adult has been missing for thirty (30) days, the Criminal Investigator will determine if an NCIC missing person packet will be completed.
- C. The Criminal Investigator ensures all additional information is entered into METERS/NCIC with the exception of dental records.
- D. The MCMC is responsible for entering the dental records into METERS/NCIC.
- E. The Criminal Investigator ensures the complainant is contacted weekly during the initial stages of the investigation and periodically thereafter.

#### **RECOVERY/CLOSURE/CANCELLATION**

Whenever a missing person has been located or the agency has been notified by the family or other sources of his/her return, it is the responsibility of the officer to:

- A. Verify the return and the identity of the missing person by actually meeting with him/her. (If the missing person is found in another jurisdiction, the officer can have the police agency in that jurisdiction make the verification). Make or secure intervention services if necessary (ie. Counseling Services.)
- B. Cancel any METERS messages, lookouts, or NCIC entries.
- C. Notify the appropriate investigator, if necessary.

- D. Advise the original complainant of the relevant details of the case and the subject's location. Officers are cautioned that every case presents different problems and that discretion will be exercised in furnishing information.
1. If it develops that the missing person has been the subject of foul play or has been located either deceased or in severely deteriorated physical or mental condition, personal contact will be made with the complainant.  
  
Refer to 55.2.6
  2. In cases involving missing children located outside our jurisdiction, NCIC entries can only be canceled upon their return to this jurisdiction. To accomplish this, officers will inform the guardian to contact the investigator upon return so the NCIC entry can be canceled. Exceptions may be made when the child's location and condition are verified by law enforcement agency and the legal guardian grants permission for the child to remain at that location.
  3. In other cases, telephone contact will suffice.
- E. Return any photographs in agency possession to the owner.
- F. If a missing child returns home and no foul play is suspected, the missing child can be canceled as stated above in this section, and only the appropriate supplemental report is required.

Refer to 91.4.1 – Clery Act:

#### **Missing Person**

“When any staff member of an on-campus housing facility receives a report that a resident is missing, they will immediately notify the appropriate police department about the missing student. If the missing student is under the age of 18 and is not an emancipated individual, federal law requires Salisbury University to notify the student’s parent or legal guardian (within 24 hours) if it is determined that the student has been missing for more than 24 hours.

In addition to registering a general emergency contact, students residing in an on-campus student housing facility have the option to identify confidentially a different individual to be contacted in the specific event the student is determined to be missing for more than 24 hours. If a student has identified such an individual, Salisbury University will notify that individual no later than 24 hours after the student is determined to be missing. Students who reside in residence halls can register a confidential contact through their Salisbury University GullNet account (click on the “Emergency Notification” link and then the “SU Missing Person Contact” tab). Students who reside in University Park can register the name and phone number of a contact person by email to [upark@gulls.salisbury.edu](mailto:upark@gulls.salisbury.edu). A student’s confidential contact information will be accessible only by authorized campus officials and law enforcement as appropriate. To file a missing person report, contact University Police at 410-543-6222. If the missing person is a resident of University Park, contact Salisbury Police at 410-548-3165.”

#### **41.2.7 Interaction of Agency Personnel with Persons with Mental Illness**

UPD officers are responsible for varying roles in dealing with people with mental illness. As first responders, officers may encounter victims, witnesses and suspects who have mental illnesses or they may be called upon to assist people obtain services of mental health professionals or other associated services. This standard provides guidance to agency personnel when dealing with such individuals in common types of interactions.

Agency personnel shall afford people with mental illnesses the same rights, dignity and access to police, community and university services at the same levels provided to all citizens, students, faculty and staff. The Americans with Disabilities Act (ADA) requires equal treatment for people with disabilities in all state and local government services, including law enforcement. The ADA requires law enforcement agencies to make reasonable adjustments and modifications in policies, practices, or procedures on a case-by-case basis. For example, if a person exhibits symptoms of mental illness, agency personnel may need to modify routine practices and procedures by taking more time and showing more sensitivity to extend the services or protections that would be extended to someone who does not display these symptoms.

A. Guidelines for Recognition of Persons with Mental Illness

1. Mental Illness - Many people with these illnesses manage symptoms successfully with the proper use of medications, while others may experience psychiatric difficulties if they do not have access to mental health services, fail to take their medications or simply do not recognize that they are ill.
  - a. Any of various conditions characterized by impairment of an individual's normal cognitive, emotional, or behavioral functioning and caused by social, psychological, biochemical, genetic, or other factors such as infection or head trauma.
  - b. The terms "mental/emotional illness," and "psychological illness," describe varying levels of a group of disabilities causing disturbances in thinking, feeling and relating.
2. All employees must ensure that people with mental illness receive the necessary assistance to access services. This requires time and patience beyond what is normally provided.
3. Individuals with a mental illness may be suspects or arrestees and require detention, transport, and processing. Employees must familiarize themselves with the proper methods of transport, arrest, and detention to ensure officer safety while providing all reasonable support to an arrestee with a mental illness. (Refer to Chapter 70 and 71)
4. Officers and agency personnel must recognize that responses from people with certain mental illnesses may resemble those of people who have abused substances such as alcohol or drugs. Individuals may exhibit signs that they are intoxicated when in fact they have not taken their prescribed medications.
5. Memory Impaired Persons -
  - a. Alzheimer's disease causes intellectual deterioration in adults severe enough to dramatically interfere with occupational or social performance.
  - b. Alzheimer's disease is a progressive, degenerative brain disorder that fits under the broad category of dementia. Many Alzheimer victims tend to wander and can have difficulty distinguishing fantasy and reality.
  - c. Establishing a level of communications with memory impaired persons is essential in order to render assistance. Officers should exercise caution when encountering memory impaired persons.
  - d. One important function of the officer is to assist with the reuniting of memory impaired persons with family members or primary care providers in a timely fashion utilizing available resources.

6. Common Symptoms - Symptoms of mental illness may vary but mentally ill persons have thoughts, feelings, or behavioral characteristics which may result in an inability to cope with the ordinary demands of life. While a single symptom or isolated event does not necessarily indicate mental illness, professional help should be sought if symptoms persist or worsen. The following may prove useful in recognizing warning signs of mental illness:

- \* Sitting and doing nothing
- \* Social withdrawal from family, friends; abnormal self-centeredness
- \* Decline in academic or athletic performance
- \* Loss of interest in once pleasurable activities
- \* Expression of hopelessness, helplessness, inadequacy
- \* Thinking or talking about suicide
- \* Inability to concentrate or cope with minor problems
- \* Irrational statements, poor reasoning, memory, judgment
- \* Argumentative, belligerent or hostile behavior
- \* Drug or alcohol abuse

a. The degree to which these symptoms exist varies from person to person. Many of these symptoms represent internal, emotional states that are not readily observable from a distance but are noticeable in conversation with the person.

B. Procedures for Accessing Community Mental Health Resources

The Maryland Department of Health and Mental Hygiene, Office of Regulations, Legislation and Policy, has designated the Peninsula Regional Medical Center as a psychiatric emergency facility. This facility is designated for the purpose of providing evaluation of individuals who are presented on the basis of a Petition for Emergency Evaluation pursuant to Health - General Article, Sections 10-620 - 10-629, Annotated Code of Maryland.

The University maintains a Counseling Center which is available to meet with persons who have mental illnesses. The Police Communications Center maintains a list of available resources and telephone numbers. Officers in need of assistance with persons with mental illnesses shall make contact with available resources.

C. Guidelines for Dealing with Mentally Ill Persons

COMMUNICATIONS RESPONSIBILITIES:

The quality of information gathered and shared by *Police Communications Operators* (PCOs) can affect the way officers respond to and resolve a call for service. This includes those calls involving persons who may have mental illnesses. Gathering information is critical at all stages in assessing these situations, but is particularly critical at the onset.

When the Agency receives a call concerning the actions or behavior of someone who is suffering from mental illnesses, it is essential that the PCO collect information that will prepare an officer to respond to the scene, such as 1) the nature of the problem behavior; 2) events that may have precipitated the person's behavior; and 3) the presence of weapons.

A family member, friend or concerned party calling about someone who needs help in accessing mental health may volunteer additional information such as:

1. Past occurrences of this or other abnormal behaviors;
2. Past incidents involving injury or harm to the individual or others;

3. Prior suicide threats;
4. Reliance on medication or failure to take medication;
5. Relatives, friends or neighbors available to assist officers; and
6. Physicians or mental health professionals available to assist officers.

When dispatching calls for service involving people who may have mental illnesses, the PCO should provide all relevant background information to responding officers.

Communications personnel will have ready access to contact and referral information for available community mental health resources and authorized emergency evaluation facilities and will, upon request, provide such information to officers or citizens.

#### FIRST RESPONDING OFFICERS RESPONSIBILITIES:

1. Officers should be prepared to encounter a person with a mental illness at any time.
2. Common situations in which officers may encounter such individuals include but are not limited to the following:
  - a. Wandering aimlessly or engaged in repetitive or bizarre behaviors in public places;
  - b. Mentally ill persons are more subject to seizures and may be found in medical emergency situations;
  - c. Disturbances may develop when caregivers are unable to maintain control over mentally ill persons engaging in self-destructive behaviors.
  - d. Persons with mental illness can be easily upset and may engage in tantrums or self-destructive behavior. Minor changes in daily routines may trigger these behaviors.
3. Frequently, a family member or friend is of great value in calming an individual exhibiting unusual behavior as a result of mental or emotional impairment.
4. The following guidelines detail how to approach and interact with people who may have mental illness and who may be a crime victim, witness, or suspect. These guidelines should be followed in all contacts, whether on the street or during more formal interviews and interrogations. While protecting their own safety, the safety of the person with mental illness and others at the scene, the officer should:
  - a. Speak calmly as loud, stern tones will likely have either no effect or a negative effect on the individual.
  - b. Use non-threatening body language and if possible keep your hands by your sides.
  - c. Eliminate to the degree possible all loud sounds, bright lights, sirens, and crowds and try moving the individual to a calm environment.
  - d. Look for personal identification or medical tags which often provide a contact name and telephone number.
  - e. Memory impaired persons who are reported missing should be handled following these guidelines and those found in Missing Persons - Refer to 41.2.5 and 41.2.6.
  - f. Repeat short, direct phrases as too much talking can distract and cause confusion.
  - g. Mentally ill persons have sensory impairments that make it difficult to process information. Officers should avoid touching the person unless necessary; use soft gestures, avoid quick movements and do not automatically interpret odd behavior as belligerent.
  - h. Maintain a safe distance and exercise officer safety tactics at all times.

5. Once sufficient information is collected about the nature of the incident and the situation is stabilized, officers may exercise a wide range of options when selecting an appropriate disposition to include:
  - a. Refer or transport the person for medical attention if injured or abused.
  - b. Outright release of the person; preferably to a family member or health care provider.
  - c. Refer or transport to substance abuse services.
  - d. Assist in arranging voluntary admission to a mental health facility, if requested.
  - e. Transport for involuntary emergency psychiatric evaluation if the person's behavior meets the criteria for this action.
6. Officers attempting to conduct an interview or interrogation with a mentally ill person should consult a mental health professional and the State Attorney's office to determine if the person understands his/her constitutional rights.
7. If the mentally ill person is a witness, officers should:
  - a. Not interpret lack of eye contact or strange actions as indicative of deceit;
  - b. Use simple and straightforward language;
  - c. Do not employ common interrogation techniques, suggest answers, attempt to complete thoughts of persons slow to respond;
  - d. Recognize that the individual might be easily manipulated and highly suggestible.
8. Emergency Evaluation for Mental Disorder (Emergency Petition or EP)

When an officer has contact with a mentally ill person, and has observed signs or received information that the subject is an immediate danger to himself or others, the officer may take the person into custody, for transport to the hospital and a subsequent emergency evaluation.

Any service of an Emergency Petition requires a written report. The original copy of the Emergency Petition and Additional Certification must be left at the hospital with the evaluatee because it is used in subsequent mandated hearings if the person is committed by the hospital. A copy of the Emergency Petition and Additional Certification should be attached and submitted with the written report.

An EP may be affected in the following ways:

- a. A Court Ordered EP from a Judge -- an interested person may go before a Judge, and provide information that leads to the issuance of an EP. In this case, the Court will call the police department to have someone retrieve the EP. If the court does not find probable cause, the court shall indicate that fact on the petition and no further action may be taken under the petition.
- b. An EP completed by an authorized mental health practitioner who must have examined the individual in order to complete an EP. This petition must contain a description of the behavior and statements of the emergency evaluatee or any other information that led the practitioner to believe that the emergency evaluatee has a mental disorder and that the individual presents a danger to the life or safety of himself or of others. An officer may respond to a call at the location of a mental health practitioner, who will give the officer a completed EP for service. The peace officer shall explain to the petitioner the serious nature of the petition and the meaning and content of the petition. This endorsed petition is valid for five days.



c. An EP completed by a sworn Peace Officer - An officer may take an individual into custody for an EP if the officer believes said individual has a mental disorder, AND if the individual presents a danger to the life or safety of himself or others. An EP will be completed after the officer takes the person into custody. This petition must contain a description of the behavior and statements of the emergency evaluatee or any other information that led the officer to believe that the emergency evaluatee has a mental disorder and that the individual presents a danger to the life or safety of himself or others.

d. Transportation and Custody

All persons being detained pursuant to an Emergency Petition are to be evaluated, as there is reason to believe that they are suffering from a mental disorder and that they pose a clear and imminent danger to themselves or others. Therefore, they should be treated with caution and due regard for the safety of the officer, of themselves, and of others present. Officers shall request that communications personnel notify emergency facility personnel (security) that an evaluatee is being transported and the officer's estimated time of arrival.

- i. Handcuffing and transportation of an evaluatee is required. Officer transporting an evaluatee will transport him/her directly to the medical facility following the transportation procedures outlined in 70.1.1 Exceptions are rare and may only be granted by a supervisor.
- ii. The officer will deliver the evaluatee to the emergency room and advise the staff of the circumstances that led to the evaluatee being taken into custody. If the officer is making the petition himself, he shall complete two forms: the District Court Form #CC-DC-13 "Petition for Emergency Evaluation," and the CC-DC-14, "Certification by Peace Officer". The officer will document delivery by having an agent of the emergency facility sign a Return of Service by Peace Officer. The original will be given to the physician and a copy will be submitted to the Records Section along with the case report.
- iii. If the evaluatee is not violent, the officer may leave the hospital if he notifies the physician, and the physician does not request that the officer remain.
- iv. If the subject is violent, the physician may request that the officer remain. If this request is made, the officer shall contact the Squad supervisor who will respond and determine if the officer's presence is necessary. In making this determination, the supervisor shall consider the involuntary nature of the petition, and the evaluatee's potential for violence. Consideration should also be given to the evaluatee's past actions and propensity for violence and the supervisor's personal observations of the evaluatee.

If the supervisor determines that the officer's presence is necessary, the officer shall remain. If the supervisor determines that the officer's presence is not necessary, the officer may leave. The physician and hospital security shall be notified prior to the officer's departure.

The transportation of committed individuals who are not being guarded by police officers is the responsibility of the hospital. If the hospital requests that officers return and make the transport because the individual is violent, the area supervisor will also respond and assess the situation. If the supervisor

feels that the Department should transport the individual, two officers will be assigned to do so.

- v. If after the evaluation the evaluatee is not committed, the individual may request that the officer return him to his residence, or the place of apprehension. The officer will honor this request only if the individual has no other means of transportation.

**University Police Officers will respond to the medical facility and transport the individual (student) back to the main campus of the University. In the event an emergency petition is completed for a University student who is evaluated by the examining physician at a medical facility, the Office of Student Affairs will be notified, by the on-duty Supervisor or Division Commander, to determine whether the student poses a threat to the safety and security of the campus community.**

- 9. In a misdemeanor incident where an individual is apparently mentally ill, officers should seek non-arrest resolutions. The most desired resolution is voluntary admission to an appropriate mental health facility. However, when public safety is at issue, officers will follow Maryland Code, Health General Article 10-620 et seq., regarding involuntary emergency evaluation outlined above.
- 10. Voluntary Admission: The three following scenarios would indicate minimal officer involvement.
  - a. Persons who appear to be in need of psychiatric evaluation and do not appear to pose an imminent danger to themselves or others should be referred to a mental health facility. (A family member or other responsible person is often available to assist the disturbed person in seeking such treatment and should be provided with the information necessary to secure the needed help.)
  - b. Persons who have been or are under the care of a private physician should be referred to the physician if possible.
  - c. Persons who voluntarily agree to psychiatric evaluation will be taken to PRMC or another appropriate facility. Officers who transport persons under this section shall follow the transportation guidelines outlined in 70.1.1 however; these individuals will not be placed in handcuffs unless the officer believes a safety concern exists.
- D. Entrance-Level training for police officers of this department provides instruction for interaction with persons suspected of suffering from mental illness during contacts as well as during interviews and interrogation.

Civilian personnel will receive training upon their appointment to their position.
- E. All personnel will receive documented refresher training every three years. This may be accomplished in roll call sessions, in-service or through specialized training courses as coordinated by the Training Officer.

## **41.3 Equipment**

### **41.3.1 Patrol Vehicles/Marked and Unmarked with Emergency Equipment**

Salisbury University Police Department motor vehicles registered as emergency vehicles will be equipped with audible and visible signals as required under Maryland Motor Vehicle law – Transportation Article 21-106.

- A. The University Police Department patrol vehicles are conspicuously marked to include, but not limited to:
  - 1. Exterior-mounted emergency lights;
  - 2. Reflective materials placed on the sides and rear of the vehicle.
  - 3. Emergency telephone number; and
  - 4. The department's name.
  
- B. Patrol vehicles also include the following equipment:
  - 1. Siren;
  - 2. Public address system;
  - 3. A portable radio in the officer's possession;
  - 4. Alley lights;
  - 5. Spotlight (truck).

The agency does not use unmarked vehicles for patrol activities.

### **41.3.2 Equipment in Every Patrol Vehicle/Inspection**

Every patrol vehicle will be maintained in order for officers to respond appropriately to routine and emergency calls for service and incidents. All items maintained in each vehicle will be inspected by Squad Supervisors during the weekly vehicle inspection process (form 011). The Field Operations Commander will be notified by Squad Supervisors/OICs of any items that need to be replaced in order to ensure operational readiness of all equipment and supplies. Items and supplies that are on hand will be used to replenish necessary items in patrol vehicles.

- A. Each patrol vehicle will contain, at a minimum, the following equipment:
  - 1. First Aid Kit to include at a minimum: band-aids, trauma dressing, roll gauze, adhesive tape, gloves;
  - 2. Fire Extinguisher;
  - 3. Reflective triangles;
  - 4. Flex-cuffs;
  - 5. Automatic External Defibrillator (AED).
  
- B. The inspection process by officers and Supervisors shall ensure that deficiencies are addressed immediately prior to operation of the patrol vehicles. Unsafe vehicles will be reported immediately the Squad Supervisor who will ensure contact with the Field Operations Commander is made.
  
- C. Officers will ensure that if marked patrol vehicles are scheduled for maintenance or otherwise out of service that all equipment designated for law enforcement purposes (ie. chemical spray, etc) is removed from the vehicle until such time that the unit is back in service.

Refer to 17.5.3 and 53.1.1

*(Revised 08/01/2016)*

### **41.3.3 Occupant Safety Restraints Devices in Every Vehicle**

All agency vehicles and motor pool vehicles are equipped with occupant safety restraints and all persons driving or riding in these vehicles will use the seatbelt/harness restraints in compliance with the provisions of the Maryland Transportation Article. Employees will take no actions that will lessen the effectiveness of the vehicle passenger restraint systems.

### **41.3.4 Authorized Personal Equipment/Apparel**

The University Police Department provides all employees with authorized apparel (except socks and shoes) and equipment to ensure uniformity and prevent the use of unauthorized or substandard items. The Patrol Commander, his/her designee, maintains a record (form 078) of the apparel/equipment provided and assigned to each employee.

- A. Non-issued equipment that is permitted to be worn, unless otherwise directed by the Chief of Police, includes:
1. Single or double clip key ring;
  2. Pager and/or cellular telephone;
  3. Knife or utility tool;
  4. Second handcuff case and handcuffs;
  5. Winter pullover sweater - black, "Commando V-Neck" style;
  6. Black Gloves;
  7. Black Knit hat/toboggan without emblems of any kind – to be worn only in extreme cold weather;
  8. Black turtleneck (night shift only).
  9. Sunglasses may be worn. The frames must be a conservative color and the lenses may not reflect a mirrored image. Gaudy or colorful frames and lenses are prohibited. Aviator sunglasses are preferred.
- B. Any other non-departmental issued uniform item or equipment (ie. televisions, dvd players, etc) not expressly permitted in this or other policy is prohibited, without prior authorization from the Chief or his designee. Refer to 26.1.1 (B)

### **41.3.5 Protective Vests**

Protective vests are issued by the department to each sworn police officer. All personnel, Sergeant and below, who are assigned to patrol duties shall wear their assigned protective vest during their tour of duty unless otherwise exempted by the Chief of Police. CID and administrative personnel shall have their protective vests readily available at all times they are on-duty.

In all "high risk" incidents any officer responding shall be required to wear the agency issued protective vest. Squad Supervisors shall ensure compliance with this policy during the inspection process. Additionally, officers who report to the range for firearms training shall wear their issued vest.

*If an SUPD officer leaves this agency and obtains employment with another law enforcement agency, he/she shall be permitted to utilize their SUPD issued body armor for a period of time to allow their new employer to obtain a protective vest or purchase the SUPD issued vest at a depreciated price. The former employee shall return the SUPD issued vest to the department as soon as reasonably possible after receiving a protective vest from their new place of employment.*

*(Revised 02/01/2016)*

### 41.3.7 Computerized Mobile Data Access

The University Police Department uses wireless communication technologies through Mobile Data Terminals (MDT's) to enhance the operations and security of the agency. Employees assigned, or who have access to, a Mobile Data Terminal shall use the system in conformance with the rules and procedures outlined in this policy.

The MDT, using the Capital Wireless Information Net (CapWIN), is designed to enhance the officers' ability to access and utilize information found in MVA and NCIC through the Maryland Electronic Telecommunication Enforcement Resource System (METERS) in a mobile environment. Additionally, this network system will allow two-way communications with allied officers and other police agencies which also utilize this system.

#### **POLICY**

It shall be the policy of the University Police Department to use the MDT system to support the agency's operations and activities. It is the responsibility of each employee to ensure that this technology is used for proper business purposes and in a manner that does not compromise confidential, protected, restricted or other sensitive information. Any unauthorized use or misuse of the mobile data terminals or access and/or information available via the systems available for law enforcement purposes will result in disciplinary action.

The *Field Operations* Commander or his/her designee, is responsible for the support and operation of the MDT Program, to include training, maintenance, repair and security checks of all equipment. This will also include communication and interaction between federal, state and local agencies that support the MDT Program.

MDT usage is restricted to those agency employees who have been trained in the proper use of the equipment and who have been certified to access the systems available.

#### **MDT USER RESPONSIBILITIES**

MDT users shall attend all scheduled MDT related training as required such as CapWIN training, CJIS/NCIC training, etc. MDT users are responsible for maintaining all current certifications, which allow access to CJIS/NCIC and other databases retrievable by an MDT. Problems with access to these systems will be reported immediately to the Administrative Commander. ***All personnel shall maintain their individual passwords necessary to access this system at all times. Personnel whose access is unavailable/denied caused by the expiration of password or other circumstance due to the employee's negligence shall be subject to disciplinary action.***

Users' passwords to access the MDT's CapWIN system and CJIS/NCIC shall not be shared or made known to any other individual. Users who have reason to believe that their password has been compromised shall immediately notify the Squad Supervisor and change their password utilizing the established procedures. Attempts by any member to utilize an MDT or gain access to CJIS/NCIC with another employee's password is strictly prohibited and will result in disciplinary action.

Responses from inquiries to CJIS/NCIC are protected information. Officers are not permitted to use these systems for their own use, and information received through these computer systems will only be used for official criminal justice purposes. Officers will not initiate any inquiry outside those purposes necessary to complete an agency objective. Officers will ensure that unauthorized persons, to include passengers or offenders located in the vehicle, do not view responses from these systems. For officer and equipment safety, the MDT should always be secured in the vehicle mount designed for that vehicle.

(Revised 08/01/2015)

## **GENERAL MDT USAGE**

Safe operation of vehicles equipped with an MDT is paramount. Common sense and safe driving practices dictate that the officers will focus their attention on safe operation of the vehicle and will utilize the MDT only when it is safe to do so.

Officers assigned to any patrol unit with an MDT will log into the CapWIN network at the beginning of each shift. The MDT will remain on and logged into at all times while the officer is on duty. The Communications Center will also log into CapWIN which will allow police communications personnel to transmit correspondence via the messaging system instead of using the radio. Only full-time PIN employees assigned to the Communications Center are trained in the systems outlined in this policy.

Currently, the MDT's only have the capabilities outlined above. Neither the CAD nor Records Management systems are available via the MDT.

All police related calls for service will be transmitted over the radio in order for all on-duty personnel to be knowledgeable of calls for service to which personnel respond. When clearing a call for service, the officers will use their radio to provide Communications with a disposition. By their nature, traffic stops require a high level of attention by the officer(s) conducting the stop.

Because of that, the MDT will not be used to notify communications or other officers of a traffic stop. While on the stop, the officer may use the MDT to perform records checks through various computer systems if they feel doing so does not create a risk to the officer. If it is more prudent to request a PCO run checks through METERS, rather than the officer, the on-duty PCO, if trained, shall complete these checks.

Officers must remember that a positive response through the MDT is no different than any other computerized system. All HITS must be confirmed with the entering agency before any property can be seized or any person can be arrested. All hit confirmations will be performed through Communications in accordance with CJIS protocols.

All employees will comply with Salisbury University's Acceptable Use policy for all computer systems.

## **SOFTWARE / HARDWARE MAINTENANCE**

All MDT's, data and software maintained or used by the University Police Department are for official use only. No employee will use or cause to be used any MDT for personal gain or benefit of any kind. Only software purchased or acquired by the agency will be installed on an MDT upon approval by the Chief of Police. All software and hardware installation, modification, or deletion shall be done by authorized IT personnel. Users are not permitted to download or install software (i.e., games, music, screen savers, wallpaper, etc.) without the written approval of the University's IT department and the Chief of Police.

If any equipment needs to be serviced/repaired/reprogrammed, a request will be sent to the Patrol Commander. All MDT repairs shall be done by authorized personnel/technicians. MDT users shall report all system related problems to their Squad supervisor prior to the end of their tour of duty. The Squad supervisor shall determine if the problem is isolated to that MDT or is system-wide. Supervisors shall report all system-wide problems to the *Field Operations* Commander as soon as the problem is discovered.

If a vehicle is taken out of service due to an accident or prolonged maintenance, the MDT must be removed from the vehicle and will be maintained by the Patrol Commander.

### **CARE OF EQUIPMENT**

The MDT's will be securely locked into place on the docking station while the computer is in a vehicle. The key for the locking system will be kept with the vehicle. The MDT will only be removed from the vehicle during times when the patrol unit will not be used for an extended period.

Although the terminal is a ruggedized model, care must still be used in handling the computer. Avoid exposing the computer to moisture, including rain and snow, as well as beverages. Beverages consumed within the patrol unit will require a lid to prevent spillage within the vehicle and possible damage to the MDT.

The MDT is capable of operating in extreme temperatures; however, it may not function properly until it returns to an ideal operating range. In extreme cold, the computer may not function until the unit warms up. In the extreme heat of summer, the unit may not work properly until the ambient temperature of the vehicle has cooled.

Care should be used in cleaning the screen of an MDT. An anti-static cleaning cloth should be used to clean the screen. Another cleaning method is the use of a soft cotton cloth lightly moistened with water. No cleaning solution shall ever be used to clean the screen or computer housing.

As the MDT's have a touch-screen system option, an operator will use only a fingertip or the stylus pen that is provided with the terminal. Under no circumstances will an ink pen be used on the screen. The use of an ink pen will cause damage to the screen.

Supervisors will be responsible for inspecting each MDT during the weekly inspection process. The supervisor shall check the hardware and software for functionality. The results of the inspection shall be documented on the vehicle inspection form 011.

### **ELECTRONICALLY TRANSMITTED CORRESPONDENCE**

All electronic messaging/correspondence is the property of the University Police Department. Any electronic message that is sent through the MDT system may be retrieved by authorized personnel at a later time, even though it may have been deleted from the assigned employee's computer. Electronic messages are not a protected form of communication and could be subject to a discovery motion in a criminal/civil case or an internal investigation.

Users shall have no expectation of privacy, express or implied, of any information sent over or stored on issued MDT's or the Mobile Data Network. This agency will control all access to any and all information stored in these devices, networks and/or systems at all times.

Offensive, demeaning or disruptive messages are prohibited. Any message containing slang or language that could be construed as offensive, disrespectful or sexual harassment against any person or group will not be tolerated. All transmissions are recordable and retrievable.

### **OPERATING PROCEDURES FOR WIRELESS MOBILE COMPUTING DEVICES**

MDT users will be mindful of regulations governing the use of the device. The user will deactivate the device in areas where radio devices are prohibited or when it may cause interference or danger. Any restrictions on use pertaining to cell phones and two-way radios will apply to an MDT; e.g., transmitting within 200 yards of a bomb threat, other area restrictions, etc.

#### **41.3.8 In-Car Audio or Video Recording Systems and Body Worn Cameras**

The University Police Department does not use in-car audio or video recording systems or body worn cameras.

#### **41.3.9 License Plate Recognition Systems**

The University Police Department does not use license plate recognition systems.

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Edwin Lashley  
Chief of Police