

WOLFEBORO POLICE DEPARTMENT

SOP 4.0

Date Issued: 12/27/2019

Review: 03/04/2021

[Note: This written directive is for the internal governance of the Wolfeboro Police Department and, as provided by RSA 516:36, is not intended and should not be interpreted to establish a higher standard of care in any civil or criminal action than would otherwise be applicable under existing law.]

By Order of:
Dean J. Rondeau, Chief of Police

CALLS FOR SERVICE

Policy To provide uniform response and service to citizen requesting assistance

Purpose The purpose of this directive is to cover the following

Responses to calls	Code classification
Parking	24-hour service

24-hour coverage The Wolfeboro Police Department provides 24-hour patrol coverage for the town of Wolfeboro.

If a patrol unit is taken out of service for a considerable time, a supervisor will make arrangements for alternative coverage.

Guidelines on call

- All calls for service will be answered without delay.
- All calls will be answered unless directed otherwise by a supervisor.
- Emergency calls take precedence.
- Officers will direct their response based on the priority of the call.

Assistance – Officers will notify Dispatcher for the following;

- Fire Dept – accidents, spills and/or serious injury.
- Ambulance - injury, sick or possible medical problem standby.
- Medical Examiner – Death.
- Public Works – Problem related to roads, sewer, water.
- Supervisor – per SOP's or if situation warrants it.
- Public Utilities – utilities failure or problem.

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Service

Responders are reminded that each call is reflective on the department therefore officers should:

- Provide full attention to the complainant.
- Handle the matter in a courteous manner.
- Leave the complainant with sufficient information to answer any questions.
- If possible, do a follow up to see that the complainant is satisfied.