

TAKOMA PARK POLICE DEPARTMENT - GENERAL ORDERS



TITLE: Care Program		Number: 506	
Effective Date: April 16, 2012		Review Date:	
X New	Amends	Rescinds	
Authority: Chief Ronald A. Ricucci		CALEA STANDARDS	Total Pages 2

01 Purpose: To establish policy and procedures for the Caring About Residents Everyday (CARE) Program coordinated by the COP officer.

02 Policy: It is the policy of this department to offer City residents, who may live alone and/or have special needs, a voluntary daily check on their security and welfare status. The policy serves not only to protect those residents in need, but also to bring a sense of relief to their caring friends and relatives who are not close enough to check themselves.

03: Procedures:

A. The Community Outreach Program (COP) officer, as the CARE coordinator, performs the following functions:

1. Seeks out, identifies, and records potential resident CARE participants.
2. Personally registers each resident participant by completion of a CARE Registration Form (TPPD Form # 500-007).
3. Acquires from each resident participant a photograph, key to the participant's residence, and a signed CARE Agreement (TPPD Form # 500-008). Once a resident has been approved as a participant, the Registration Form, signed Agreement, photograph and residence key will be placed in the CARE binder stored in the communications office.

B. The resident participant has the following obligations:

1. Call into the department's main non-emergency number (301-270-1100) every day between the hours of 12 p.m. and 5 p.m.
2. If the participant forgets, or is unable to call between 12 p.m. and 5 p.m., he/she has a three (3) hour grace period or until 8 p.m. to call, after which the department will attempt to initiate contact.
3. Notify the department at least one (1) day prior to the date(s) of planned absences from the residence or occasions that a call into the department would not be practical.

C. Responsibilities of Dispatchers include:

- 1.** When a participant calls to check in, record the date, time and any pertinent information in the CARE Program Participant Log (TPPD Form # 500-009).
- 2.** If a participant does not call by 8 p.m., place a call to the phone number(s) provided for the participant.
- 3.** If contact with the participant cannot be made, place a call to the participant's emergency contact person.
- 4.** If contact is still not made and/or the emergency contact person cannot advise about the well-being of the participant, an officer will be dispatched to the participant's residence.
- 5.** If all the foregoing steps fail to establish contact and/or locate the participant, note the actions taken on the TPPD Form # 500-009 and send an e-mail to the COP officer advising of the results.

D. Officers dispatched to check on the welfare of a participant will retrieve the photograph and residence key from the CARE binder in the communications office and:

- 1.** Do a house check to ensure that everything is secure and nothing is out of place.
- 2.** If there is no answer at the door, make entry with the key provided by the participant.
- 3.** If the participant is not located in the residence, secure the residence, notify the dispatcher of the results of the residential search, and return the photograph and residence key to the proper location in the CARE binder in the communications office.