



Atlanta Police Department – Standard Operating Procedure			
	APD.SOP.4012 – Community Assistance Responders (CARE) Effective Date: May 20th, 2025		
Chief Darin Schierbaum	Signature by: DS	Date Signed: 5/20/2025	Renewal Date: 2029

Update to NEW POLICY

APD Staff,

The Policy and Standards Section has made adjustments to the APD.SOP.4012 – Community Assistance Responders (CARE).

The CARE Unit was initiated to assist sworn personnel with responding to non-injury vehicle collisions on surface streets, highways and private property as well as low risk/non-enforcement calls for service.

The Policy has been updated to reflect the following changes:

4.2.1 Care Operators will be dispatched and respond to the following calls for service:

- Non-injury motor vehicle collision (Non-Injury Signal 41).
- Non-injury Hit & Run motor vehicle collision. (Non-Injury Signal 43).
- **Found Property (excluding weapons, narcotics and/or drug paraphernalia) (Signal 52).**
- Roadway or sidewalk obstructions (Signal 81).
- Work Traffic (Signal 84).
- Vandalism (Signal 86).
- Other such tasks as are directed.

4.2.2 **In instances involving accidents with complaints of injury where medical services are refused and no visible injuries are present, the CARE Unit will initially respond and raise a supervisor to determine whether the accident will be handled by a CARE Unit or require the response of a Sworn officer. If there is any doubt regarding injury status, sworn personnel must be dispatched.**

Thank you and stay informed!

Policy and Standards Section
Planning, Research, and Accreditation Unit



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1. PURPOSE

To establish procedures for the operation of Community Assistance Responders (CARE) within the Field Operations Division (FOD).

2. POLICY

To respond to 911 calls regarding non-injury motor vehicle collisions, property damage and low risk/non-enforcement incidents as dispatched, and to provide service to all citizens involved in a safe and efficient manner.

3. RESPONSIBILITIES

- 3.1 Zone Commanders with CARE Operators under their command will utilize these operators in compliance with this directive and monitor their performance to determine the impact, if any, they are having on Zone Operations.
- 3.2 Unit Commanders with CARE Operators under their command will integrate them into the operation of their unit.
- 3.3 Unit Supervisors will supervise CARE Operators with the same attention, care, guidance, and support provided to each person under their supervision.
- 3.4 CARE Operators will report directly to their assigned supervisor and conform to the policies and procedures of the APD in performing their duties.

4. ACTION

4.1 GENERAL

CARE Operators are non-sworn personnel (Community Service Officer) serving our community by augmenting the Atlanta Police Department to enhance our ability to respond to calls for service in a timely manner. CARE Operators handle low risk calls which do not require enforcement or arrest powers thereby allowing sworn officers to be available for enforcement.

4.2 DUTIES OF CARE OPERATORS

- 4.2.1 Care Operators will be dispatched and respond to the following calls for service:
 - 1. Non-injury motor vehicle collision (Non-Injury Signal 41).
 - 2. Non-injury Hit & Run motor vehicle collision. (Non-Injury Signal 43).
 - 3. Found Property (excluding weapons, narcotics and/or drug paraphernalia) (Signal 52).
 - 4. Roadway or sidewalk obstructions (Signal 81).
 - 5. Work Traffic (Signal 84).
 - 6. Vandalism (Signal 86).
 - 7. Other such tasks as are directed.
- 4.2.2 In instances involving accidents with complaints of injury where medical services are refused and no visible injuries are present, the CARE Unit will initially respond and raise a supervisor to



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determine whether the accident will be handled by a CARE Unit or require the response of a Sworn officer. If there is any doubt regarding injury status, sworn personnel must be dispatched.

4.2.3 If after review of the scene from a supervisor (either physical response, radio communication or BWC livestream) and the supervisor determines the CARE Unit will complete the accident investigation and report, the CARE Unit will ensure to document in the report the original complaint of injury and refusal of medical treatment.

4.2.4 CARE Operators will request assistance from sworn personnel via radio if the following circumstances exist:

1. There are visible and apparent injuries on scene, medical services are requested, or if medical is already on scene and any of the individuals have already been evaluated (even if they refuse further medical or transport). CARE Units will not complete accident reports involving obvious and/or visible injuries.
2. Any party on the scene is, or becoming, belligerent and there is a potential for violence.
3. Any circumstance where an officer's guidance is needed or required.
4. A Citation needs to be issued.

4.3 CARE OPERATOR TRAINING

4.3.1 Classroom Training

Classroom training will be approved and administered by Atlanta Police Academy to all new CARE Operators. Successful completion of all classroom training is required prior to participation in the Field Training module of the instruction.

4.3.2 Field Training

1. CARE Operators will complete three weeks of field training in their assigned zone riding with a Field Training Officer (FTO) or Senior Police Officer (SPO). Three additional weeks operating a CARE vehicle while the Field Training Officer (FTO) or Senior Police Officer (SPO) is in the passenger seat observing.
2. The FTO/SPO will complete a daily evaluation on the CARE Operator that will be documented. This document will be sent to the Training Academy with recommendations to extend training or release of the CARE Operator to work independently.
3. After the successful completion of the CARE Field Training Program, a final review will be conducted by the Academy Director or designee who will determine if the CARE Operator is ready to be assigned and commence with their duties.

4.4 CARE OPERATOR EQUIPMENT

4.4.1 CARE Operators will be issued and trained on the following equipment:

1. A City-issued Smartphone.
2. Ballistic Vest. The vest must always be worn under the CARE uniform shirt while on duty.
3. Body-worn camera. Personnel will follow all procedures stated in APD.SOP.3133.
4. Duty Belt.
5. CARE Operator traffic safety vest.



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6. Reflective or bright gloves.
7. Flashlight and holder with attachable traffic wand.
8. Whistle.
9. Radio and case.
10. Tourniquet.

4.4.2 CARE Vehicles will be equipped with the following equipment:

1. Clear, Green and Amber Emergency Lighting.
2. A Mobile Data Terminal.
3. In-vehicle Radio.
4. In-vehicle Axon Camera System.
5. Crime scene tape.
6. Traffic cones.
7. Flares.
8. Fire Extinguisher.
9. First Aid Kit.

4.4.3 It is prohibited for a CARE Operator to possess a personal weapon on their person or inside of a city issued vehicle while on duty.

4.5 REPORTING

4.5.1 CARE Operator supervisors will report the following information daily to the Unit Commander.

1. Daily Activity Sheets of CARE Operators.
2. Total number of Calls for service responded to, along with a breakdown by call type.
3. Total number of incident reports taken.

4.5.2 CARE Operator unit commanders will consolidate the daily reports and submit a weekly report to their Zone Commander by Wednesday of each week.

4.5.3 Zone Commander will provide a CARE Operator Report to the FOD Commander on a quarterly basis.

5. DEFINITIONS

Non-injury Motor Vehicle Collision: A motor vehicle collision where any involved party (driver or passenger) are uninjured.

Drug Paraphernalia: “any equipment, product or material of any kind which is primarily intended or designed for use in manufacturing, compounding, converting, concealing, producing, processing, preparing, injecting, ingesting, inhaling, or otherwise introducing into the human body a controlled substance”

6. CANCELLATIONS

APD.SOP.4012 Community Assistance Responders (CARE) – June 4th, 2024

7. REFERENCES

City of Atlanta posted Job Description – Community Services Officer