



Colorado Springs Police Department

General Order

1841 Staff and Personnel Notifications

Section 1800 – Personnel Functions

Effective Date: 4/5/2022

Supersedes Date: 1/7/2019

.01 Purpose

The purpose of this directive is to provide guidance on when and how to notify staff members and department personnel of emergencies and serious incidents.

.02 Cross-Reference

[GO 861 Staff Duty Officer and Responsibilities](#)

[DL-825-26 Duty Lieutenant Responsibilities](#)

[DL-1841-01 Emergency Notification System](#)

[COM-103 Notification Procedures](#)

.03 Discussion

Due to the unpredictable variety of incidents CSPD responds to, it would be impractical to create a policy to guide employees in making notifications in all situations. This directive offers guidance pertaining to making notifications about specific incidents.

.04 Policy

It is essential that appropriate department personnel be notified, as soon as is reasonably possible, of emergencies, critical incidents, and other matters that may significantly affect department operations or personnel. The desire to make immediate notifications will not take priority over accuracy in the information being sent. The Communications Center will not send notifications that lack the basic yet accurate incident information to make informed notifications.

Any department member at the rank of lieutenant or above may request command staff or staff notifications be sent. Notification of critical incidents to all department personnel will only be sent at the direction of the command staff.

Requests to be added to the Staff Page will be approved by the Deputy Chiefs, via the appropriate chain of command for personnel outside those listed below.

.05 Definitions

Command Staff Page: A notification limited to staff officers (Chief, Deputy Chiefs, and Commanders), the Professional Development and Wellness Lieutenant, and the Public Information Officer.

Notification System: An approved web-based system capable of sending text-based notifications to specific individuals based on rank or position.

Staff Page: Notification to identified individuals from the following units:

- Command Staff
- Police Lieutenants
- Violent Crimes and Internal Affairs Sergeants
- Metro Lab Manager
- Victim Advocacy Unit Manager
- Communications Supervisors
- Wellness Unit Sergeant

Certain staff page notifications will also include the following CSFD personnel, as noted later in this directive:

- Command Staff
- On-Duty Battalion Chiefs
- Medical Office Battalion Chief

.10 Communications Responsibilities

The Communications Center is responsible for receiving requests to notify specialized units and contacting the appropriate representative from the requested unit. When time and technology allow, notification times and details will be documented in CAD call screens. The Communications Center will make all emergency notifications, other than those given individually to staff, including notifications to units such as TEU, the Metro Crime Laboratory, and investigative units.

.20 Notifications via Command Staff Page

Command staff pages will be sent to the above-mentioned personnel; command staff pages will be sent at any time of the day or night as soon as the necessary and appropriate information is available.

Mandatory notifications via the command staff page include:

- Deadly force incidents resulting in injury or death
- Officer-involved shootings with or without injury
- Officer or civilian employee causes death or serious injury to someone (such as, from a fatal traffic accident)
- The death of a department member
- A serious ***on-duty*** injury or illness of a member
- The discharge of an officer's firearm for anything other than the dispatch of an injured animal
- Any other information that is only appropriate for the highest-level staff officers

.22 Notifications via Staff Page

Staff pages will be sent to the above-mentioned personnel about the serious incidents described below. Mandatory notifications made by the Communications Center via the staff page are separated into notifications made at the time of occurrence or notifications between 0600-2200 hours. Highlighted incidents are also sent to appropriate CSFD personnel.

- Notifications sent at the time of occurrence include:
 - Active shooter, barricaded gunman, or hostage incidents
 - Activation and deactivation of priority dispatching status
 - Explosives incidents of a serious nature
 - Major fires, aircraft incidents, or other disasters that create a substantial drain on patrol staffing
 - Major civil disturbances/unlawful demonstrations
 - Amber Alert kidnappings
- Notifications sent between 0600 and 2200 hours include:
 - Homicides

- Major equipment or communication failure

.24 All Personnel Notifications

Notifications will be sent to all department personnel when an officer-involved shooting occurs. These notifications will only be sent *after* the criticality of the event has ended *and* only at the direction of a member of command staff. If the event occurs between 2200-0600, the notification will be scheduled for the following morning at 0600.

.30 Employee Contact Information

All employees are required to keep their contact information and preferences current in the department-approved notification system. Employees with department-issued cell phones will have the approved application downloaded on their phones.