

Greer Police Department

General Order 510.3 Operations

This order consists of the following numbered sections:

- I. INVESTIGATIONS
- II. FIELD ACTIVITIES
- III. NOTIFICATIONS
- IV. EMPLOYEE MEAL BREAKS

By Order of: *Matt Hamby*
Chief of Police

April 3, 2023

CALEA 22.1.5; 42.1.4; 42.2.1; 55.2.6

I. INVESTIGATIONS

A. Preliminary Investigations by Patrol Officers

1. Often, the most important factor in solving a crime is the information supplied by a victim or witness to the first responding patrol officer. In general, patrol officers will conduct the preliminary investigation of most cases. In unusually serious or complex crimes, the preliminary investigation may be conducted or assisted by specialists; i.e., County Crime Scene Technicians, Coroners investigators, SLED, etc. As a general rule, the patrol officer will conduct a preliminary investigation of any matter coming to his/her attention.
2. The patrol supervisor shall determine if specialists or investigators will be called out to assist in the investigation. The patrol supervisor should consider the total amount of loss, the severity of injury, the extent of damage, the severity of the crime, the requirements of General Order 530.1, Criminal Investigations, and situations where the special expertise of specialists or investigators could lead to a more efficient or quicker conclusion to the investigation.
3. Preliminary investigations begin when the officer arrives at the scene of an incident, first makes contact with the complainant or becomes aware that a crime has been or is being committed. This preliminary investigation continues until such time as the postponement of the investigation or transfer of responsibility. The preliminary investigation usually includes some or all of the following:
 - a. Providing for medical attention to injured persons.
 - b. Protecting the scene to prevent evidence from being lost or contaminated.
 - c. Determining whether a crime has been committed and, if so, the exact nature of the offense. Notification of on-duty supervisor or other needed resources on serious offenses.
 - d. Determining the identity of the suspect(s) and arresting them when appropriate.
 - f. Identifying all witnesses.
 - g. Interviewing victims, witnesses and suspects to determine in detail the exact circumstance of the offense.
 - h. Arranging for evidence collection and preservation.
 - i. Taking written statements, when possible and appropriate, from victims, witnesses and suspects.
 - j. Accurately and completely recording all pertinent information in proper format.

- k. Referring the complainant to the appropriate prosecutor or magistrate for review of the case when charges will be sought and responsibility for pursuing prosecution rests with the complainant.
 - l. Any other action which may aid in resolving the situation, solving the crime or as directed by supervision.
4. The following procedures should be followed at significant crime scenes such as suspected homicides; rape; arson; violent assaults; armed robbery. The first responding officer will begin the process and assist until the scene is taken over by the called out investigator who will complete the procedures.
- a. The purpose of the crime scene is to keep the site of the crime in the same physical condition as it was when left by the offender. The physical evidence is the only evidence that will stand on its own at trial.
 - b. The first responding officer will initiate the investigation. The investigator, however, will ultimately control and complete the investigation.

Evidence
spontaneous
Take detailed notes of
investigation. If possible, take photos
found upon arrival. This may include
personnel as they are working.

can consist of physical evidence as well as the words or
utterances of suspects, witnesses or victims.
everything that may be useful to the
of the initial scene as it was
photos of Fire or EMS
 - c. Establish the crime scene. It can never be too big, only too small. Look for evidence (blood or other evidence trails) that may expand the crime scene.
 - d. Set up a double perimeter. The inner perimeter can serve as the crime scene with the outer perimeter serving to keep the media and any other non-essential personnel out of the way.
 - e. Establish one point of entry into and out of the crime scene. Post an officer at this position with the crime scene log.
 - f. The crime scene log must be accurate with regard to the dates and times but also as to who was present. Media outlets may be used by the defense to prove or disprove who was on-scene.
 - g. No unauthorized persons should be allowed into the crime scene. Any officer that does enter the crime scene must be prepared to explain why. The officer must also operate under the assumption that they will be required to testify in General Sessions Court. All officers who were a part of the scene and participated in any way should submit a supplemental report detailing their involvement. Remember, most major cases do not go to court until several months or years later.
 - h. Record the names of all police, fire, EMS or other personnel that enter.

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separately.

- i. In cases involving death, EMS and Fire personnel should be removed from the scene once death is established. If death is obvious, entry by these personnel should be extremely limited.
- j. Move any by-standers out of the crime-scene. The evidence should be protected from fellow officers, supervisors, family members and any others. Before removing any person note on the crime scene log their name and agency, if applicable. They should be noted at Entry: "Found crime scene," and at Exit: list the time
- k. Move any witnesses out of the crime scene. Identify them completely including address, full name, DOB and physical description. They may be detained for investigative purposes and should be interviewed
- l. If a suspect is identified do not conduct an interrogation. Record in your notes and supplemental any statements made or other actions this person may take. Make sure the investigator is made aware of whom the suspect may be.
- m. Nothing related to the crime scene should be moved or touched by anyone. This may include EMS or other personnel moving items or searching the scene for the purpose of locating identification or medications. This will be the job of the coroner and investigators once on-scene.
- n. No person inside the crime scene should eat, drink, chew tobacco or discard any materials. They should also refrain from using the sinks or toilets.
- o. Canvass the area and speak to neighbors. Document their input as well as their physical information (name, DOB, address). Completely document everyone that you speak with, even those who have nothing to offer.

B. Follow-up Investigations by Patrol

- 1. Patrol officers will routinely conduct follow-up investigations in order to increase their effectiveness, to enhance their role and to provide specialized investigators more time to concentrate on complex investigations. All criminal investigations will receive a second contact with the victim/complainant.
- 2. All reports that have been forwarded to the Criminal Investigation Division are screened by the CID supervisor. Some may be returned to the Patrol Division for follow-up investigation. Those investigations which are returned to the Patrol Division generally fall into the following categories:
 - a. Those requested by Patrol Division supervision to be returned.

- b. Those wherein the original reporting officer has requested to conduct the follow-up investigation.
 - c. Any others at the discretion of the CID Commander.
- 3. These investigations are generally assigned to the original reporting officer, but may be assigned to other officers for reasons of expediency or efficiency at the discretion of the CID supervisor.
- 4. Having completed an investigation, the patrol officer will submit the case file to his/her supervisor for review. The supervisor will either return the investigation to the officer for further work or indicate his approval. If approved, the case file is then sent

to the Records Section with a copy of the supplementals to CID.

II. FIELD ACTIVITIES

A. Field Interviews

- 1. During the course of their duties, officers often encounter persons in suspicious or unusual circumstances. Recording these persons' identities, descriptions, vehicles, times and locations found and circumstances of the situations may be beneficial to other officers for various reasons, including follow-up investigations and other patrol activities. This information may also be useful to criminal investigators working current or future cases. This information on persons is recorded on the Field Interview (FI) card along with details of the suspicious situation. These FI cards are submitted for review by patrol supervisors and then forwarded to the Criminal Investigation Division. This file will be available to all members of the Department.
- 2. An officer may not stop a person for the sole purpose of completing an FI card. That person may be stopped when the officer has a reasonable suspicion of possible criminal activity. The standard of reasonable suspicion is substantially lower than the requirement of reasonable grounds or probable cause. The reasonable suspicion must be based on objective circumstances which led the officer to suspect possible criminal activity and possible involvement of the person being FI'd. This standard of reasonable suspicion complies with the fourth amendment to the U.S. Constitution which prohibits unreasonable seizures.
- 3. Since the requirements of reasonable suspicion to stop must be based upon objective grounds, officers should specifically record these objective grounds on the FI card. Phrases such as, "He was acting suspicious", are not sufficient. Only the specific conduct of the person which contributed to the officer's reasonable suspicion should be noted.

B. Informants Used by Patrol Officers

- 1. Although criminal investigators generally make use of informants more frequently, patrol officers may also use informants, particularly in light of their investigative

responsibilities.

2. An informant is a person who provides information to the law enforcement community. Patrol officers are likely to develop a number of informants through routine day-to-day activities. Generally, these informants are not paid, do not require or desire anonymity and, therefore, do not come under special procedures

requirements.

3. A confidential informant is a person who cannot or does not desire to have his identity known. Should a patrol officer develop a confidential informant or make use of a paid informant, coordination through the Criminal Investigation Division Commander must be accomplished to satisfy requirements in accordance with the procedures set forth in General Order 530.2, dealing with confidential informants.

C. Police Hazards

1. A police hazard is any situation, person, property, or place that may create or contribute to an incident calling for some police or law enforcement action.
2. Information regarding current or ongoing hazards may be received by the Police Department from various sources. Should the information be considered of interest or value to patrol units in the field, it will generally be passed on to them over the police radio or by telephone contact as appropriate. This information may also be posted on the roll call board and relayed to officers at roll call.
3. Any member of this Department having knowledge of any hazard which would affect an officer responding to a particular location within the City will be responsible for completing a memorandum detailing the hazard and placing the memorandum in Communications and on the roll call board. It shall be the officer's responsibility to ensure the hazard is entered into the hazard file within CAD.
4. When a dispatcher, sworn or civilian, is alerted to a hazard through personal knowledge or danger indicator on the CAD screen, they will immediately advise the responding officers of this fact along with the hazard indicated.
5. Severe weather bulletins are periodically received by the Communications Section and will be relayed to on-duty personnel when appropriate.

E. Radio Communications

1. Every officer engaged in a field assignment will have constant access to radio communication. Each officer assigned to road patrol shall be equipped with a portable radio as part of his/her uniform equipment. While away from the patrol car, the portable radio will be operational at all times unless exceptional circumstances preclude use of the radio. Officers who have access to a telephone may advise the number where they can be reached in lieu of radio contact.
2. Each patrol car is equipped with a multi-channel 800 mgh programmable transceiver.
3. Radio Procedures

- a. Operations are more efficient and officer safety is enhanced when dispatchers, supervisors and fellow officers know the status of officers, their locations, the nature of incidents and the development of their investigation. Officers will communicate with the Communications Section upon arrival at the scene of an incident, when clearing a scene, when making vehicle or pedestrian stops, reporting incidents or at any other time an officer is leaving

the patrol car. When appropriate, a system of 10 Codes will be used to transmit information.

- b. Members of the Department will utilize the police radio system only for the proper transmission of police-related messages and will strive to keep all messages as professional, concise and complete as possible. At no time will members of the Department misuse or disrupt the radio system by transmitting unauthorized or personal messages.
- c. Cell phones may be used for brief messages. They may not be used to dispatch calls for service or to send or receive information regarding a call for service with the exception of extremely sensitive information that could jeopardize officer safety or the success of a police action if broadcasted over the radio. Officers must call the recorded lines in Communications, not the Communicator's private cell phone when communicating about police related activity.
- d. Officers assigned to patrol will be responsible for maintaining contact at all times during their tour of duty. Officers will reply promptly when called by the dispatcher over the radio system, according to established practices and procedures. Names of officers should not be transmitted over the police radio system.
- e. Dispatching a Call
 - (1) When Communications calls for an officer, they will give the officer's unit number and wait for the officer's response by giving their unit number. When an officer calls Communications, they will give their unit number and then wait until acknowledged by Communications before continuing to talk.
 - (2) When an officer is dispatched on a call, the exact location, nature of the call, and any other pertinent information will be transmitted to that officer who, when clear on the information, will acknowledge the dispatch by stating their unit number and "10-4".
 - (3) Upon arrival at the scene, the responding officer will transmit their unit number and "10-6". Officers will not get out of the car until an acknowledgment is received from the dispatcher.
 - (4) When clearing the scene, the officer will advise the dispatcher by utilizing the appropriate clearance code.
- f. When making a vehicle or pedestrian stop, the officer will follow proper radio procedure and inform the dispatcher of the location and any other

pertinent information, such as tag number and description of vehicle. Upon clearing the stop, the officer will inform the dispatcher by stating, "10-8" and the appropriate code.

- g. It must be remembered that every broadcast is being monitored by citizens with receivers, other agencies and the media. Adherence to the following guidelines by all personnel will support the professional image of our Department:
 - (1) Listen before transmitting. "Walking" on another unit causes needless repeats, sounds unprofessional and is discourteous.
 - (2) Do not display emotion by words or voice inflection that reflects irritation, disgust or sarcasm.
 - (3) Appropriate language will be used at all times.
 - (4) Clear and distinct speech will enable the message to be understood.
 - (5) Simple phrases and short, direct answers to questions are best for radio use. Long explanations are best saved for face-to-face situations unless absolutely necessary for accomplishment of the mission.

F. Emergency Forcible Entry

- 1. If, after all options have been exhausted, forced entry is necessary to protect life and/or property, a supervisor shall be notified, in advance, if possible or as soon as possible thereafter.
- 2. It will be the responsibility of both the supervisor and the members responding to the call to secure the damaged area entered. If it is felt that a maintenance crew from the City is needed, the supervisor on the scene will make arrangements for such a crew to be called out.
- 3. In all incidents of this nature, the responding officer will submit an incident report through the chain of command to the Chief of Police prior to the end of the shift. This report should contain all pertinent information which caused them to believe forcible entry was necessary and how the damage was repaired.

III. NOTIFICATIONS

A. Emergency Notifications, Next of Kin of Deceased, Seriously Ill or Injured Persons

- 1. Within the City
 - a. Notification will be in person and by a uniformed officer. Assistance from clergy, relative, or close friend with the notification will be sought if practicable.

- b. The notifying officer shall remain and offer his/her services in notifying other family members, waiting for other family members to arrive, obtaining clerical assistance or seeking medical help if needed.

2. Outside the City

- a. Notification of the law enforcement agency having jurisdiction over the residence of the next of kin will be made by telephone.
- b. The agency will be requested to contact the next of kin in person. If they are reluctant or unable to do so, the squad supervisor should be notified. A teletype confirming the request will be sent to the agency.
- c. The agency will be asked to contact this Department when notification has been made and to relay the name of the person contacted and any special instructions.
- d. The name of the Greer police officer and the telephone number of the Police Department will be provided to the next of kin for any additional information requests.
- e. No explicit details of the death are to be given over the telephone.

3. Notification requests initiated by other agencies should include a teletype message or some other form of confirmation.

B. Injury to Department Employees

- 1. If a member of the Police Department is killed or seriously injured, the Chief of Police, Bureau Captain and the appropriate Division Commander will be immediately notified of the incident.
- 2. If an officer is killed or seriously injured while on duty and it becomes the responsibility of the Police Department to notify the next of kin, the Chief of Police and the Bureau Captain will personally go to the victim officer's home and make personal notification. If the victim officer is seriously injured and receiving treatment at a local hospital, the Police Department will make arrangements for the officer's spouse or next of kin to be brought safely to the hospital.
- 3. The response and associated process for this type incident is provided in more detail in General Order 350.1
- 4. If injuries sustained by an officer are minor in nature, the officer will immediately notify the supervisor. The supervisor will determine if the officer will be required to report to the hospital for treatment. Supervisors will bear in mind that all injuries should be treated at a medical facility unless injuries are very obviously superficial in nature.
- 5. If the officer is seriously injured and unable to submit a report of the incident, the officer's immediate supervisor will complete a detailed report of the incident and submit it to the Chief of Police via the chain of command prior to the end of his tour of duty.

6. Officers will submit a detailed worker's compensation report if they sustain any injury while on duty, even if medical treatment is not required. This report will be submitted prior to the end of shift. The supervisor involved shall investigate the incident and
General Order 510.3

sign the injury report. This report shall be submitted through the chain of command to the Chief of Police prior to the end of the shift. All forms required by the City Personnel Department shall be completed and submitted without delay.

7. Police and Detention Officers who retire or are separated from service as a direct or proximate result of a personal injury sustained in the line of duty during the response to an emergency situation or a code three vehicle pursuit, as defined by state law, will be provided the same or better level of health insurance benefits as received while on duty at no cost to them. The City's Safety Committee reviews all cases of injuries suffered in the line of duty.

C. Other Notifications

1. Coroner's Office

- a. Whenever any person dies as a result of criminal or other violent means, or by suicide, or suddenly when in apparent health, or in any suspicious or unusual manner, the initial investigating officer or the officer in charge of the scene will be responsible to see that the Office of the Coroner is immediately notified of the facts concerning the time, place, manner and circumstances of such death, and any other information which the coroner or his representative may request upon becoming involved in the investigation.
- b. It will be the responsibility of the initial responding officer to confirm the notification of the appropriate Coroner's office of any death that has been brought to his attention. The actual notification is done by EMS or Fire Department Paramedics or First Responders.

2. Public Services Personnel

Officers who discover potential or actual threats on the roadway should immediately notify the Communications Section. Information such as location, type of problem, and urgency of response should be reported. The dispatcher then notify the appropriate, City, County or State department. If the situation is reported when the appropriate agency is closed, and is not an emergency, the dispatcher will complete and send an email work order for city problems to the appropriate City Department.

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For non city problems, the dispatcher will leave a message for the week day dispatcher to contact the appropriate County or State agency during normal business hours. After-hours situations which are of an emergency nature will be immediately brought to the attention of the Squad Supervisor who shall determine if the situation requires emergency notification of the appropriate agency.

3. Public Utilities

Officers should immediately notify the Communications Section when a situation is brought to their attention that presents a potential or actual hazard to persons or property that is the responsibility of a public utility company. The dispatcher will then notify the appropriate public utility company from the phone numbers
General Order 510.3
Operations

available in the Communications Section.

4. New Media

- a. When an accident or any other event occurs which causes traffic congestion, detours or need for public notification of a disruption lasting for an extended length of time, it will be the investigating officer's responsibility to inform the squad supervisor of the situation.
- b. It will be the responsibility of the supervisor to evaluate the incident and, if necessary, have the news media notified so that the public may be informed.
 - (1) If the incident will be cleared within a few hours, only television and radio need to be contacted.
 - (2) If the situation could remain for an extended period of time, newspapers will also be notified.
 - (3) Release of specifics of any incident will be governed by General Order 640.1.

IV. EMPLOYEE MEAL BREAKS

- A. The intent of this regulation is to afford officers a reasonable opportunity to eat meals while providing maximum patrol visibility within the City of Greer.
- B. On-duty Patrol personnel shall take their meal breaks within the City limits.
- C. Personnel who reside within one (1) mile of the city limits may eat at their residence.
- D. Non-uniformed personnel in unmarked vehicles are encouraged to eat within city limits whenever possible.