

	<b>PARADISE VALLEY POLICE GENERAL ORDER</b>  <b>Communication; Internal and External</b>	Order Number <b>11.12</b>
		Date <b>09-27-19</b>

**11.12 Communication; Internal and External**

- A. Effective communication with the community, within the *Town* and within the *Department* is critical to success of the core *mission* of the agency. *Personnel* are encouraged to ensure that all communication is effective and conforms to *Town* policy. Approved *Town* forms and formats *should* be used.
- B. *Employees* are responsible for any written or electronic message they sign, authorize or publish. Most written communication is considered public record and *may* be subject to release. When information in a document is confidential or privileged, the document *should* be clearly marked as confidential or privileged. At the same time, *employees must* be aware that simply marking a document confidential does not mean that it *will* be exempt from release.
- C. All communications, whether rendered by memo, electronic mail or electronic messaging, *should* contain only professionally prepared, business related content.

**11.12.1 Supervisor/Command Staff Notifications**

- A. Accurate and timely dissemination of information to and from command-level or *supervisory personnel* is essential for effective communications and operations. To ensure that such notification occurs, *employees* are directed to advise *supervisory* or command *personnel* of unusual incidents and emergencies involving *Department personnel* or others closely related thereto.
  - 1. Situations
    - a. *Supervisory* notification *will* be made by any *employee* who becomes involved in or has firsthand knowledge of unusual incidents or *emergency* situations such as but not limited to:
      - 1) Any *on duty* accident involving *Paradise Valley Police Department personnel* or equipment;
      - 2) Any *critical incident*;
      - 3) Any structure or large fire;



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- 4) Any traffic collision involving serious injury/death, and or road blockage or closure for an extended length of time;
- 5) Any death investigation;
- 6) Any event that requires the evacuation of citizens
- 7) A bomb threat or fire at any *Town* facility or school
- 8) The discharge of a firearm in the line of duty by a *Paradise Valley Police Department employee* or *reserve officer*; with the exception of humane destruction of injured animals
- 9) Any *critical incident* involving personnel of another law enforcement agency, especially if the incident occurs at a *Paradise Valley Police Department* facility or while on assignment to *Paradise Valley Police Department*.
- 10) Any felony assault, felony child *abuse/neglect*, residential or commercial burglary, theft of motor vehicle, sexual assault, robbery, homicide, or arson (All Part I crimes).
  - b. Notification *will* also be initiated when an *employee* is involved in any situation that *may* have a serious effect upon the *employee* and/or the *Department* through public opinion.
  - c. In any of the above situations, *employees* fully aware of the circumstances *shall* make notification whenever the involved *employee*:
    - 1) Is unable to do so due to an injury or other unavoidable cause for delay; or
    - 2) Fails to do so because of potentially unfavorable consequences that might result from the incident or situations.

2. Sequence



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- a. *Employees shall* directly notify their immediate *supervisor* via telephone. If access to a telephone is not readily available, *employees shall* cause such notification through the use of radio equipment.
  - b. The first *supervisor* contacted *shall* notify the Command Staff and CRO. Issues not requiring immediate attention *will* be sent to the entire Command Staff and CRO as a group text. Issues requiring immediate attention *will* be done by placing a phone call to the involved bureau's commander. If the involved bureau's commander does not answer the *supervisor will* leave a voice message and call the next member of Command Staff in the chain of command until they reach a member of Command Staff who answers the phone.
  - c. When notice is received that an *employee* of another law enforcement agency has been involved in an unusual incident or *emergency* situation, the communications officer *shall* notify a responsible party within that agency.
3. Follow up
- This general *order* is intended to augment but not supersede procedural guidelines of existing *orders* relating to the notification of *supervisory* and command *personnel* in specific *emergency* situations.