



Scarborough Police Department Operation HOPE “Quick Checklist for Dispatchers”

For further, more detailed information, see **Operation HOPE Policy Statement and Protocol for Law Enforcement in the Operation HOPE book.**

NOTE: *The patrol supervisor is responsible for ensuring this policy is followed.*

Voluntariness: Participation in Operation HOPE is voluntary. If a potential program participant subsequently elects not to request assistance or continue with program screening, they will be allowed to depart and no force will be used to detain them or prevent them from doing so.

Medical Concerns: If at any time the participant is noted to be in medical distress or appears to be physically ill, EMS personnel will be assigned to respond as in any medical emergency.

Should EMS personnel deem it medically necessary, the program participant may be transported to a medical facility.

The participant should be informed that once they are medically stable and discharged from the hospital, they may continue their Operation HOPE intake process. Every attempt should be made (depending on call volume and availability of personnel) to transport the participant from the medical facility to the Police Department for intake completion.

- A person entering the Scarborough Police Department and requesting help under Operation HOPE will be monitored by an officer or dispatcher until such time intake is initiated.

NOTE: They may remain in the lobby.

- The dispatcher will express their support and congratulations for the participant seeking help. At all times, the participant will be treated with respect, care and compassion and reassured that assistance will be provided.

- Dispatch will generate a call for service under the Operation HOPE call type and an officer will be assigned to the call. The police department address will be used as the call location.

NOTE: The shift supervisor may exercise discretion in which officer is assigned to the call based upon current call volume, conflicting calls-for-service, and other factors.

- Upon request of the officer, the dispatcher will assign an OF number.

- Upon request of the assigned officer, dispatch will conduct an NCIC-III/SBI check on the participant.

