



# Motorists Assistance Program



**2012 VACo  
Achievement Awards**

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Recognizing the Best in County Government Programs!



## 2012 Achievement Awards

ATTN: 2012 Achievement Awards Program  
Virginia Association of Counties  
1207 East Main Street, Suite 300  
Richmond, Va. 23219-3627

### Call for Entries



## 2012 VACo Achievement Awards

Deadline: June 1, 2012

### Application Form

All applications must include the following information. Separate applications must be submitted for each eligible program. Deadline: June 1, 2012.

#### Program Information

Locality Hanover County

Program Title Motorists Assistance Program

Program Category Criminal Justice & Public Safety

#### Contact Information

Name David Barton

Title Sergeant

Department Hanover County Sheriff's Office

Complete Mailing Address P.O. Box 40 7522 County Complex Rd

Telephone # 804-365-6230 Fax # 804-365-6323

E-mail dsbarton@co.hanover.va.us

#### Signature of county administrator or chief administrative officer

Name Colonel David R. Hines

Title Sheriff, Hanover County

Signature\* David R. Hines

\*Entries without this signature will not be accepted.



MEMBER OF  
NATIONAL SHERIFF'S ASSN.



OFFICE OF SHERIFF  
COLONEL DAVID R. HINES  
P.O. BOX 40  
HANOVER, VIRGINIA 23069  
804-365-6110 804-730-6110

MEMBER OF  
VIRGINIA STATE SHERIFF'S ASSN.



April 26, 2012

Mr. Gage Harter  
VACO Achievement Awards  
1207 East Main Street, Suite #300  
Richmond, VA 23219-3627

Dear Mr. Harter:

I would like to take this opportunity to nominate the Hanover County Sheriff's Office for consideration for the 2012 VACO Achievement Award. The Sheriff's Office Motorists Assistance Program, launched in February 2010, is aimed at involving the citizens of Hanover County with the Hanover County Sheriff's Office by coming together to help motorists in need of services.

Since the program's inception, the Sheriff's Office has recruited a complement of 24 motivated citizens who volunteer their time to this program. These volunteers possess a variety of special skills and abilities that contribute to the enhancement of the mission of the Motorists Assistance Program. Because of the increased interest and positive feedback, the program continues to expand.

The Motorists Assistance Program is one of the many ways the Sheriff's Office is "continuing to be a part of, not apart from, the community," which is our agency motto.

Sincerely,

A handwritten signature in black ink that reads "David R. Hines".

Colonel David R. Hines  
Sheriff

*A State and Nationally Accredited Law Enforcement Agency*

## **Motorists Assistance Program (Hanover County, Virginia)**

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The Hanover County Sheriff's Office is the principal provider of law enforcement services for the county and operates under the leadership of Colonel David R. Hines, Sheriff. The county has a total area of 472 square miles, a population of just over 100,000, and 1,016 highways and roads. Interstates 95 and 295 are heavily traveled thoroughfares that cross through the center of the county.

With an increase in population, housing, business, industry, and especially, traffic, the Sheriff's Office conducted research in developing a way for citizens to volunteer their time to supplement uniform patrol functions. Upon completion of the research in 2010, the Sheriff's Office developed the Motorists Assistance Program.

To be eligible for the Motorists Assistance Program, one must attend and successfully graduate from the Citizens' Police Academy (CPA). After completion of the CPA, students complete an additional 24 hours of training, which is specially designed for the program.

Responsibilities of the Motorists Assistance Program include, but are not limited to, assisting disabled motorists, assisting with traffic direction and control, observing and reporting roadway hazards, and helping relocate Sheriff's Office decoy vehicles. The volunteers patrol the county in Ford Explorers that are marked with decals and have amber-colored emergency lights.

The eventual goal is to have enough volunteers that both Motorists Assistance vehicles will be operational seven days a week.

## **Motorists Assistance Program (Hanover County, Virginia)**

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### **VACO Achievement Awards 2012 Nomination**

Hanover County was formed in 1720 and is the birthplace of Patrick Henry and Henry Clay. Hanover is located ten minutes northwest of the City of Richmond, which is the state capital. The county has a total area of 472 square miles with an estimated population of just over 100,000.

In the county, there are approximately 241 miles of primary highways, 710 miles of secondary roadways, and over 65 miles of non-hard surface roads to be patrolled on a regular basis. Interstates 95 and 295 are heavily traveled thoroughfares that cross through the center of the county.

The Hanover County Sheriff's Office is the principal provider of law enforcement services for the county and operates under the leadership of Colonel David R. Hines, Sheriff. The Sheriff's Office is made up of three divisions: Administrative Operations, Uniform Operations, and Investigative Operations. The agency is authorized to employ a total of 201 sworn law enforcement officers, 19 sworn court service officers, and 26 civilians. The Sheriff's Office is a state (VLEPSC) and internationally (CALEA) accredited law enforcement agency.

Hanover County's population has grown from approximately 50,000 to over 100,000 citizens in the past thirty years. Along with the population, housing, business, and industry have all increased throughout the county. The most significant increase is in the amount of traffic on the roadways, especially during the morning and evening rush hours. The call volume spikes for traffic-related incidents during these times.

## **Motorists Assistance Program (Hanover County, Virginia)**

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In early 2010, the Sheriff's Office began researching a way for citizens to volunteer their time to supplement uniform patrol functions. The Sheriff's Office began to examine the possibility of creating a program to assist motorists. Research on the program began by visiting other law enforcement agencies that had similar programs in place. The Sheriff's Office examined their procedures and policies and studied how their programs operated. Sheriff's Office personnel also participated in ride-alongs in the programs that had been explored.

The information that was obtained during the research was extremely useful in helping the Sheriff's Office prepare an outline of how the Motorists Assistance Program should operate. A manual was created, and the program was designed with the following features:

- Direct traffic at accident scenes and special events
- Assist disabled motorists (with tire changing, moving stranded vehicles from roadway, etc.)
- Observe and report traffic hazards and perform other traffic-related duties as requested
- Check properties of county residents who are out of the area
- Relocate Sheriff's Office decoy vehicles
- Assist with the Sheriff's Office Citizens Courtesy Patrol

## **Motorists Assistance Program (Hanover County, Virginia)**

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To get the program started, approximately \$2,500.00 was used to outfit the volunteer participants. Other funding came from deadline capital as well as donations. The vehicles, before being transferred to the Motorists Assistance Program, had been used by sworn personnel; therefore, no additional cost to purchase new vehicles was incurred.

Volunteers who participate in the program are required to attend the Citizens' Police Academy (CPA) sponsored by the Sheriff's Office. The CPA is a course that is taught over a ten-week period. During the session, classes meet each Tuesday evening from 6:30 p.m. to 9:45 p.m. with presentation topics and hands-on training offered by:

- Forensic specialists covering crime scene investigation techniques.
- Narcotics investigators educating attendees on illegal drugs.
- Youth Services officers covering the rapport, presence and assistance provided to our schools.
- Our Safe Streets Division and the success this unit has had in reducing crime in Hanover's more populated corridors.
- Hands-on patrol experience in conducting traffic stops and building searches.
- Ride-along opportunities for those interested in participating.

One class meeting is held on a Saturday at the Sheriff's Office firing range. On this day, class participants learn about the various weapons utilized by



## **Motorists Assistance Program (Hanover County, Virginia)**

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the Sheriff's Office, have the opportunity for supervised target practice, and learn about the various special units at the Sheriff's Office:

- High Risk Entry Team
- Dive Team
- Canine Unit
- Traffic Safety Unit
- Mobile Command Center

Successful completion of the Citizens' Police Academy allows participants to become eligible to participate in the department's Volunteer Program.

In addition to the Citizens' Police Academy, the volunteers who participate in the Motorists Assistance Program must attend 24 hours of specialized training before they are allowed to go out on patrol. The training consists of:

- Traffic direction and control
- Defensive driving
- Basic first aid
- Scope and limitations of responsibility and authority
- Duties and responsibilities
- Procedures
  - Department
  - Vehicle
  - Radio

## **Motorists Assistance Program (Hanover County, Virginia)**

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- Uniform and equipment
- Property checks

Since the program began, the volunteers have logged 5,056 hours through February 2012. The program has been an overwhelming success in helping the 100,000 citizens of Hanover and others who travel the county roads as well as in assisting the patrol division. This program has been met with enthusiasm by the volunteers and the community. Because of the positive feedback, the program was expanded to 24 volunteers in 2011. The eventual goal is to have enough volunteers available that both Motorists Assistance vehicles will be operational seven days a week.

## **NEWS RELEASE**

*Date: July 1, 2010*

*Contact: Captain Michael J. Trice (804) 365-6292 (w)  
(804) 389-4501 (c)*

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### **Sheriff's Office Implements Volunteer Motorist Assistance Patrol**

As part of a growing volunteer initiative, the Sheriff's Office has recently trained 17 Hanover residents to participate in a Motorist Assistance Patrol program. These volunteers will work in pairs and drive well-marked Ford Explorers equipped with yellow emergency lights. Their duties will include assisting stranded motorists, conducting traffic direction, assisting with traffic hazards, and providing guidance and assistance to travelers.

Those participating in the Motorist Assistance Patrol have graduated from the Sheriff's Office Citizens Police Academy and have completed additional training in basic first aid, traffic direction, radio communications, and safety procedures.

While these volunteers are providing a valuable service to the motoring public and their colleagues at the Sheriff's Office, the Motorist Assist volunteers are not authorized to engage in other law enforcement activities beyond the scope of this program.

"The Sheriff's Office is very fortunate that among the over 550 graduates of the Citizens Police Academy, many have decided to stay on and actively contribute to the operations of the Sheriff's Office and provide a valuable service to our citizens. We are indebted to them for their service to the Sheriff's Office and proud of their effort to ensure our County remains a great place to live," said Lieutenant Colonel David R. Hines.



Lt. Colonel David R. Hines pictured with volunteers and marked motorist assist vehicles.

For more information on this program or other volunteer opportunities with the Hanover County Sheriff's Office, please contact us at 804-365-6110 or [www.hanoversheriff.com](http://www.hanoversheriff.com).

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# **MOTORIST ASSISTANCE REFERENCE MANUAL**

**PROGRAM COORDINATOR:**

**MAJOR R. ALLEN DAVIDSON**

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The guidelines are a supplement to the classroom training you received along with any other materials that were provided to you by the Sheriff's Office.

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## **I. OBJECTIVES:**

Volunteers will patrol Hanover County roadways for the purpose of:

- 1) Assisting disabled or stranded motorists
- 2) Assisting deputies with traffic direction and control
- 3) Reporting and assist with traffic hazards
- 4) Assisting with Citizens Courtesy Patrol
- 5) Provide directions and /or guidance to travelers.
- 6) Conduct day-light property checks
- 7) Assist with the repositioning of Sheriff's Office decoy vehicles

## **II. QUALIFICATIONS:**

Volunteers shall have the ability to:

- 1) Work directly with & communicate with the public
- 2) Accurately complete appropriate reports
- 3) Physically perform the duties of the job. Specifically:
  - o Able to stand and walk unassisted
  - o Exert at least 50 pounds of force to move or lift objects
  - o Operate in environments of heat, cold, snow and rain.
  - o Duties may entail assistance with changing of vehicle tires
  - o Assisting with physically moving stranded vehicles from the roadway

## **III. TRAINING:**

The Sheriff's Office will provide the following required training:

- 1) The Citizens Police Academy
- 2) Traffic direction and control
- 3) Defensive driving
- 4) Basic first aid
- 5) Scope and limitations of responsibility and authority

- 6) Radio use and procedures
- 7) Field Training
- 8) Quarterly Training Meetings
- 9) Additional training as required by the Sheriff's Staff

#### **IV. DUTIES AND RESPONSIBILITIES:**

- 1) Direct traffic at accident scenes and special events
- 2) Assist disabled motorists (assist w/ tire changing, moving stranded vehicles from roadway, et cetera.)
- 3) Observe and report traffic hazards and perform other traffic related duties as requested.
- 4) Check properties of county residents who are out of the area
- 5) Relocate Sheriff's Office decoy vehicles
- 6) Assist with the Sheriff's Office Citizens Courtesy Patrol

All duties shall be performed in a manner consistent with training. The Hanover County Sheriff's Office expects a high level of professionalism from all of its members. Their actions should bring honor to themselves and the Sheriff's Department.

#### **V. PROCEDURES:**

- 1) Tours of duty shall consist of at least two (2) Community Assistance Volunteers who have attended the required training.
- 2) Partners are responsible for looking out for themselves and each other.
- 3) Partners are responsible for the safe use and care of all equipment.
- 4) At the end of the tour of duty, both partners are responsible for securing the vehicles and its contents.
- 5) Driver is responsible for driving vehicle in an appropriate manner . All traffic laws of the Commonwealth of Virginia are to be obeyed. The driver is responsible for the appropriate use of lights, flashers and brakes, et cetera.

- 6) Partner is responsible for operation of the radio and use of the appropriate language (i.e., phonetic alphabet, codes, and radio procedures).
- 7) Partner will have the radio in his/her possession at all times.
- 8) Partner will maintain the activity log for the shift.
- 9) Decisions of the partners will be unanimous. (Any difference in opinion will result in not performing the task in question.)
- 10) At no time while on duty shall any team member be armed or have any type of weapon in their possession.

The unit **shall not respond to or near any calls for service that are high risk in nature. (i.e. robberies, B&E in progress, fights, et cetera)** The unit should only respond to traffic related calls and calls assigned them by communications.

#### **VI. UNIFORM AND EQUIPMENT:**

The Hanover County Sheriff's Office will provide the Community Assistance Volunteers with uniforms and equipment.

- A. The uniform shall only be worn while performing Community Assistance duties.
- B. The Uniform shall only be worn in a manner consistent with training.
- C. Traffic Vest shall be worn anytime a Volunteer is in, or close to a roadway.
- D. Community Assistance Volunteers shall be dressed in the appropriate uniform and accessories and have the appropriate equipment available on all tours of duty.

#### **PERSONAL:**

1. One pair of tan uniform pants
2. One approved uniform shirt
3. One baseball cap
4. One whistle
5. One name badge/ID card
6. One Motor Assistance operational manual

**VEHICLE:**

1. One flashlight with traffic cone
2. One traffic vest
3. Rain coats will be provided to be checked out at the beginning of shift
4. One Motor Assistance operational manual.
5. Additional equipment as deemed necessary

All issued equipment shall remain the property of the Hanover County Sheriff's Office and will only be used in conjunction with official Sheriff's Office assignments.

**VII. VEHICLE PROCEDURES:**

- 1) Conduct vehicle inspection prior to shift:
  - a. Fuel (fuel vehicle at end of each shift)
  - b. Headlights/taillights
  - c. Brakes - includes emergency brake
  - d. Tires
  - e. Turn signals/hazard lights
  - f. Wipers
  - g. Horn
  - h. Emergency lights
  - i. Equipment – ample supplies
  - j. Body damage
  - k. Vehicle needs to be clean and organized
- 2) Operate vehicle within the posted speed limit – slower during adverse weather conditions.
- 3) Seat belts must be worn at all times.
- 4) If you are involved in a vehicle crash, notify ECC and the patrol supervisor immediately.

**VIII. RADIO PROCEDURES:**

- 1) Make sure radio is turned on
- 2) Make sure radio is on the proper channel

- 3) Use proper communication codes (Emergency Communications Center)
  - a. 10-41 lets ECC know you are on duty
  - b. 10-42 lets ECC know that you are going off duty
- 4) Listen and comprehend the traffic on the radio
- 5) Speak clearly and slowly so the dispatcher can understand
- 6) Know your location at all times –
  - a. A supervisor or ECC may have a need for your services
  - b. It is a SAFETY ISSUE

As a general rule, you will mark out on the dispatch channel and switch your traffic over to service. Most of your radio usage will occur over the service channel.

#### **IX. BRIEFING:**

- 1) Make contact with the patrol supervisor after marking on duty  
Purpose – to make supervisor aware that you are on duty and make job assignments
- 2) Roll Call Briefing – Attend before each shift
  - a. Day Shift - 0600 to 1300 hours
  - b. Evening Shift – 1400 to 1900 hours

#### **X. DISABLED VEHICLES/ABANDONED VEHICLES:**

- 1) Upon approaching a disabled/abandoned vehicle, activate your emergency equipment
- 2) Position your vehicle in a safe manner – try to get out of the lane of travel
- 3) Radio – (Emergency Communications Center)
  - a. let ECC know your location and the reason for the stop  
“Motor 1: 10-46 @ Bell Creek and 360”
  - b. provide license number (phonetic alphabet)
  - c. provide description of vehicle and occupants



ECC will acknowledge you and run the vehicle tag. If license number comes back clean, they will tell you it is OK to proceed. If they tell you there is a problem with the tag, a deputy will be dispatched and you are to leave the area.

- 4) Set out cones or flares as applicable
- 5) Tow truck
  - a. Ask driver/owner of vehicle if he has a preference – make sure the preference can get to your location within a reasonable amount of time. (Generally 20 minutes; however, nothing is set to say you cannot wait longer.)
  - b. If no preference, have ECC contact the next on the list
- 6) If something looks suspicious or just doesn't *feel right*, request a deputy to respond

#### **XI. TRAFFIC DIRECTION:**

- 1) Activate your emergency equipment.
- 2) Position vehicle in a safe location – high visibility
- 3) Wear your safety vest.
- 4) Set out cones or flares as applicable
- 5) Attach orange traffic cone to your flashlight. (Flashlight will be used for traffic direction at night and during poor light conditions.)
- 6) Audible Signals – Whistle will be used to assist in controlling traffic.
  - a. One long blast for stop – be sure to extend your hand/flashlight in the stop manner.
  - b. Two short blasts for go – be sure to use the go signal with your hand/flashlight.
  - c. Several short blasts to gain attention of a driver or pedestrian.
  - d. NEVER blow your whistle out of frustration.

#### **XII. PROPERTY CHECKS:**

- 1) Only check properties that you have been assigned.
- 2) Only check properties during daylight hours.
- 3) Check the property together – never separate.

- 4) Notify ECC of your location.
- 5) Things to look for:
  - a. Open or unlocked doors
  - b. Open or unlocked windows
  - c. Any damage to the property
  - d. Vehicles on the property that don't belong there
  - e. Anything suspicious

Remember, you will be wearing a very conspicuous uniform; however, someone could mistake your intentions. Stay aware of your surroundings.

- 6) What to do if there is a problem:
  - a. Notify ECC immediately
  - b. Remove yourself from the scene
  - c. Go to a safe location - even if that means leaving sight of the area

### **Report of loss/Damage to Sheriff's Office Property**

Community Assistance Volunteers shall report immediately to the Volunteer Coordinator or his designee any loss or damage of any Sheriff's Office property assigned to them.

If the Community Assistance Coordinator cannot be reached, report the loss to a Sheriff's Office Patrol Supervisor.

Minor maintenance/repairs to a Community Assistance vehicle is to be logged on the Activity Log at the end of the tour and reported to the Volunteer Coordinator or Deputy in charge. Major repairs are to be reported immediately.

In the event of an accident involving a county vehicle, move the vehicle from the roadway if it can be done safely, contact ECC and ask that a deputy or Patrol Supervisor be dispatched to the scene. Contact the Volunteer Coordinator and report the incident. All reports and paperwork required by the Sheriff's Office must be completed. Do not admit responsibility for the accident; that will be determined by the responding deputy.

## **INTRODUCTION**

The following Standards of Conduct (also known as Rules and Regulations) are issued under the authority of the Sheriff of Hanover County and are applicable to all members of the Hanover County Sheriff's Office. All members are required to familiarize themselves with the Rules and Regulations.

It is recognized that Rules and Regulations, Policies and Procedures cannot cover every specific action or circumstance encountered in the operation of the Hanover County Sheriff's Office. In situations of this nature that may arise, the individual is expected to use his/her own discretion based on maturity and sound judgment.

The actions, attitudes, and behavior of all personnel reflect on the Sheriff's Office as well as individuals. It is necessary for all personnel to conduct themselves in an exemplary manner, maintaining high standards of performance the citizens of Hanover County expect and deserve.

The Standards of Conduct are subordinate to the Code of Virginia and local County ordinances. Nothing herein shall be construed to be in conflict with or contradictory to the aforementioned. In addition, they are to coincide with Departmental Standard Operating Procedures.

**BE GOVERNED ACCORDINGLY,**

Colonel David R. Hines  
Sheriff

## **MISSION STATEMENT**

Through a partnership with our community, we, the members of the Sheriff's Office, promise to provide all citizens with the highest degree of protection for their lives and property and to develop community responsibility directed at reducing crime and enhancing safety through problem solving tactics, thereby creating an environment where crime cannot flourish.

## **VALUES THAT GUIDE OUR ACTIONS**

### **COMMITMENT**

To the proactive prevention of crime in our county by achieving a close working association with all citizens and businesses in eliminating the opportunities for crime and serving as the catalyst for solving problems, thereby reducing fear within the community.

### **PROFESSIONALISM**

In our response to the needs of the citizens and community. Professionalism is achieved through training, education, commitment, and acting within the rule of law.

### **COMPASSION**

In our response to victims and others in need. We care about the needs of our community and strive to understand and appreciate the point of view of each citizen and merchant by treating everyone with fairness, respect and sincerity.

### **HONOR**

As it is displayed in the integrity of our employees, the trust we place in each other, and the respect we earn from and give to our citizens.

### **ACCOUNTABILITY**

As we hold ourselves to the highest standards of conduct in performing our service to the community, embracing the ideals of our Constitution and a democratic society.

## **OUR MOTTO**

**CONTINUING TO BE A PART OF, NOT APART FROM, THE COMMUNITY!**

## **Injury**

In the event of an injury while on duty, the Shift Supervisor and Volunteer Coordinator must be notified immediately. All appropriate action required to treat the injury must be taken, including, if necessary, transportation by rescue squad to the nearest emergency room or medical facility.

## **Time, Attendance and Record Keeping:**

Regular meetings will be held for the purpose of scheduling rides, conducting business, making announcements and additional training. Volunteers are expected to attend the meetings. Volunteers who miss three (3) consecutive meetings and/or who have no scheduled rides in a 90 day period must consult with the Program Coordinator before scheduling a ride. After six (6) months of inactivity, the volunteer will become an inactive member of the program. Reinstatement to active participation will require additional training.

Volunteers will keep a record of time volunteered. The log is to be turned into the Program Coordinator.

Shift will be a minimum of four (4) hours with priority given to the morning and evening rush hours.

## **Ride – Alongs**

Community Assistance Volunteers shall be allowed to ride-along with Hanover Deputy Sheriffs. These ride alongs will be coordinated through the Crime Prevention Section and the Volunteer Coordinator.

## **Dissemination and Security of Information**

Volunteers shall not discuss confidential information or matters of security outside of the Sheriff's Office.

Volunteers shall not participate in interviews with the media regarding an incident.

## **Discipline**

The appropriate Sheriff's Office personnel shall determine any disciplinary action required for any Community Assistance Volunteer who does not abide by these policies and procedures. For your review, a copy of the Sheriff's Office Rules and Regulations has been attached.



## Sheriff's Office Policy

- Rules and Regulations
- AO 1-1 - Organization – Appendix A
- AO 4-1 – Relationships with Outside Agencies
- AO 41-1 – Patrol – Reference
- AO 45-2 – Out of Town Property Checks
- AO 64-1 – Traffic Control and Services
- AO 66-2 – Towing and Impounding of Vehicles
- AO 81-1 – Communications
- AO 81-2 – Agency Issued Cellular Phones

## **RULES AND REGULATIONS**

### **Absences, Unexcused**

Any absence that is not previously cleared through a supervisor or abuse of sick leave time will be considered an unexcused absence.

### **Abuse of Position**

- A. Use of official position or identification. Members shall not use their official position or official identification cards for 1) personal or financial gain, 2) for obtaining privileges not otherwise available to them, or 3) for avoiding consequences of illegal acts. Members shall not lend to another person their identification cards or permit them to be photographed or reproduced without the approval of the Sheriff.
- B. Use of name, photographs, or title. Members shall not authorize the use of their names, photographs, or official titles, which identify them as members of the Hanover County Sheriff's Office in connection with testimonials, political endorsements, or advertisements of commodity or commercial enterprise without the approval of the Sheriff.

### **Abuse of Process**

Members shall not make false accusations against any member of the Hanover County Sheriff's Office or any citizen.

### **Alcoholic Beverages & Drugs in Law Enforcement Installations**

Members shall not store or bring into any law enforcement facility or vehicle alcoholic beverages, controlled substances, narcotics, or hallucinogens.

### **Alcohol Off-Hours, Working Hours**

Members shall refrain from consuming intoxicating beverages to the extent that it results in impairment, intoxication, or obnoxious or offensive behavior which discredits them or the department, or renders the member unfit to report for their next regular workday.

There shall be no consumption or purchase of alcoholic beverages during working hours.

### **Appearance, Personal**

Clothing worn during working hours shall be appropriate for the job. No jeans, shorts, improper tops such as crop tops or tank tops, shall be worn to work unless the job duties are of a nature to deem necessary as appropriate attire.

### **Appearances, Public Statements**

- A. Members shall not publicly criticize or ridicule the department, its policies, or other members by speech, writing, or other expression, where such speech, writing, or other expression is defamatory, obscene, unlawful, undermines the effectiveness of the department, interferes with the maintenance of discipline, or is made with reckless disregard for truth or falsity.
- B. Members shall not address public gatherings, appear on radio or television, prepare any articles for publication, act as correspondents to a newspaper or a periodical, release or divulge investigative information, or any other matters of the department while representing themselves as a member of the department in such matters without proper authority. Members may lecture on "law enforcement" or other related subjects as representatives of the department, only with the prior approval of the Sheriff.

### **Application of Time**

Members shall not work incompetently or inefficiently in the performance of the duties of his/her position, or waste time in order to work later to earn compensatory time or get paid overtime.

### **Associations**

Members shall avoid regular or continuous associations or dealings with persons whom they know, or should know, are persons under criminal investigation or indictment, or who have a reputation in the community or the department for present involvement in felonious or criminal behavior.

### **Bribes**

No member shall accept a bribe of any kind unless prior arrangements have been made as part of an investigation or undercover plan. Any attempt of bribery made to a member shall immediately (within 24 hours) be reported to the Sheriff through the chain of command.

### **Claims for Damage, Gifts, Gratuities**

It is against county policy for an employee to accept any gift of value from any person or firm interested in business dealings with the county, or any gift or favor that might influence the employee in the impartial discharge of his/her duty.

- A. Each member is positively forbidden to receive or accept a reward or present of

any kind directly in connection with any official duty or act without the permission of the Sheriff.

- B. Each member is positively forbidden to receive or accept directly or indirectly, any gift or present from any person engaged in or suspected of any illegal activity.
- C. Each member of the Sheriff's Office shall immediately notify the Sheriff of any claim for compensation or damages, which he/she makes against any person or entity, which arises out of or relates to the performance of his/her duties.

A member may accept an individual serving of a non-alcoholic beverage offered for free or at a reduced price if the member has offered full payment for it and such payment have been refused.

A member may accept unsolicited advertising or give-away material such as pens, pads, calendars, diaries or similar items of little or nominal value.

## **Complaints**

### **Citizen**

It is the responsibility of each member of the department to facilitate the convenient, courteous, and prompt receipt and processing of citizen complaints.

Members shall not interfere, discourage, or delay the making of, or the investigation of citizen complaints.

### **Departmental**

Any member of the department who has tried to deal with a disagreement themselves and who wishes to make a complaint on a fellow employee must follow the chain of command. If the complaint involves a supervisor, then the next person in the chain should be notified.

Supervisors shall try to handle situations among the sections, and based on good judgment, carry the complaint through the appropriate steps when necessary.

Complaints should be handled in a reasonable amount of time pending investigations, etc.

## **Conduct**

### **Immoral**

Members shall maintain a level of moral conduct in their personal and business affairs, which is in keeping with the highest standards of the law enforcement profession. Officers shall not participate in any activity/incident involving moral turpitude, which impairs their ability to perform as law enforcement officers, or causes the department to be brought into disrepute.

### **Unbecoming**

Officers shall conduct themselves at all times both on and off duty, in such a manner as to reflect favorably on the department. Conduct unbecoming an officer shall include that which brings the department disrepute or reflects discredit upon the officer as a member of the department, or that which impairs the operation or efficiency of the Hanover County Sheriff's Office.

## **Conformance to Laws - [Series 1 Number 1](#)**

- A. Officer shall obey all laws of the United States and of any state and local jurisdiction.
- B. Conviction of a crime involving moral turpitude will constitute grounds for immediate termination of employment. Further, any other conviction of the violation of a law shall be prima facie evidence of a violation of this section.
- C. Any member of the department who is charged with a traffic infraction (excluding parking violations), any criminal act, or learns that he/she may be the defendant in any criminal action, shall report such action to the Sheriff immediately (within 24 hours) through the chain of command.

## **Custody, Treatment of Person in**

Officers shall not mistreat persons who are in their custody. Officers shall handle such persons in accordance with law and departmental SOP.

## **Courtesy - [Series 1 Number 1](#)**

Officers shall be courteous to the public. Officers shall be tactful in the performance of their duties, shall control their tempers, and exercise the utmost patience and discretion, and shall not engage in argumentative discussions even in the face of extreme provocation. In the performance of their duties, officers shall not use coarse, violent, profane or insolent language or gestures, and shall not express any prejudice concerning race, religion, politics, national origin, lifestyle or similar personal characteristics.

### **Death of Family Member**

In order for the Sheriff's Office to provide support and/or offer assistance in a time of personal crisis, members shall immediately (within 24 hours) report the loss of an immediate family member (spouse, parent, sibling, child, etc.) to the Sheriff through the chain of command.

### **Debts, Payment of**

Officers should not undertake any financial obligations which they know or should know they will be unable to meet, and should pay all just debts when due. An isolated instance of financial irresponsibility will not be grounds for discipline. However, repeated instances of financial difficulty, which leads to garnishment or other action delaying the employee's pay, may result in disciplinary action in accordance with Hanover County personnel rules.

### **Dissemination of Information - [Series 54 Number 1](#)**

Officers shall treat the official business of the department as confidential. Information regarding the official business of the department shall be disseminated only to those for whom it is intended, in accordance with departmental SOP. Officers shall not divulge the identity of persons giving confidential information except as authorized by proper authority.

### **Domestic Status, Change in**

Officers shall immediately (within 24 hours) report to the Sheriff through the chain of command, any change in domestic status with reference to marriage, legal separation, or divorce.

### **Drugs, Possession and Use of - [Series 22 Number 4](#)**

Officers shall not possess or use any controlled substances, narcotics, or hallucinogens except when prescribed in the treatment of officers by a physician or dentist. If an officer is required to take drugs, it shall be his/her responsibility to ascertain if the drug could affect or impair his/her ability to perform their duty. If so, he/she will notify their supervisor immediately (within 24 hours) and/or prior to reporting for duty on the next workday.

### **Duty to Inform - [Series 26 Number 1](#)**

Officers shall immediately (within 24 hours) communicate to their supervisor or, in the event it involves a supervisor, to the next chain of command, any violation of the SOP or any action, which would be a discredit to the department.

### **Duty, Neglect of - [Series 26 Number 1](#)**

Officers, while on duty, shall not engage in any activities or personal business, which would cause them to neglect or be inattentive to duty.

### **Duty Post, Leaving**

Officers shall not leave their assigned duty posts during their shift except when authorized by a supervisor.

### **Duty, Reporting for - [Series 41 Number 1](#)**

Officers shall report for duty at the time and place required by assignment or orders and shall be physically and mentally fit to perform their duties. They shall be properly equipped and cognizant of information required for the proper performance of duty so that they may immediately assume their duties. Judicial subpoenas shall constitute an order to report for duty under this section.

### **Duty, Sleeping on**

Officers shall remain awake while on duty. If unable to do so, they shall report to their supervisor who shall determine the proper course of action.

### **Duty, Temporary Relief from - [Series 26 Number 1](#)**

Any supervisor may temporarily relieve an officer under their supervision from duty, for not more than one tour of duty (not to exceed more than one work day) on the grounds that the officer is unfit for duty. "Unfit for duty" may include any physical or mental condition which might, in the judgment of the supervisor, render the officer incapable of adequately performing duties, or performing them in such a way as to embarrass or discredit the department, or jeopardize the safety of any person or property.

- A. A supervisor who relieves an officer from duty under this section may direct that the officer take sick leave, vacation, or other appropriate leave with pay. A relief from duty under this section shall not involve a loss of pay. However, loss of pay for the period of relief from duty for this occurrence may be imposed in addition to any subsequent disciplinary suspension, demotion, or discharge based on this occurrence.
- B. Under normal circumstances, the division commander or the Sheriff can require an officer who has been relieved from duty to surrender his/her weapon, badge, and identification card. Any supervisor who relieves a subordinate under the provisions above shall submit a complete written report prior to going off-duty. This report should be addressed to the Sheriff and properly follow the chain of command.

### **Employment, Off-Duty - [Series 22 Number 5](#)**



Officers may engage in off-duty employment subject to the limitations and conditions set forth in the SOP. Approval may be denied where it appears that the outside employment might: 1) render the officer unavailable during an emergency, 2) physically or mentally exhaust the officer to the point that their performance may be affected, 3) require that any special consideration be given to scheduling of the officer's regular duty hours, or 4) bring the department into disrepute or impair the operation or efficiency of the department or officer.

### **Endorsements and Referrals**

Officers shall not recommend or suggest in any manner, except in the transaction of personal business, the employment or procurement of a particular product, professional service, or commercial service.

### **Equipment, Use of Departmental**

Officers shall utilize departmental equipment only for its intended purpose, in accordance with the SOP, and shall not abuse, damage or handle in a careless manner. All equipment issued to officers shall be maintained in proper order. Damaged equipment shall be brought to the attention of a supervisor immediately.

### **Evidence, Processing Property and - [Series 74 Number 2](#); [Series 83 Number 2](#)**

Property or evidence, including drugs, which have been discovered, gathered or received in connection with departmental responsibilities, will be processed in accordance with established departmental procedures.

### **Financial Disclosure - [Series 26 Number 1](#)**

Officers shall submit financial disclosure statements when ordered to do so by the Sheriff or his designee, and when such order is within the limitations set forth by Virginia Code Section 2.1-116.3. These statements are to be maintained by the Personnel Officer and shall not be available for public disclosure.

### **Firearms, Carrying - [Series 1 Number 3](#); [Series 1 Number 4](#)**

Officers shall carry firearms in accordance with law and established departmental SOP. Officers, who desire to carry personal firearms during off-duty hours, must register such weapons and obtain approval in compliance with the SOP.

### **Force, Use of - [Series 1 Number 3](#)**

Officers shall not use more force in any situation than is reasonably necessary under the circumstances. Officers shall use force in accordance with law and departmental SOP.

#### **Gambling - [Series 1 Number 1](#)**

Officers shall not engage or participate in any form of illegal gambling at any time, except in the performance of duty and while acting under proper and specific orders from a supervisor.

#### **Gossip - [Series 1 Number 1](#)**

Officers shall not speak disrespectfully or maliciously ridicule any official or employee of any department. No officer shall deliberately and with malice spread defamatory gossip about any employee or official.

#### **Identification**

- A. Officers shall carry their badges and identification cards on their person at all times, except when impractical or dangerous to their safety or to an investigation.
- B. They shall furnish their name to any person requesting that information, when they are on duty or while conducting themselves in an official capacity, except when the withholding of such information is necessary for the performance of police duties or is authorized by proper authority.
- C. Officers shall display identification card and badge when necessary in the course of Sheriff's business.

#### **Illness or Injury Reports, Fictitious**

Officers shall not feign illness or injury, falsely report themselves ill or injured, or otherwise deceive or attempt to deceive any official of the department as to the condition of their health.

#### **Insubordination - [Series 26 Number 1](#)**

Officers shall promptly obey any lawful orders of a supervisor. This will include orders relayed from a supervisor by an officer of the same or lesser rank.

#### **Intervention**

- A. Officers shall not interfere with cases being handled by other officers of the department or by any other governmental agency unless:
  - 1. Ordered to intervene by a supervisor, or
  - 2. The intervening officer believes beyond a reasonable doubt that manifest injustice would result from failure to take immediate action.

### **Labor Activity**

- A. Officers have the right to join labor organizations but nothing shall compel the department to recognize or to engage in collective bargaining with any such labor organization except as provided by law.
- B. Officers shall not engage in any strike. "Strike" includes, but is not limited to, the concerted failure to report for duty, willful absence from one's position, unauthorized holidays, sickness unsubstantiated by a physician's statement, the stoppage of work, or the abstinence in whole or in part from the full, faithful and proper performance of the duties of employment for the purposes of inducing, influencing or coercing a change in conditions, compensation, rights, privileges, or obligations of employment.

### **Loyalty**

- A. Loyalty is a two-way process. Management, including all supervising and command officers must have a concern for the welfare of subordinates and a responsibility to support them in their proper actions. This does not include protecting them from the consequences of misdeeds.
- B. No member will divulge departmental information regarding a concern or grievance within the department, unless authorized by the Sheriff.
- C. Whenever a member initiates action against an agency member of the criminal justice system, he must inform the Sheriff.
- D. Members of the department have an obligation to be loyal to their peers, to their superior officers, to the administration of the department, and to the county government, which employs them, as long as those to whom they are responsible are acting lawfully and in accordance with departmental policy.

### **Meals - [Series 41](#) [Number 1](#)**

As a general rule, officers shall not congregate in any location, which would tend to give the appearance of inefficiency.

### **Orders, Conflicting or Illegal - [Series 12](#) [Number 1](#)**

- A. Officers who are given an otherwise proper order, which is in conflict with a previous order, rule, regulation or directive, shall respectfully inform the supervisor issuing the order of the conflict. If the supervisor issuing the order does not alter or retract the conflicting order, the order shall stand. Under these circumstances, the responsibility for the conflict shall be upon the supervisor. Officers shall obey the conflicting order and shall not be held responsible for disobedience of the order, directive, or SOP previously issued.
- B. Officers shall not obey any order which they know or should know would require them to commit any illegal act. If in doubt as to the legality of an order, officers shall request the issuing officer to clarify the order or to confer with a higher rank.

**Performance, Unsatisfactory - [Series 26 Number 1](#); [Series 35 Number 1](#)**

Officers shall maintain sufficient competency to properly perform their duties and assume the responsibilities of their position. Officers shall perform their duties in a manner, which will maintain the highest standards of efficiency in carrying out the functions and objectives of the department. Unsatisfactory performance may be demonstrated by a lack of knowledge of the application of laws required to be enforced; an unwillingness or inability to perform assigned tasks; the failure to conform to work standards established for the officer's rank, grade, or position; the failure to take appropriate action on the occasion of a crime, disorder, or other condition deserving police attention; or absence without leave. In addition to other incidents of unsatisfactory performance, the following will be considered prima facie evidence of unsatisfactory performance:

- repeated poor evaluations
- repeated infractions, disciplinary action

**Political Activity**

Any member of the Hanover County Sheriff's Office, either individually or as a member of a group or political organization, may take part in a campaign of any political organization seeking the election of candidates for office in the county government. However, no such political activity by a member of a group or organization shall be carried on in the name of the county or any department, office, division or agency thereof, or in a manner so as to indicate official partisan support or sponsorship by the county or by any group of employees in the Hanover County Sheriff's Office.

No member of the department shall use his official authority or influence for the

purpose of interfering with or affecting the result of an election or nomination for office, and no member of the department shall directly or indirectly coerce, attempt to coerce, command or advise another member of the department, or any employee of the county, to pay, lend, or contribute anything of value to a party, committee, organization, agency or person for political purposes.

No officer or employee shall continue in such position after becoming a candidate for nomination or election to any public office. No person seeking appointment to or promotion shall either directly or indirectly give, render, or pay any money, service or other valuable thing to any person for or on account of or in connection with his/her test, appointment, proposed appointment, promotion or proposed promotion. Electioneering in any county office, building or premises during working hours is hereby prohibited.

### **Prohibited Establishments, Visiting**

Officers shall not knowingly visit, enter or frequent a house of prostitution, gambling house, or establishment where the laws of the United States, the Commonwealth of Virginia, or the local jurisdiction are regularly violated except in the performance of duty or while acting under proper and specific orders from a supervisor.

### **Reports - [Series 82 Number 2](#)**

Officers shall submit all necessary reports on time and in accordance with the SOP. Reports submitted by officers shall be truthful and complete, and no officer shall knowingly enter or cause to be entered, any inaccurate, false, or improper information.

### **Requests for Assistance**

When any person applies for assistance or advice, or makes complaints or reports, either by telephone or in person, all pertinent information will be obtained in an official and courteous manner and will be properly and judiciously acted upon consistent with established departmental SOP.

### **Residence**

1. Officers shall immediately (within 24 hours), after changing residence, notify the Sheriff through the chain of command, of their new address and change of telephone number if necessary.
2. Those officers who live outside of Hanover County must live within a reasonable distance from the Sheriff's Office. This is determined at time of employment.

### **Respect due the Flag of the United States of America**



Each member of the Sheriff's Office, while in uniform and attending a special function (i.e. sports events, memorial services, recitation of the pledge of allegiance or playing of the National Anthem, and etc.), shall show due respect to the flag by way of a hand salute.

### **Respect Due Subordinates**

Authority in the department shall be exercised with firmness, kindness and justice. Supervisors shall sustain their subordinates when they can do so consistently, and shall avoid, as far as circumstances permit, censuring them in the presence of others. Supervisors are forbidden to injure or discredit those under their authority by tyrannical or capricious conduct or by abusive language.

### **Respect due Superior Officers**

Members shall address supervisors by the full title of their rank. Members of the department shall not criticize the actions or orders of a superior officer in a manner that the member knows or reasonably should know, would adversely affect the good order, efficiency or discipline of the department.

### **Sexual Harassment - [Series 22 Number 2](#)**

- A. Any comments, innuendos, statements of a sexual nature shall not be made to any one in the general public, persons in custody, prisoners, or any member of the department.
- B. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature shall not be tolerated by the Sheriff's Office.
- C. All officers are required to follow the departmental SOP.

### **Sick on Duty, Becoming - [Series 22 Number 1 \(page 4\)](#)**

Any officer who becomes sick while on duty shall notify his/her immediate supervisor. It shall be the duty of such supervisor to verify the sickness and relieve the member from duty as soon as possible and assign a relief to his/her area when possible.

### **Sickness - [Series 22 Number 1 \(page 4\)](#)**

Whenever a member of the department is sick and, thereby, unfit for duty, he/she shall promptly report his/her condition to their immediate supervisor. Such notification shall be made at least one (1) hour prior to the time the member or employee was to report for duty.

### **Tobacco, Use of**

All sworn employees shall refrain from the use of, or possession of, any tobacco products while on duty and in the use of Hanover County Sheriff's Office property and equipment, to include vehicles.

### **Truthfulness**

Upon the order of the Sheriff or his designee, officers shall truthfully answer all questions specifically directed and narrowly related to the scope of employment and operations of the department, which may be asked of them.

### **Uniform, Appearance and Care - [Series 41](#) [Number 1](#)**

Officers shall keep their uniforms clean and pressed and badges polished. They shall wear polished regulation shoes. Coats shall be securely buttoned or zipped and hats worn straight on the head without being tilted to the rear or side. Hats may be removed while operating vehicles. Uniforms shall be worn in compliance with departmental SOP.

### **Vehicles, Operating - [Series 41](#) [Number 2](#)**

Officers shall operate official vehicles in a careful and prudent manner and shall obey all laws and all orders pertaining to such operation. Operation of the vehicles must be in compliance with departmental SOP. Revocation or suspension of a Virginia Operator's license shall be reported to the Sheriff immediately.

### **Violation of Rules, SOP's, Standards of Conduct - [Series 26](#) [Number 1](#)**

Officers shall not commit any acts or omit any acts, which constitute a violation of any of the Rules, SOP's, and Standards of Conduct.

All officers are responsible for familiarizing themselves and understanding departmental Rules, SOP's, and Standards of Conduct.

### **Weapons, Use of - [Series 1](#) [Number 3](#)**

Officers shall not use or handle weapons in a careless or imprudent manner. Officers shall use weapons in accordance with departmental SOP.

Revised 01/08

## APPENDIX A

### HANOVER COUNTY SHERIFF'S OFFICE GOALS AND OBJECTIVES

**PRIMARY GOAL:** The Hanover County Sheriff's Office role is to enforce the law in a fair and impartial manner, recognizing both the statutory and judicial limitation of authority and the constitutional rights of all persons. It is not the role of the Sheriff's Office to legislate, to render legal judgment or to punish.

#### I. FUNCTIONAL OBJECTIVES

- A. **PREVENTION OF CRIME:** The primary responsibility of upholding the law lies not with the police, but with the people. Since crime is a social phenomenon, crime prevention is the concern of every person in society. Society employs full-time professional police to prevent crime, to deter it, and when that fails, to apprehend those who violate the law.

Crime is a symptom of ills within society which is not the responsibility of the Sheriff's Office to cure. The Sheriff's Office is responsible, however, for interacting with the community to generate mutual understanding so that there may be public support for crime prevention. Community involvement is essential to facilitate a free flow of information between the public and the Sheriff's Office to assist in the identification of problem areas and to inform the public of crime statistics and trends. Additionally, knowledge of the community is necessary so that each employee may be instilled with a sense of concern for crime problems and law enforcement needs.

- B. **DETERRENCE OF CRIME:** Street crime is curbed by the potential criminal's fear of immediate apprehension or by the increased likelihood of detection. Deterrence of crime requires the investigation of behavior which reasonably appears to be criminally directed.

In deploying patrol forces to inspire public confidence in the Sheriff's Office's ability to ensure a peaceful environment, a balance must be struck between the desirable deterrent effect of visible patrol and the undesirable appearance of oppression.

- C. APPREHENSION OF OFFENDERS: The administration of criminal justice consists of the identification, arrest, prosecution, punishment, and rehabilitation of the violator. Once a crime has been committed, it is the duty of the Sheriff's Office to initiate the criminal justice process by identifying and arresting the perpetrator, obtain necessary evidence, and cooperate in the prosecution of the case.
- D. RECOVERY AND RETURN OF PROPERTY: The actual cost of crime is difficult to measure; there cannot be a dollar value assigned to the broken bodies, ruined lives, and human misery which are the products. However, it is possible to observe the steadily-mounting costs of lost and stolen property. This loss, as well as the other costs of crime, must ultimately be borne by the victims. To minimize the losses due to crime, the Sheriff's Office shall make every reasonable effort to recover lost or stolen property, to identify its owner, and ensure prompt return.
- E. MOVEMENT OF TRAFFIC: To facilitate the safe and expeditious movement of vehicular and pedestrian traffic, the Sheriff's Office must exercise the responsibility for traffic law enforcement. To enforce compliance with traffic laws and to develop driver awareness of the causes of traffic accidents, the Sheriff's Office shall appropriately warn, cite, or arrest traffic law violators. Traffic accidents are investigated to protect the rights of the involved parties, to care for the injured, to determine the causes of accidents so that methods of prevention may be developed.
- F. PUBLIC SERVICE: Often, because there are no other public or private agencies available, the public relies upon the police for assistance and advice in routine and emergency situations.
- G. HOMELAND SECURITY: The Homeland Security mission will be to develop and coordinate the implementation of a comprehensive strategy to secure Hanover County from terrorist threats or attacks. The Sheriff's Office will coordinate the efforts to detect, prepare for, prevent, protect against, respond to, and recover from terrorist attacks within Hanover County as well as any mutual aid scenarios.


## II. RESOURCE OBJECTIVES

- A. DEPARTMENTAL PERSONNEL: Law Enforcement officers are frequently required to make decisions affecting human life and liberty with no opportunity to seek advice and little time to weigh alternatives.

Law enforcement requires that an officer have the stamina, intelligence, moral courage, and emotional stability necessary to deal with human being fairly and impartially. To obtain the caliber of personnel necessary for the professional law enforcement, it is essential that the Sheriff's Office aggressively pursue a program of providing equal employment, staff development, and promotional processes.

- B. UTILIZATION OF RESOURCES: Law enforcement is one of the most expensive and complex services provided by the county. The quality and extent of service provided may be limited by available resources. To ensure that the highest level of service is provided, the Sheriff's Office must make use of the most efficient management and budgeting techniques available.



**POLICY and  
PROCEDURE****Series:****4****Number:****1****Effective Date:****1-1-96****Type of Directive: ADMINISTRATIVE ORDER****Revision:****Subject:  
Relationships with Other  
Agencies****Approved by**  
  
**Sheriff****3-06-2009****Policy**

Establishing and maintaining effective liaison and open channels of communication between the Hanover County Sheriff's Office, neighboring law enforcement agencies and other criminal justice and referral agencies are essential first steps in improving cooperation. Good liaison can break down barriers that may exist and can result in savings with improved and more efficient and effective law enforcement operations.

**Purpose**

To establish procedures and responsibilities for liaison and the maintaining of open channels of communication between the Hanover County Sheriff's Office, neighboring law enforcement agencies, and other criminal justice and/or social service agencies, both public and private.

**Procedure**

1. Relationships with Other Criminal Justice Agencies
  - a. It shall be the responsibility of all Department personnel to maintain good, harmonious working relations and communication with the Commonwealth Attorney; District, Juvenile and Domestic Relations, and Circuit Courts; respective clerk's offices; the local probation and parole offices; and any other criminal justice agencies. The Hanover County Sheriff's Office will normally provide all possible information, assistance, and support to these agencies allowed by law.
    - 1) In the event of any serious policy or procedural problems or differences with another agency or its personnel, these will be called to the attention of the Sheriff who will meet with appropriate personnel of these agencies in order to resolve the problems.
    - 2) Both the Commonwealth's Attorney and the assistants are public employees. All personnel are required to coordinate appointments in advance, be on time, have subject for discussion planned in advance and keep conversations brief.
    - 3) In every known contested case, misdemeanor or felony, the officer

involved will make an appointment with the Commonwealth's Attorney or his assistants to discuss the case prior to trial. Normally, if the return date of a case is put off, this is an indication that the case will be contested.

- 4) During any police investigation (or during prior planning for, arrest, or pretrial stages), any questions of law or criminal procedure will be addressed to the Commonwealth's Attorney or assistants. Questions on police procedure will be addressed to the shift supervisor, the division commander, or the Sheriff.
- b. All employees of the Hanover County Sheriff's Office will assist and cooperate with all federal, state, and local law enforcement agencies in every way possible allowed by law. The Sheriff meets on a yearly basis with all metro Richmond area law enforcement chief executives.
- c. The Hanover County Sheriff's Office provides police support as required at fire scenes. Liaison between the Hanover County Sheriff's Office and the Hanover County Fire & EMS Department is the responsibility of the Commander of the Patrol Division to insure that proper support is provided and of all personnel to maintain harmonious working relationships.
- d. The Hanover County Sheriff's Office maintains a close working relationship and radio communication capabilities Fire & EMS. All personnel of the Sheriff's Office are encouraged to maintain close cooperation and good working relationship with the Fire & EMS personnel and assist them when called upon.
- e. The Commander of Patrol Division attends and participates in all meetings of the Highway Safety Council to deal with solving problems related to traffic safety and efficient highway use. In addition, the Commander of the Patrol Division participates in regional traffic safety groupings such as the Highway Safety Council Transportation Planning Committee, etc.
- f. If a multi-jurisdictional task force is organized for the purpose of investigating or controlling criminal activity, the Hanover County Sheriff's Office will participate in such task force for example providing information, personnel, and cooperation in any other manner approved by the Sheriff.

## 2. Referrals

- a. Officers of the Hanover County Sheriff's Office often encounter citizens, either adult or juvenile, who need specialized forms of help that the Sheriff's Office cannot give, i.e., marriage counseling, mental health counseling, welfare assistance, assistance in handling civil matters, etc.

When in the best judgment of an officer this situation arises, then the citizen should be referred to the most qualified agency to deal with the problem. (Also see AO [5-1](#).)

- b. A list of referral agencies follows in Appendix A. As additional service agencies become available, memos will be put out by the Sheriff announcing such.



## **APPENDIX A**

### **Ashland Christian Emergency Fund (A.C.E.S.)**

507 B Caroline Street

Ashland, VA 23005

(804) 798-2784

(Closed July and August)

Gives emergency help: food, clothing, household items, and temporary accommodations.

### **Adult Education**

Hanover County Schools

200 Berkley Street

Ashland, VA 23005

(804) 752-6000

General adult education preparation for G.E.D., courses also available in auto mechanics, woodwork, garment construction, adult business education.

### **Alcoholics Anonymous**

P.O. Box 1056

201 N. Madison Street

Richmond, VA 23208

(804) 644-2095

Meetings to help problem drinkers recover from alcohol abuse and dependency. Open meetings.

### **Alzheimer's Association**

Greater Richmond Chapter

4600 Cox Road

Glen Allen, VA 23060

(804) 967-2580

<http://www.alz.org/grva/>

Clearing house for information; provides monthly support groups for families of patients with Alzheimer's.

### **American Cancer Society**

4240 Park Place Court

Glen Allen, VA 23060

(804) 527-3700

[www.cancer.org](http://www.cancer.org)

Cancer research, education, advocacy and service.

**American Heart Association**

4217 Park Place Court

Glen Allen, VA 23060

(804) 747-8334

[www.americanheart.org](http://www.americanheart.org)

Offers educational services and programs pertaining to diseases of the heart and circulatory system.

**American Red Cross**

Richmond Metro Chapter

420 East Cary Street

Richmond, VA 23219

(804) 780-2250

[www.GreaterRichmond.RedCross.org](http://www.GreaterRichmond.RedCross.org)

Assistance to disaster victims, services to military families and disabled veterans; collects and distributes blood and blood products to hospitals; 24-hour emergency services for military personnel; community education programs in health, first aid, water safety, and CPR.

**Ashland/Hanover Visitors Center**

112 N. Railroad Avenue Suite 107

Ashland, VA 23005

(804) 752-6766

[www.town.ashland.va.us](http://www.town.ashland.va.us)

Provides information on local events and attractions, plus general assistance to travelers and tourists. Open 9 a.m. to 5 p.m., 7 days per week.

**Association for Retarded Citizens**

2025 E. Main Street Suite 120

Richmond, VA 23223

(804) 649-8481

[www.arcofva.org](http://www.arcofva.org)

Citizen advocacy system of recreation and socialization program to promote mentally retarded citizens increased self-sufficiency and independence. Provides a one-to-one relationship between a well trained volunteer and a retarded citizen with a structured program of camping, bowling, dance, coffee houses, summer activities and Special Olympics.



**Better Business Bureau of Central Virginia**

701 E. Franklin Street  
Suite 712  
Richmond, VA 23219  
(804) 648-0016  
[www.richmond.bbb.org/](http://www.richmond.bbb.org/)

**Big Brothers Big Sisters Services, Inc.**

5511 Staples Mill Road  
Richmond, VA 23228  
(804) 261-4940  
[www.bigbrobigsis.com](http://www.bigbrobigsis.com)  
Matches children from single parent homes with an adult who can provide friendship, guidance and support.

**Department for the Blind and Visually Impaired Library and Resource Center**

395 Azalea Avenue  
Richmond, VA 23227  
(804) 371-3661  
[www.vdvi.org/lrcservices](http://www.vdvi.org/lrcservices)  
This service of the Library of Congress loans books on tape, Braille and large print books through the mail to the visually impaired and physically handicapped.

**Emergency Shelters – Men's Shelter**

- 1201 507G Broad Rock Blvd., Richmond, VA 23224
  - 3805 Cutshaw Avenue, Suite 300, Richmond, VA 23220
  - 2E Main Street, Richmond, VA 23219
  - 11W Grace Street, Richmond, VA 23219
- (804) 648-4177 – Central Intake (517 West Grace Street, Richmond, VA 23220)

**Hanover Adult Center**

7231 Stonewall Parkway  
Mechanicsville, VA 23111  
(804) 746-0743  
[www.hanoveradultcenter.com](http://www.hanoveradultcenter.com)  
Daytime care management for adults dependent on others for care.

**Hanover Arc, Inc.**

112 A Thompson Street  
Ashland, VA 23005  
(804) 798-2400  
[www.hanoverarc.org](http://www.hanoverarc.org)  
Provides services to assist young children with developmental delays and persons with

mental retardation.

**Hanover County Community Services Board**

12300 Washington Highway

Ashland, VA 23005

(804) 365-4222

[www.co.hanover.va.us/csb](http://www.co.hanover.va.us/csb)

Provides prevention, treatment and rehabilitation services to Hanover residents with mental illness, emotional disturbance, or who abuse or are dependent on drugs/alcohol, or who have mental retardation.

**Hanover County Department of Social Services**

12304 Washington Highway

Ashland, VA 23005

(804) 365-4100, 365-4104, or 1-800-770-0837

[www.co.hanover.va.us/soclsvcs](http://www.co.hanover.va.us/soclsvcs)

Provides financial assistance and social services programs to eligible children and families.

**Hanover Habitat for Humanity**

8177 Mechanicsville Turnpike (behind Cold Harbor Restaurant, to the right)

Mechanicsville, VA 23111

(804) 569-6317

[www.hanoverhfh.org](http://www.hanoverhfh.org)

Ecumenical, Christian, community-based organization dedicated to the elimination of substandard housing in Hanover.

**Hanover Health Department**

12312 Washington Highway

Ashland, VA 23005

(804) 365-4313

[www.vdh.virginia.gov/LHD/Chickahominy/hanover](http://www.vdh.virginia.gov/LHD/Chickahominy/hanover)

Services include general medical clinic, pediatric clinic, OB/GYN clinics, specialty clinics, family planning project, immunization clinics, referral service, etc.

**Hanover Humane Society**

P.O. Box 1011

Ashland, VA 23005

(office located within the Hanover Co. Pound, though NOT affiliated)

(804) 798-0806

[www.hanoverhumanesociety.org](http://www.hanoverhumanesociety.org)

Rescues homeless animals in Hanover and provides medical care/shelter for them until they are adopted by pre-screened good homes.

**Hanover Safe Place**

629-A N. Washington Highway

Ashland, VA 23005

(804) 752-2728 (office)

(804) 752-2702 (24-hour crisis line)

Email: [stop\\_dvandsa@hotmail.com](mailto:stop_dvandsa@hotmail.com)

Provides 24-hour services to victims of domestic violence and sexual assault in Hanover, as well as public awareness and education to local professionals and the community.

**Meals on Wheels**

1600 Willow Lawn Drive

Richmond, VA 23230

(804) 673-5035

[www.mowdelivers.com](http://www.mowdelivers.com)

Meals provided for aged, convalescent and handicapped individuals who are unable to prepare meals for themselves and have no one to aid them.

**Mechanicsville Churches Emergency Fund (MCEF)**

(Affiliated with Shady Grove United Methodist Church)

(804) 746-9073

Clothing, food, fuel, household goods, medical supplies, misc. social services, finances, repairs. Request must be made by a church or CMU.

**Metro Richmond Area Chamber of Commerce**

201 E. Franklin Street

Richmond, VA 23219

(804) 648-1234

[www.grcc.com](http://www.grcc.com)

Serves greater Richmond area.

**Richmond/Central Virginia Legal Aid Center, Inc.**

101 West Broad Street, Suite 101

Richmond, VA 23220

(804) 648-1012, or 1-866-LEGLAID (1-866-534-5243)

[www.valegalaid.org](http://www.valegalaid.org)

Offers a full range of legal services in civil matters for those who cannot afford private attorneys.

**Senior Connections**

The Capital Area Agency on Aging

24 E. Cary Street

Richmond, VA 23219

(804) 343-3000 or 1-800-989-2286

Hanover County Office: 7284 B Hanover Green Drive, Mechanicsville, VA 23111,

(804) 569-0441

[www.seniorconnections-va.org](http://www.seniorconnections-va.org)

Provides resources, advocacy and support to persons 60 years of age or more.

**Social Security Administration**

- 1834 West Cary Street, Richmond 771-8125

- 5360 S. Laburnum Avenue, Richmond 226-3708

- 4501-D Williamsburg Road, Richmond 771-8350

- [www.ssa.gov](http://www.ssa.gov)

Administration of retirement, survivors, disability and Medicare provisions. Aid to the aged, blind and disabled under the supplemental security income program.

**S.P.C.A.**

2519 Hermitage Road

Richmond, VA 23220

(804) 643-6785

[www.RichmondSPCA.org](http://www.RichmondSPCA.org)

Provides emergency shelter and medical treatment to homeless animals in the Richmond area.

**The Daily Planet**

517 W. Grace Street

Richmond, VA 23220

(804) 783-0678 (Admin. Office/Case Mgmt., advocacy, medical assistance, showers, etc.)

[www.dailyplanetva.org](http://www.dailyplanetva.org)

Provides emergency homeless services, through Central Intake.

**The Salvation Army**

2 West Grace Street

Richmond, VA 23220

(804) 421-3423

[www.richmondssalvationarmy.org](http://www.richmondssalvationarmy.org)

Emergency funds for clothing, food, fuel. Office hours: Monday-Thursday, 9:00 - 2:00.

**United Way of Greater Richmond**

2001 Maywill Street

Richmond, VA 23320

(804) 771-5820

[www.yourunitedway.org](http://www.yourunitedway.org)

A referral and program planning resource as well as a funding arm for community agencies and programs.

**YWCA Women's Advocacy Program**

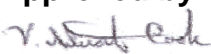
6 North 5<sup>th</sup> Street

Richmond, VA 23219

(804) 643-0888 (24-hour Hotline)

(804) 643-6761 (business office)

[www.ywcarichmond.org/index.php](http://www.ywcarichmond.org/index.php)

**POLICY and  
PROCEDURE****Series:****41****Number:****1****Effective Date:****1-1-1996****Type of Directive: ADMINISTRATIVE ORDER****Revision:****Subject:  
Patrol****Approved by**  
  
**Sheriff****3-06-2009****Policy**

Law Enforcement in Hanover County consists of many diverse activities, which are directed toward attainment of Sheriff's Office objectives. Activities such as patrolling and conducting field interviews are not objectives in themselves. They are methods of preventing and deterring crime and arresting offenders. Decisions in law enforcement operations must be made instantaneously, and the lives of officers and others may depend upon the quality of those decisions. An officer is confronted with both criminal and non-criminal behavior, and must be capable of making a reasonable response in both cases. In either instance, an officer must base conduct and action upon the facts of the situation as they appear, relying upon experience, training and judgment as guides to legal decisions and actions.

As a primary function in law enforcement, patrol consists of activities beyond patrol itself. Patrol, due to its generalized nature will overlap a variety of law enforcement functions including the enforcement of criminal and traffic laws, responding to complaints and other calls for service as well as engaging in crime prevention and community relations activities.

**Purpose**

This order's purpose is to establish procedures for: 1) the coordination of the patrol function with other Sheriff's Office functions; 2) the scheduling, assigning, and roll call responsibilities of patrol officers; and 3) the development of procedures that optimize the use of Sheriff Office resources.

**Procedures**

1. General
  - a. Respect for Constitutional Rights: The Hanover County Sheriff's Office goals, with respect to the patrol function, must be accomplished within the framework of our Constitutional guarantees.



Accordingly, no person may be deprived of his/her Constitutional rights because he/she is suspected of having committed a crime. The task of determining the constitutionality of a statute lies within a court of proper jurisdiction. An officer who lawfully acts within the scope of his authority does not deprive persons of their civil liberties. He may, within the scope of this authority, make reasonable inquiries, conduct investigations, and arrest on probable cause. However, when an officer exceeds his authority by unreasonable conduct, he violates the sanctity of the law, which he is sworn to uphold. (See AO [1-2](#), Limits of Authority and AO [42-1](#), Investigations)

- b. Police Action Based on Legal Justification: What is reasonable in terms of Law Enforcement action or what constitutes probable cause varies with each situation. Facts may justify an investigation (also see AO [42-1](#), Investigation), a detention, a search, or no action at all. The requirement that legal justification be present imposes limitations on an officer's action. An officer must act reasonably within the limits of authority as defined by statute and judicial interpretation, thereby ensuring that the rights of the individual and the public are protected.
  - c. Alternatives to Arrest: Once a violator has been identified, it is the function of the Sheriff's Office to initiate the criminal process. There are circumstances when a crime may occur and no physical arrest will be made.
  - d. Professional Standard of Services: The Sheriff's Office cannot be aware of each circumstance for which action or assistance may be required. The Hanover County Sheriff's Office is dependent upon members of the community for such information. The public expects response to requests for service within a reasonable length of time, and satisfactory performance of the necessary service. The extent of the service may be limited but, regardless of extent, a professional quality of service must be rendered.
- 2. Goals of Patrol: As presented in Appendix A of AO [1-1](#), Agency Role, departmental goals for the patrol function are, in outline form: 1) fair and impartial enforcement; 2) crime prevention; 3) deterrence of crime; 4) apprehension of offenders; 5) recovery and return of property; 6) movement of traffic; 7) public service; 8) optimum use of departmental resources; and 9) Homeland Security.
  - 3. Communications/coordination/cooperation between components:  
  
All patrol officers must cooperate and exchange information with investigators and personnel of other function areas of the Sheriff Office. This cooperation and exchange is accomplished by, but not limited to:

- a. Attendance of an investigator, if possible, at the shift roll call sessions (normally daylight) and the sharing of information as to current activities, areas of needed assistance, etc.
- b. Attendance of all supervisory personnel at monthly staff meetings, where matters of the Sheriff Office, as well as shift or division interests, are discussed and ideas exchanged.
- c. Daily review by all patrol and investigative personnel of offense/incident reports and miscellaneous information. This review should trigger the sharing of information and assistance.
- d. Review of, and input from, all personnel in development of new policies and/or procedures.

#### 4. Appearance

Members of the Sheriff's Office, both sworn and non-sworn, will comply with the uniform and appearance regulations as set forth in A.O. [22-1](#).

- a) Members assigned to uniform assignments will only wear uniforms and equipment issued by this office to ensure uniformity and prevent the use of substandard items.
- b) Basic Issue/Replacement of Items:
  - 1) On the attached diagram (Appendix 1A & 1B) is a table of basic issue of uniform items and equipment. All personnel will be held personally accountable for the return of all issued items. No issued item is to become the property of any individual; all remain the property of the Hanover County Sheriff's Office. (See A.O. [84-3](#), Yearly Inventory of Equipment and Uniforms.)
  - 2) On an annual basis, employees are queried as to uniform and equipment needs for the coming year and measurements taken for the reorder purposes. It is expected that minor replacements of items damaged through fair wear and tear will be required.
  - 3) Items lost or damaged during Sheriff Office activities will be reported through channels as rapidly as possible. Where loss or damage is determined to have occurred as a result of negligence, the employee will be required to reimburse the Sheriff's Office for replacement cost.

- 4) Property lost or damaged as a result of Sheriff's Office activities in connection with an arrest of an individual will be promptly reported, replacement costs determined and the officer involved will include, during prosecution of the individual, a request to the courts that any sentence include reimbursement of costs to the Hanover County Sheriff's Office.

5. Patrol Coverage:

- a. The Hanover County Sheriff's Office operates 24 hours a day, seven days per week, to provide the citizens with law enforcement services. The office will provide, generally, the same services at all hours of the day or night in relation to answering calls for service, emergency, prevention patrol, traffic enforcement, etc,
- b. Continuous Patrol Coverage: In order to provide and maintain patrol coverage continuously during shift change, the Sheriff's Office will utilize the following shift procedure:
  - 1) There will be a 0600 to 1500 shift.
  - 2) There will be a 1400 shift to a 2300.
  - 3) There will be a 2200 to 0700 shift.
  - 4) It will be the responsibility of the shift supervisors to ensure that information is presented at regular briefings.
  - 5) Dispatchers will immediately contact shift supervisors when either the number of calls or the nature of a call demands a response greater than currently available resources. Shift supervisors may request additional units (Reserve Units) to come out, ask regular shift to go on the street early or hold additional units over as required.
  - 6) Officers assigned to patrol operations are assigned to a specific permanent shift, i.e. day, evening, or midnight shift. Officers are afforded one opportunity per year to request a shift change. Officers are also transferred at the Commander of Uniform Operation's discretion from shift to shift for the purposes of training, career development, and performance.
- c. Assignment of Officers to Beats: The assignment of officers to particular

beats will be the responsibility of each shift supervisor based on the following criteria:

- 1) Number of calls for service
- 2) Number of offenses/incidents
- 3) Number of businesses
- 4) Available manpower
- 5) Other specific needs

d. Beat Rotation Frequency

- 1) Normally, an officer will be assigned to the same beat on a permanent basis. This is a preferred practice for the following reasons:
  - a) Officer is able to become better acquainted with persons, businesses, organizations, and hazards in his beat.
  - b) Helps place responsibility and accountability for events occurring in a certain zone on a specific officer.
- 2) Partial rotation may also be necessary when a particular officer is required to perform a specific type of assignment in another part of the county.
- 3) Shift supervisors should rotate beat assignments as frequently as believed necessary to maintain a high level of officer interest and responsiveness in the law enforcement needs of the beat.

e. Sharing Significant Sheriff's Office Beat Information: Officers assigned to beats are encouraged to share significant law enforcement information concerning their beats with other officers relieving them, on the same shift, or with other shift officers covering the same area.

f. Shift Rotation Frequency (Also see AO [16-1](#), Allocation and Distribution of Personnel, and Personnel Alternatives):

6. Supervision/Scheduling

a. With current personnel allocations, each shift supervisor has a normal

supervisory span-of-control of seven to eleven permanent officers, normally less. The Reserve officers working may increase this by as much as 3 additional officers per shift.

- b. The shift supervisor may utilize career officers to perform, or assist with, supervisory and/or specialized functions in order to provide for control and operational efficiency.
- c. Scheduling:
  - 1) Patrol shifts operate on a 28 day work cycle schedule. The days off schedules are such that approximately an equal number of officers are scheduled off each day and each officer is aware of scheduled off days at all times.
  - 2) Division/Shift Supervisors scheduling responsibilities include:
    - a) To ensure sufficient personnel are available for daily assignment to meet prescribed minimum staffing levels.
    - b) Anticipating pre-planned major events and ensuring availability of personnel as required.
    - c) Monitoring accrual of compensatory time. (Also see AO [22-1](#), Compensation, Benefits, and Condition of Work) in order to ensure compliance with the county and Sheriff's Office Personnel Policy.
    - d) Monitoring of leave time accrual in order to ensure compliance with the county and Sheriff's Office Personnel Policy.
    - e) Coordinating officer attendance at required and optional training, range, firing, physical fitness evaluation, etc.
    - f) Encouraging officer participation in college courses, with staffing guidelines.
    - g) Requesting assistance in meeting emergency or other planned law enforcement activities.

## 7. Roll-call

- a. In the first thirty (30) minutes of each shift going on duty, a roll-call will be conducted. Roll-call is paid duty time and is mandatory. An officer

reporting for duty will present himself or herself in the prescribed uniform and with the required equipment.

- b. Roll call will accomplish, at a minimum, the following tasks:
  - 1) Briefing officers with information regarding daily patrol activity, with particular attention given to unusual situations, directed patrol activity, changes in the status of wanted persons, the stolen property list, major investigations, and for reading notices, bulletins, memoranda, and orders.
  - 2) Notifying officers of schedules and assignments, or changes therein.
  - 3) Informing officers of new directives or changes in directives.
  - 4) Evaluating officer's readiness to assume patrol; (See AO [53-1](#), Line/Staff Inspections.)
  - 5) Advising the roll call supervisor of any obligations, such as court appearance, which may affect assignments.
  - 6) Exchanging information with off-going personnel.
  - 7) Providing personnel with roll-call training. Roll-call training shall be provided by supervisors. Supervisors who are not required to conduct formal roll-call periods will conduct training sessions as often as practicable.
- 8. Prisoner Transport Vehicles: Any officer while performing his regular duties may be utilized to transport prisoners as the need arises.
- 9. Patrol Activities
  - a. Response to certain incidents.
    - 1) Response to some calls may require several officers to deal effectively and safely with the problem. The types of situations requiring the response of at least two officers are:
      - a) Potential or actual assault on an officer;
      - b) Possibility of or actual on-scene arrest for a felony or violent misdemeanor;



- c) Potential or actual resistance to arrest;
    - d) Possibility of, or actual use of force;
    - e) Crime in progress;
    - f) Fleeing suspect; and
    - g) Domestic Situations.
  - 2) Dispatchers will ensure the dispatch of two officers to calls listed above. An officer finding the circumstances listed above will request back-up assistance. Two officers assigned to such a call will coordinate their simultaneous arrival, where possible.
10. Supervision in Field Operations: In most law enforcement operations, supervision is available and necessary to provide guidance and training. Proper supervision is essential to maintain a professional level of competence in law enforcement operations.
- a. The Sheriff's Office is an organization with assignment of responsibility and accountability throughout the rank structure.
- To the degree that a senior officer is responsible and accountable for the performance of subordinates, commensurate authority to properly discharge supervisory responsibility is necessary. A field supervisor is the first level of supervision and has a primary responsibility to guide, train, direct, and motivate subordinate. (Also see AO [12-1](#), Direction and Written Directives).
- b. Command of resources rests with the shift supervisor or the assigned senior officer. Such person has the authority to direct the operation and is responsible for its outcome. A senior command officer, at the scene, who chooses not to take command, may be held accountable for unfavorable developments, which he could have prevented by assuming control.
11. Incidents Requiring Presence of Supervisor: Shift supervisors will be notified, proceeds to, and assumes command of the following types of incidents. (The Duty Officer-in-Charge will be notified of those incidents listed "a-h".)
- a. Serious injury to an officer
  - b. Accident involving a Sheriff's Office vehicle especially if an officer is

injured, other persons are injured, or major damage is involved

- c. Major crimes to include murder, bank robbery, jail break, heinous crime, and assault where death may occur
- d. Barricade/hostage situation
- e. Disasters, catastrophes, or severe weather producing emergency conditions
- f. Serious complaint or incident involving an officer
- g. Serious accident, injury, or incident involving county personnel or property
- h. Traffic accident where a fatality occurs
- i. Any other incident where shift supervisor is requested

12. Government Officials

Any incident involving a ranking member of state, federal, neighboring localities or any employee of Hanover County government shall require the notification of a supervisor as soon as practical. Any incident that involves situations listed in paragraph 11 of this order shall require immediate notification of the Duty Officer-in-Charge.

13. Hazards/Potential and Actual Hazards

- a. A wide variety of hazardous situations in the county such as bad road/weather conditions, unsafe structures, potentially dangerous calls for service, etc., will normally be identified by the patrol officers on the street or called in to communications or announced by local media. Information as to any of these hazardous or potentially hazardous situations should be reported, shared among officers and other agencies that ought to know, and passed on to subsequent shifts. Shift supervisors will attempt to ensure corrective action is taken and notification made to the oncoming shift through verbal contact, the supervisors daily shift report, or by information memo.
- b. Information concerning hazardous/potentially hazardous situations that is received by the on-coming shift sergeant should be passed on to all personnel during roll call in order to prepare and plan for the situations.

14 Special Notifications:

a. Emergency/Next-of-Kin Messages

- 1) Subject to the availability of personnel, emergency messages of any legitimate type, as defined by the person receiving the message for the Sheriff's Office, may be delivered. Any message pertaining to a death, serious injury or serious illness will be delivered.
- 2) Notifying next-of-kin in a case where there is a death, serious injury, and/or serious illness, can place the officer in a delicate and uncomfortable situation. The following procedures should be utilized when ever possible and practical:
  - a) Notification should be made as promptly as possible
  - b) The presence of a minister, relative, or close friend (if known) should be obtained whenever possible prior to notification.
  - c) If notification has to be made alone, the officer should offer assistance to the next-of-kin in contacting a relative, close friend, and/or minister.
  - d) The person receiving notification should be advised of the means used in transmitting the notification to the Sheriff's Office, i.e., teletype or call from another law enforcement agency, unverified telephone call to the Sheriff's Office, etc.
- 3) When requested by another agency to make notification of next-of-kin, the dispatcher and/or officer should attempt to obtain whatever pertinent information about the situation is available in order to assist the relative receiving the message.

- b. Medical Examiner: The medical examiner will be notified in all situations where an officer responds to a location where a death has occurred. Notification will normally be made by the dispatcher on request from the officer or investigator in charge at the scene. The name of the victim, location, telephone number and any preliminary facts pertaining to the death will be given to the medical examiner. The medical examiners will normally then communicate directly by telephone with the officer or may come to the scene, prior to giving instructions to the officer. The Notice of Medical Examiner Case Form must be completed.

- c. Street/Highway/Public Utility Personnel: At anytime when a situation exists that creates a hazard or potential hazard, the officer identifying the situation will request that the dispatcher make proper notification in order that the situation may be corrected in as short a time as possible. Typical situations and timing of notification are as follows:
- 1). Immediate notification to proper agency
    - a) Essential traffic light in need of repair
    - b) Large holes in road
    - c) Electrical power lines down
    - d) Large debris etc., in road
    - e) Breaks in water, gas, or other utility mains
    - f) Snow/ice, etc. on roads
    - g) Fire hazards needing immediate attention
  - 2) Notification at beginning of next business day
    - a) Non-essential traffic lights in need of repair
    - b) Small (non-hazardous) holes in road
    - c) Street lights in need of repair
    - d) Telephone/video cables down but not creating hazard
    - e) Dead animals in road (unless animal control officer is on duty or on call)
    - f) Potential fire hazards not requiring immediate attention
    - g) Excessive growth of weeds, grass, etc.
  - 3) Some hazardous situations may demand immediate notification of the local radio stations in order to request immediate public service announcements. Normally, the Commander of Uniform Operations will notify the stations when such a hazard exists.
  - 4) Local Canine Teams-Virginia State Police, if requested, will be used in a tracking role whenever possible. The Sheriff's Office K-9s will be utilized, and if not available, great caution will be used in deploying teams in heavily populated or congested areas. Handlers will be responsible for compliance with their own agency policies, procedures and restrictions. Canine teams will not be used for controlling riots or civil disorders.

15. **Priority for Handling Calls:** It is not always possible to respond immediately to every call for service; therefore, resources must be organized to give the highest level of service possible. Priority of call assignments depends on many factors and is normally the responsibility of communications personnel. However, an officer in the field may be required to decide whether to continue on an assigned call or to handle a citizen's complaint or other observed event. Determination must be based upon comparative urgency and risk to life and property of the assigned call and the intervening incident. When the officer continues on the assigned call, he should give directions for obtaining assistance or initiate the notifications.
16. **Preliminary Investigation:** A preliminary investigation may be restricted or constitute the entire investigation of the crime. In a particular crime, the preliminary investigation may be limited by investigative policy as well as the officer's assigned workload. Patrol officers shall conduct initial preliminary investigations regarding all crimes and incidents, unless circumstances dictate otherwise and the officer is relieved by the "Officer-in-Charge".
17. **Follow-Up Investigation by Uniformed Officers:** With supervisory approval, uniformed officers may conduct a limited follow-up investigation when there is a reasonable chance of apprehending the suspect, when there is a need for obtaining additional information for the preliminary investigation report, or when there are other compelling circumstances. Normally a copy of the Incident Report will indicate the needed follow-up action.
18. **Field Interview Reports:** Law enforcement officers cannot function simply as agents who respond to the scenes of crimes and accidents after they have occurred. Their role must be pro-active in the performance of tasks designed to minimize or prevent such incidents from occurring. One such task is the conducting of field interviews by the patrol officer. The field interview is based upon the principle that the opportunity to apprehend criminals and prevent crime increases with the number and frequency of persons interviewed.
  - a. No police officer can physically observe or have complete knowledge of all criminal activities occurring on his/her beat.
    - 1) Interviewing of residents, workers, and suspicious persons in an area extends an officer's knowledge greatly.
    - 2) Field interviews seek information from anyone who has it.
  - b. Information can be conveyed to other officers.
  - c. Consistent with the department's goal of preventing criminal success, the field inquiry will be used to carry out the responsibility and authority

officers have to identify, inquire about, and inform persons whose presence and/or activities are apparently suspicious.

- d. The Hanover County Field Interview Card form will be used to record all field contacts that have aroused suspicion or appear to be a potential source of information. Personal appearance, the area, the time of day, the information being sought, and other factors will determine who is to be interviewed.
- e. Stopping and questioning persons observed in the vicinity of the crime scene, checking the identification of someone resembling a suspected criminal; exerting the extra effort to talk to any noticeable strangers, or to the individual whose behavior arouses suspicion, or to talk to residents of an area are all proven methods of establishing identifications, obtaining information, and preventing crimes from being committed. A copy of the Field Interview Card report will be forwarded to the intelligence Unit. The copies sent to the Intelligence Unit will become part of the Sheriff's Office record retention system and will be purged in compliance with the systems standards.
- f. The officer must have a reasonable approach for using the Field Interview.
  - 1) Caution and courtesy must be used in the approach to any and every field inquiry.
  - 2) The officer recognizes that many citizens are sensitive to any police contact; that the original suspicion may be unfounded and that an overly aggressive approach may result in the loss of important support from the person being stopped.
  - 3) The factors tend to shape the officer's actions around the traits of caution and courtesy--caution for his own well-being should his suspicion be founded, and courtesy as the essential first element of every police-public contact.
  - 4) The end results of the field interview are best achieved through an open professional approach.
- g. Although most field interviews are consensual, some will enter into the realm of investigative detentions requiring the threshold of reasonable suspicion and often involving a protective frisk of the individual for weapons.
  - 1) Reasonable suspicion is defined as a set of particularly facts, which

lead an officer to reasonably suspect that a crime has been or is about to be committed.

- 2) An investigative detention involves the officer having reasonable suspicion that a crime is afoot, and that the person subject to the stop is involved.
- 3) If, before, or during this investigative detention, the officer has a reasonable suspicion to believe that the subject is armed with a deadly weapon, the officer may conduct an external “pat-down” frisk of the subject’s clothing for objects that reasonably could be weapons and remove them. It is important to note that “the officer need not be absolutely certain that the individual is armed; the issue is whether a reasonably prudent man in his circumstances would be warranted in the belief that his safety and that of others was in danger...” (Terry v. Ohio, 392 US 1(1968))

19. Operation of Police Vehicles - see AO [41-2](#).

20. Operation of Police Vehicles - Emergency Situations – see AO [41-3](#).

21. Operation of Police Vehicles - Pursuit Situations - see AO [41-4](#).

22. Daily Equipment Inspection:

- a. Every officer will make a daily inspection of their mobile radio and their portable radio prior to street duty. Damage or needed repairs will be listed on the memo to their shift sergeant. Radios, which should be placed out of service for repair, will be taken to repair shop after authorization by their shift sergeant and the sergeant in charge of equipment.
- b. Officers will conduct a daily inspection of their assigned vehicles. Inspection of the exterior of the vehicle, tires, warning light, siren/PA system, mobile radios, etc., will be made prior to street duty. If emergency situations requiring immediate officer response arise prior to vehicle inspection, the inspection will be made following clearance of that call.

23. Operation of County Vehicles:

Employees who operate a county vehicle are required to possess a valid Virginia Vehicle Operator's License. Employees shall operate county vehicles in compliance with all traffic laws, county ordinances and departmental directives. An employee who operates a vehicle with emergency devices activated shall abide by state statutes, exercise precautionary measures as may be necessary for safe operation, and drive with due regard for the safety of all persons. Drivers



and all passengers must use the occupant safety restraining devices, unless the supervisor grants an exception to this directive. Exceptions are for specific situations in which the operations efficiency outweighs the safety benefit.

- a. Vehicle Security: The ignition key shall be removed and the doors locked when the officer is not in the immediate area of the vehicle. Should the vehicle keys be locked by accident inside the vehicle, a spare set of keys will be used to unlock the door.
- b. Unauthorized Property and Evidence Left in Vehicle: Unauthorized property or evidence discovered in a county vehicle shall be delivered to the employee's immediate supervisor as soon as possible with a memorandum that outlines the details.

24. Vehicle/Radio Issue:

- a. Normally, marked police units will be assigned for routine or general patrol duties. For specialized proactive patrol (DUI enforcement, speed enforcement, special patrol, etc.) shift supervisors may direct the use of unmarked vehicles, as available. Shift supervisors must keep in mind, and ensure that officers utilizing them remember, that unmarked vehicles pose additional hazards by virtue of their lack of visible markings to other citizen road users. Administrative vehicles (non-police equipment packages) will not be used in any type of pursuit situation.
- b. During roll call briefing or prior to street duty, shift supervisors will make appropriate officer patrol unit assignments.
- c. Officers assigned field duty will have a portable radio in their possession while on duty.

25. Equipment/Vehicle Check

Officers will inspect their vehicles and personal briefcases daily to assure equipment and required supplies are present. If items are found to be missing that can be immediately replaced, the officer shall replace them. Tire treads and pressure will be checked. If tires are needed, this information will be immediately forwarded to the shift supervisor. If the tire pressure is low, the officer shall correct the problem prior to concluding that tour of duty. Any problems with the unit (trash left in unit, vehicle damage, and mechanical malfunction or missing equipment that can't be immediately corrected) should be immediately reported to their shift supervisor. All shift supervisors will inspect all patrol units every shift on a random schedule basis.

- a. If vehicle inspection reveals equipment/supply shortages or damage, officers will inform their supervisor. Attempts should be made to correct equipment/supply shortages prior to street duty.
- b. Mechanical trouble discovered during monthly inspections should be reported immediately to the shift supervisor. The Commander of Uniform Operations and the shift supervisor will determine if the vehicle should be placed out-of-service pending repairs.
- c. At the beginning and/or end of the shift, officers will service their assigned vehicle (gas, oil) and record starting and ending mileage on their monthly mileage report.
- d. The Sheriff's Office Monthly Inspection Form (Appendix) details the items that will be carried in the officers' assigned vehicles. Each month an inspection of all line personnel will be completed and reported using this form.

## 26. Repairs and Maintenance

- a. Repairs and maintenance of all Sheriff Office radio equipment will be the responsibility of the equipment officer for coordination with the proper division supervisor.
- b. Repair and maintenance of the fleet is a joint responsibility of all personnel and the officer-in-charge of Personnel and Training.

The officers will arrange for delivery of the units to the county garage. Officers delivering a unit will remove any weapons in the vehicle prior to leaving the vehicle at the garage.

- c. Shift supervisors are authorized and encouraged to make minor emergency repairs during evening/night hours and on holidays and weekends. Replacing fan belts, radiator hoses, a battery, fuses, lights, flat tires, etc., are repairs that should be made to keep the unit in service. Major expense repairs (e.g., transmissions, brakes, electrical system) usually require the services of a garage not normally open during these periods of time and will be coordinated with the Commander of Uniform Operations.
- d. Receipts/bills for repair expenses will be forwarded to the Finance Clerk and shall not be over \$50.
- e. In cases of a major mechanical failure, which require the towing of a unit, the shift supervisor should request the closest/available towing service

and have the unit stored at the county garage.

27. Use of Informants:

Officers should keep supervisors informed of relations and activities involving informants. A commanding officer shall require that the identity of informants be disclosed to him. When practical, two officers should be present when interviewing an informant. All contacts with informants will be governed by AO [43-3](#).

- a. Information regarding criminal activities and suspects is received from persons from all walks of life. The use of informants is a basic weapon in the fight against crime and a judicially recognized source of information. An informant's motivation should be carefully evaluated in determining the extent to which the information should be relied upon.
- b. Informants may offer information in exchange for immunity or release. Although such immunity may be properly granted by a judge in a judicial proceeding, neither the Sheriff's Office nor any of its members may grant immunity from prosecution.

- 28. Domestic Situations - See AO [41-5](#)
- 29. Mentally Ill Situations - See AO [41-6](#)
- 30. Canine Use Situation - See AO [41-7](#)
- 31. Shoplifting Situations - See AO [41-8](#)
- 32. Missing Persons Situations - See AO [41-9](#)
- 33. Unlocking Vehicle Situations - See AO [41-10](#)
- 34. Ride-A-Long Requests - See AO [41-11](#)
- 35. Occupational Fatalities Situations - See AO [41-12](#)
- 36. Drunk in Public - See A.O. [41-13](#)
- 37. Communicable Diseases - See A.O. [41-14](#)
- 38. Take Home Vehicles - See A.O. [41-15](#)
- 39. Out-of-Town House/Property Checks - See A.O. [45-2](#)

- 40. Bomb Threats - See AO [47-2](#)
- 41. Hostage/Barricade Situations - See AO [47-1](#)
- 42. Parking Enforcement - See AO [62-2](#)
- 43. Towing/Impounding - See AO [66-2](#)
- 44. Arrest Procedures - See AO [74-3](#)
- 45. Court Appearance by Deputies - See AO [73-2](#)
- 46. Incident Reports - See AO [82-2](#)
- 47. Meals: Officers are prohibited from stopping at restaurants/food service/coffee shops if two other marked units are present, unless responding to an incident of that location. This same prohibition also applies in that no more than two officers in uniform should patronize a restaurant/food service/coffee shop at the same time.
- 48. Interview of inmates - See A.O. [72-1](#)

# HANOVER COUNTY SHERIFF'S OFFICE MONTHLY INSPECTION REPORT

<b>NAME:</b>	<b>PCN:</b>			<b>DIVISION:</b>
<b>APPEARANCE / UNIFORM</b>	<b>A</b>	<b>S</b>	<b>B</b>	<b>REMARKS</b>
1. APPROPRIATE GROOMING PER POLICY				
2. PROPER FOOTWEAR (Clean / Shined)				
3. BALLISTIC VEST REPL DATE				
4. INSIGNIA				
5. LEATHER GEAR / WEB GEAR				
6. UNIFORM / PLAIN CLOTHES (Clean / Pressed)				
<b>PERSONAL EQUIPMENT</b>	<b>A</b>	<b>S</b>	<b>B</b>	<b>REMARKS</b>
7. 45cal SIDEARM (Clean/Oiled)				
8. MAGAZINES / SPARE AMMO.				
9. CAPSTUN (tested for fill level)				
10. ASP BATON				
11. HANDCUFFS (Clean)				
12. HAND-HELD RADIO (proper ID number)				
13. Driver's License (exp date) 05-31-11				
14. OTHER EQUIPMENT:				
<b>MISC EQUIPMENT</b>	<b>A</b>	<b>S</b>	<b>B</b>	<b>REMARKS</b>
15. HELMET / FACE SHIELD (if applicable)				
16. GAS MASK / TYVEX SUIT / LATEX GLOVES				
17. CPR FACE MASK				
18. FIRST AID KIT (fully stocked)				
19. FIRST AID BLANKET (1)				
20. SHOTGUN/RIFLE (clean / stored properly)				
21. CAMERA / FLASH / FILM / BATTERIES				
22. P.B.T. (if applicable)				
23. BANNER TAPE				
24. ROLLER TAPE				
25. BOOTS				
26. RAINCOAT				
27. REFLECTIVE TRAFFIC VEST				

28. EVIDENCE / LATENT RECOVERY KIT (stocked)				
29. FLASHLIGHT	X			
<b>HCSO MANUALS/PUBLICATIONS</b>	<b>A</b>	<b>S</b>	<b>B</b>	<b>REMARKS</b>
30. HCSO POLICY AND PROCEDURE MANUAL				
31. VIRGINIA CODE BOOK (most updated version)				
32. EMERGENCY RESPONSE GUIDE (haz-mat)				
33. VIRGINIA SEARCH AND SEIZURE HANDBOOK				

<b>Vehicle #: 903</b>	<b>Year: 07</b>	<b>Lic: 1399081</b>	<b>Make: Ford</b>	<b>Model: Explorer</b>
<b>CURRENT MILEAGE:</b>	<b>A</b>	<b>S</b>	<b>B</b>	<b>REMARKS</b>
34. NEXT P.M. MILEAGE: 3000				
35. CURRENT MILEAGE: 837				
36. INSPECTION EXPIRATION 10/07				
37. LAST SPEED CALIB. ____/____/____				
38. SPOT / ALLEY / TAKE DOWN LIGHTS				
39. OVERHEAD BLUE / DECK LIGHTS				
40. SIREN / P.A. SYSTEM				
41. FLUID LEVELS (Oil / Water / PS / Brake)				
42. BELTS (no visible wear)				
43. TIRES (Wear / Pressure / Tread)				
44. OUTSIDE (Clean / Dents / Scratches)				
45. INSIDE (Clean / Organized)				
46. BODY CONDITION (Paint / Glass / Decals)				
47. TRUNK (Clean / Organized)				
48. FIRE EXTINGUISHER				
49. FLARES (12 minimum)				
50. TRAFFIC CONES				
51. SPARE TIRE / JACK/ TIRE IRON				
<b>INSPECTION SUMMARY</b>				
OFFICER COMMENTS: NONE.				
SUPERVISOR COMMENTS:				
OFFICER SIGNATURE:				DATE ____/____/____
SUPERVISOR SIGNATURE:				DATE ____/____/____

**POLICY and  
PROCEDURE****Series:****45****Number:****2****Effective Date:****1-1-1996****Type of Directive: ADMINISTRATIVE ORDER****Revision:****Subject:  
Out of Town Home/Property  
Check****Approved by**

Sheriff

**5-1-2002****Policy**

The Hanover County Sheriff's Office provides the service of making periodic checks of a citizen's residence while they are out of town. This is a service that citizens use because it makes them feel more comfortable about leaving their homes unattended. While it is understood that the mere visual and physical checking of homes may not prevent a burglary or some other incident, it increases the opportunity of finding it once it has occurred. The form can also be used to check citizens' business property when they are out of town.

**Purpose**

The purpose of this order is to establish procedures to insure that office-wide communication is achieved with regard to checking a citizen's residence or property.

**Procedures**

1. Normally citizen requests for home checks come to the Communications Dispatcher. When this happens, a Citizen Out-Of-Town Check List form will be completed by the individual receiving the request. Officers may also complete the form after talking to citizens. All forms will be routed through Communications for sequential numbering in the right hand corner of the form.
2. Persons completing the Citizen Out-Of-Town Check List will obtain necessary information from the citizen to complete the form. In "Additional Information", provide information as to lights left on, who will be checking the house or taking in mail, or any other relevant information. In addition, please ask the citizen to be sure and call the moment they get back in town to cancel the house check.
3. Upon completing the request form, the dispatcher handling the request will log the request in the master log of Communications located in dispatch by assigning house check number and placing the number in the upper right hand corner of the request form. After logging the information, the request form will then be copied and distributed as follows:



The Home/Business property check form will be sent to the Officer-in-Charge of Patrol Division, who will ensure that a copy is inserted into the Beat Information book for the corresponding patrol beat.

**POLICY and  
PROCEDURE****Series:****64****Number:****1****Effective Date:****1-1-1996****Type of Directive: ADMINISTRATIVE ORDER****Revision:****Subject:****Traffic Control and Services****Approved by**

Sheriff

**1-1-1998****Policy**

The Hanover County Sheriff's Office performs traffic functions such as point traffic control, parking control, emergency assistance, provides motorist information, identify and report hazards, check abandoned vehicles, recover stolen vehicles, and provide traffic safety information and recommendations. The general public relies upon the Sheriff's Office for assistance and advice when faced with the many routine and emergency traffic situations which can and do develop in an urban society. Often there is no other private or public agency available to provide such services. Traffic control and service are examples of such cases. Traffic control and services functions aim to ensure the safe and efficient movement of vehicles and pedestrians in the County of Hanover.

**Purpose**

The purpose of this administrative order is to establish uniform procedures for the provision of traffic direction and control, traffic engineering, and ancillary traffic services.

**Procedures****1. Manual Point Traffic Control**

- a. Based on all recent traffic studies, there are no current requirements in Hanover County for a permanently assigned, manually controlled traffic control point. However, there may be traffic point manually controlled at specified areas during specified times. These control points will be approved by the Commander of Uniform Operations or his designee. (See Annual Survey).
- b. Specific criteria (for example, accident scenes, traffic obstructions, special events, when signal devices are malfunctioning, heavy traffic volume) may require temporary manual traffic control.
- c. Other criteria to determine the need for manual traffic control is as follows:

- 1) Annually the Commander of the Uniform Operations shall conduct a survey of locations within the county to determine if there is a need for manual traffic control by officers of this Office. This analysis and recommendations for action shall be forwarded to the Sheriff for his action and approval. This report will recommend the location, day of week, time of day, use of personnel that will provide the most cost effective method to expedite the safe and efficient movement of traffic.
- 2) The Sheriff and the Commander of the Uniform Operations shall quarterly review traffic accident patterns.
- 3) The Commander of the Uniform Operations or any shift supervisor, on receiving information that a hazardous situation has developed, will direct the establishment of a manual traffic control point, if needed. Normally, contractors or Public Works crews will be required to provide manual traffic control assistance at any point of hazardous road obstruction they have caused. For special events the Commander of the Uniform Operations will issue, as needed, directed patrol assignments stating when and where manual control of intersection traffic will be required. Manual control shall not be used when existing automatic control device will alleviate the problems.

## 2. Methods of Manual Direction of Traffic

- a. When an officer is directing traffic, it is necessary that the people using the highway know he is there for that purpose and that the officer knows and utilizes standardized, appropriate gestures and audible signals to stop, start, and turn traffic.
- b. To indicate that the officer is present for the purpose of directing traffic, he should:
  - 1) Turn the signal light (if there is one) to blink or flashing.
  - 2) Position himself so that he can be seen clearly by all, usually in the center of the intersection or street.
  - 3) Stand straight with weight equally distributed on both feet.
  - 4) Allow hands and arms to hang easily at his sides except when gesturing.

- 5) Stand facing or with his back to traffic which he has stopped and with his sides to traffic he has directed to move.

c. How to Stop Oncoming Traffic

- 1) To stop traffic, the officer should first extend his arm and hand toward and look directly at the person to be stopped until that person is aware, or it can be reasonably assumed that he is aware, of the officer's gesture.
- 2) The pointing hand is raised at the wrist so that its palm is toward the person to be stopped, and the palm is held in this position until the person is observed to stop. To stop traffic from both directions on a two-way street, the procedure is then repeated for traffic coming from the other direction while continuing to maintain the raised arm and palm toward the traffic previously stopped.

d. How to Start Traffic

- 1) The officer should first stand with shoulder and side toward the traffic to be started, extend his arm and index finger toward and look directly at the person to be started until that person is aware, or it can be reasonably assumed that he is aware, of the officer's gesture.
- 2) With the palm up, the pointing arm is swung from the elbow only, through a vertical semi-circle until the hand is adjacent to the chin. If necessary, this gesture is repeated until traffic begins to move. To start traffic from both directions on a two-way street, the procedure is then repeated for traffic coming from the other direction.

e. Right Turn Movement

When directing a right turn becomes necessary, the officer should proceed as follows:

- 1) If the driver is approaching from the officer's right side, his extended right arm and index finger and gaze are first directed toward the driver followed by swinging the extended arm and index finger in the direction of the driver's intended turn.

- 2) If the driver is approaching from the officer's left side, the same procedure may be followed utilizing the left arm extended or the extended left forearm may be raised to a vertical position from the elbow while closing the fingers so that the remaining extended thumb points in the direction of the driver's intended turn.

f. Left Turn Movements

- 1) Left turning drivers should not be directed to effect their movement while the officer is also directing oncoming traffic to proceed. Therefore, the officer should either direct opposing vehicles to start with avoiding left turn gestures directed at turning drivers, which will lead them to complete their turn only when there is gap in the oncoming traffic, or to stop or hold oncoming drivers, after which the left turning driver can be directed into his turn. The officer's right side and arm should be toward the oncoming traffic, and the left side and arm should be toward the left turning driver. After stopping oncoming traffic by using the right arm and hand, the right hand should remain in the halt position, then the extended left arm and index finger and officer's gaze is directed toward the driver who intends to effect a left turn. When the left turning driver's attention has been gained, the extended left arm and index finger are swung to point in the direction the driver intends to go.
- 2) Street width permitting, in order to clear the lane occupied by a driver who intends to make a left turn, but cannot because of oncoming traffic, he can be directed into the intersection and stopped adjacent to the officer's position until the left turn can be safely completed. The driver should be directed into the intersection by pointing toward him with the extended arm and index finger, which is then swung to point at the position at which the officer wishes the driver to stop and wait for clearing traffic. In the alternative, the driver may be directed to move with one arm and hand gesture while the other arm and hand are utilized to point to the position at which the driver is to stop. After the driver is positioned within the intersection, the officer may either halt oncoming traffic and direct the completion of the turn or permit the driver to effect the turn during a natural break in the oncoming traffic.

3. Signaling Aids

- a. The whistle is used to get the attention of the drivers and pedestrians. It is used as follows:

- 1) One long blast with a STOP signal
  - 2) Two short blasts with the GO signal
  - 3) Several short blasts to get the attention of a driver or pedestrian who does not respond to a given signal
  - 4) The whistle should be used judiciously. It should not be used to indicate frustration, and the volume should be just sufficient to be heard by those whose attention is required. Therefore, whistle blasts directed at pedestrians should be moderate in volume. The whistle should be used only to indicate stop, go, or to gain attention, and when its purpose had been achieved, the officer should cease sounding the whistle. If the whistle is utilized continuously, it ceases to hold meaning for drivers and pedestrians.
- b. The voice is seldom used in directing traffic. Arm gestures and the whistle are usually sufficient. There are numerous reasons why verbal commands are not used. Verbal orders are not easy to give or understand and often lead to misinterpretations which are dangerous. An order which is shouted can antagonize the motorist. Occasionally a driver or pedestrian will not understand the officer's directions. When this happens the officer should move reasonably close to the person and politely and briefly explain his directions. No officer shall exhibit loss of temper by shouting or otherwise indicate antagonism toward those who do not understand or who do not wish to obey the officer's directions.
- c. Use of flashlight with illuminated cone or baton.
- 1) To stop a driver with the baton, the officer should face the oncoming traffic, hold the baton in the right hand, bend the right elbow, hold the baton vertical, and then swing the baton from left to right through an arc of approximately 45 degrees.
  - 2) The GO and TURN direction are the same gestures as those previously described except that the baton acts as an extension of the hand and index fingers. Signals and directions given with the aid of the baton should be exaggerated and often need to be repeated because of the poor visibility existing. The baton light should be turned off when it is not being actively utilized to give directions.

- d. A flashlight alone can also be used to halt traffic, but less effectively and safely than with cone attachment. To stop traffic slowly, swing the beam of the light across the path of oncoming traffic. The beam from the flashlight strikes the pavement as an elongated spot of light. After the driver has stopped, arm signals may be given in the usual manner, the vehicle's headlight providing illumination.
- 4. Uniform/Equipment for Traffic Direction and Control

All Sheriff's Office patrol personnel are issued high visibility yellow raincoats, and reflective vest are issued to each patrol unit. Either shall be utilized, as appropriate, when assigned traffic control duty.
- 5. Manual Operation of traffic control devices. On occasion, officers must manually operate traffic control signal lights, normally to either attempt to recycle a signal light or to place the signal lights on flash or blink. Officers shall manually control traffic control devices only in the following situations:
  - a. When traffic light malfunctions
  - b. To facilitate movement at traffic accidents or other emergencies
  - c. To provide a thoroughfare for a motorcade, funeral procession, etc.
  - d. To alleviate congestion resulting from use of automatic controls particularly during planned, special events
- 6. Temporary Traffic Control Devices
  - a. Normally, temporary traffic control devices will only be used with the approval of the shift supervisor for control of traffic during peak rush hours or during special events or in the event a key signal light malfunctions. Signs may be requested from the State Highway Department. Shift supervisors will ensure return of all signs as soon as no longer required.
  - b. Use of temporary stop signs will be limited to those key intersections at which a traffic signal has failed completely. If the traffic signal can be placed on four-way blink or flash, this is preferred over use of the temporary stop sign.

7. Parking Control

The Commander of Uniform Operations will conduct an annual survey to identify locations where parking control is required or current parking controls need modification. Recommendations will be made to the Sheriff concerning specific needs or deficiencies such as no parking zones, restricted parking zones, or tow-away zones.

8. Special Event Traffic Control

- a. Major special events such as the Ashland Annual Christmas Parade have special contingency traffic plans which cover all aspects of traffic control and direction.
- b. For any other special event, the Commander of Uniform Operations will ensure the preparation/implementation of a special traffic plan which addresses: ingress and egress of vehicles and pedestrians; provisions for parking, spectator control; public transportation; assignment of point control duties and relief's; alternate traffic routing; temporary traffic controls and parking prohibitions; emergency vehicle access; and appropriate media coverage of such plans.

9. Traffic Control at Fire Scenes

Officers responding to the scene of a fire call will ensure observance of the following rules in regards to traffic control:

- a. No vehicles, including those of volunteer fireman, will be allowed to drive into the area where fire apparatus is parked and operating.
- b. No vehicles will be allowed to cross fire hoses without the approval of the Fire Chief or his designate.
- c. In cases of fires at facilities, no vehicles, including those of volunteer fireman, will be allowed on the grounds.
- d. The exception to the rules above will be life saving vehicles on actual calls for service.
- e. Vehicles which are parked which interfere with fire operations may be towed as needed. (See AO [66-2](#), Towing and Impounding Vehicles.)



10. Traffic Control during Adverse Road and Weather Conditions

- a. The shift supervisor will notify Communications of adverse road conditions that will affect the motoring public.
- b. The shift supervisor may close a street if, in his opinion, the surface conditions and terrain creates an unusually hazardous condition. The supervisor should request Public Works assistance and/or Virginia Department of Transportation Highway Department.
- c. The shift supervisor shall request dispatchers to notify the proper utility company and assign officers to direct traffic and safeguard movement at the scene of all downed power lines, broken gas or water mains, or construction sites, when the situation endangers unnecessarily the safe movement of traffic through the area.

11. Escorts

- a. As a matter of long-standing custom, funeral escorts are provided on request by local funeral homes. Funeral directors are asked to give 24 hour advance notification of specific times when officer escorts are required, and then to confirm these the day of the escort, in order to reduce officer idle or waiting time. Officers escorting funerals will ensure that traffic at an intersection is stopped in both conflicting directions before leading a procession through. Escort officers should request other officer assistance in handling critical intersections when a large number of vehicles are involved. Officers will turn on vehicle lights and emergency light.
- b. Requests to escort oversize vehicles or vehicles with dangerous or hazardous materials are occasionally received. One or more escort officers will be assigned by the shift supervisor as required. Officers may have to actually dismount in order to guide, judge clearance, assist with directional change, etc. Appropriate vehicle emergency lighting equipment should be used during such escorts.
- c. Officers frequently receive motorist requests for directions to a particular location in the county. Officers, time permitting, may escort such vehicles to the appropriate location. Requestors should be directed to follow the unit, but to also comply with all traffic signals and direction. Emergency equipment will not be used in such escorts.

- d. Officers should not have to escort any emergency vehicle which has its own, operating emergency equipment. Officers may facilitate the movement of other emergency vehicles by assisting with traffic control at key intersections.
- e. Other escort requests will be dealt with by the shift supervisor based on past practice and/or good judgment.

## 12. Traffic Engineering

- a. The primary responsibility for traffic engineering rests with the Virginia Department of Highways. The Sheriff's Office will assist these agencies in the following manner:
  - 1) Collecting and compiling selected traffic data
  - 2) Conducting special traffic surveys and studies
  - 3) Analyzing accident and enforcement data
  - 4) Preparing special reports and making recommendations concerning the efficient use of traffic control devices, new and revised laws or ordinances, and engineering improvements
  - 5) Participating in local and regional transportation system management planning
- b. All complaints received by this Office concerning engineering deficiencies will be forwarded to the Virginia Department of Highways, as appropriate, for evaluation and or corrective action, and the complainant advised of action taken.
- c. At the request of the Virginia Department of Public Highways, the Sheriff will have prepared accident collision and condition diagrams and/or other requested reports or information to provide a factual base for traffic safety/engineering decision. These reports may include:
  - 1) All accident reports pertaining to the location requested
  - 2) Sketch of location (not to scale)
  - 3) Sketch of intended movement of each vehicle, noting the severity by use of approved symbols

- 4) Show all non-involved vehicles or pedestrians that contributed to the accident
  - 5) Note the date, time, and day of week of each accident
  - 6) Weather or pavement conditions
  - 7) Light conditions
  - 8) Number of injuries or fatalities
  - 9) Note unusual conditions
- d. Condition diagrams may also be prepared as required, to indicate the following types of data:
- 1) Street name
  - 2) Functional classification of street (major, minor collector, local)
  - 3) Intersection angle (to scale)
  - 4) Width of street
  - 5) Parking conditions
  - 6) Grade approaches
  - 7) Corner radii (to scale)
  - 8) Sidewalk location (to scale)
  - 9) Traffic regulation
  - 10) Speed limits on all approaches
  - 11) Fixed objects over 12 inches in diameter
  - 12) Driveway locations (to scale)
  - 13) Road surface irregularities
- e. Annually, the Sheriff will have a summary of high accident locations prepared and forwarded to the Virginia Department of Highways for their review.


- f. The Commander of Uniform Operations will serve as the coordinator of traffic engineering activities between the Sheriff's Office and the Virginia Department of Highway. The Commander of Uniform Operations is responsible for the collection of traffic accident data. The Virginia Department Highway Department has been trained in traffic survey methods, traffic planning and data analysis.

### 13. Traffic Ancillary Services

- a. Stranded or disabled motorists
  - 1) Officers of the Sheriff's Office will provide assistance to a motorist that is reasonable under the existing situation. This may include requesting the dispatcher to call wreckers or obtaining other services as may be needed. Time and duty permitting, the officers may assist stranded and disabled motorists to obtain fuel and repairs, but officers are not required to perform repairs personally.
  - 2) Under normal circumstances, Sheriff's Office vehicles will not be used to jump start or push non-governmental owned vehicles.
  - 3) Officers should be aware of possible dangers to motorists, who are stranded in isolated areas and hazardous locations on the highway, and should take steps to reduce these threats by transporting motorists to safer locations and or setting out flares to warn other motorists.
  - 4) If the officer must leave the scene prior to the arrival of requested assistance, he should request that another unit check by the area and provide assistance and or protection.
  - 5) Officers will be familiar with the area and be able to provide directions to various locations within the county.
- b. Highway Emergencies: Officers arriving upon the scene of any highway emergency shall request dispatcher to obtain necessary services and then provide emergency first aid, fire suppression and obtain additional assistance as the situation may call for, pending arrival of appropriate emergency services.
- c. Emergency Escorts
  - 1) Officers will not normally provide escort to other emergency vehicles. Officer may direct traffic at intersections to expedite the movement of other emergency vehicles.

- 2) Emergency escorts will only be given to private vehicles, when it would endanger the life of the patient to move him from the private vehicle to an emergency vehicle. In cases where escorts are provided the officer shall:
  - (a) Drive at a speed not to exceed the posted speed limit by more than 10 miles per hour. The officer must remember that the driver of the escorted car may not be as skillful a driver as himself, and may also be emotionally upset.
  - (b) Notify the shift supervisor of the escort.
  - (c) Insure that the escorted vehicle has its headlights and emergency flasher operating;
  - (d) Obey all traffic lights proceeding through them only after it is safe for TWO vehicles to do so.
- d. Procedures for reporting road hazards and debris
  - 1) An officer locating debris in the roadway that may be hazardous shall remove it or request the dispatcher to notify Virginia Department of Highways to have it removed from the road to a safe location;
  - 2) All highway defects will be reported to the dispatchers and, in turn, to the Virginia Department of Highways as soon as the situation dictates. This will normally be done by the use of the telephone;
  - 3) Requests or suggestions for additional or new highway safety features will be forwarded through the chain of command to the Sheriff who will forward the request to the appropriate department or agency, if the situation warrants. These requests will specify the services/actions requested and location;
  - 4) Removal of all vehicles from the roadway, (See AO [66-2](#), Towing or Impounding Vehicle.)
- e. Hazardous material control and removal shall be the responsibility of the Fire Department (See AO [63-1](#), Traffic Accident Investigation.)
- f. Removal of abandoned vehicles (See AO [66-2](#), Towing or Impounding Vehicles.)
- g. Towing procedures (See AO [66-2](#), Towing or Impounding Vehicles).

- h. Records on towed vehicles (See [66-2](#), Towing or Impounding Vehicles).
- i. Traffic safety educational materials. The Sheriff's Office will prepare, maintain, collect and distribute to motorists and potential motorists materials that will encourage their assistance and compliance with traffic rules and regulations. Such materials will be made available at the department and at all talks, speeches, or visits to schools, community groups, etc.

**POLICY and  
PROCEDURE****Series:****66****Number:****2****Effective Date:****1-1-1996****Type of Directive: ADMINISTRATIVE ORDER****Revision:****Subject:  
Towing and Impounding Vehicles****Approved by**  
  
**Sheriff****3-06-2009****Policy**

It is essential that Hanover County Sheriff's Office procedures be clearly defined in all possible cases. The setting forth of procedures for towing of vehicles and the subsequent inventory of such vehicles creates a record which protects the vehicle and the property in it while the vehicle is in police custody. This record also protects the Sheriff's Office from cross claims resulting from losses from the vehicle or damages to the vehicle while the vehicle is in custody.

It is the policy of this Office to inventory all vehicles impounded and/or towed for the purpose of protective custody. This policy is not a subterfuge for warrantless searches, but for the protection of the vehicle owner and the Sheriff's Office.

The policy of the Hanover County Sheriff's Office requires that when a driver of a vehicle is taken into custody and the vehicle would be left unattended on a public right of way, alternatives shall be afforded the owner/driver prior to towing.

**Purpose**

The purpose of this order is to establish policies and procedures for the towing of vehicles by the Hanover County Sheriff's Office.

**Procedures****1. General**

- a. **Definitions:** For procedural purposes, the following definitions are applicable:
  - 1) **Owner:** For the purposes of this order, the driver shall be presumed to be the authorized agent of the owner if the driver is deemed to be in legal possession of the vehicle.
  - 2) **Towed Vehicle:** A vehicle which the officer causes to be removed from the scene that is not yet impounded, and may be released at the discretion of the tow truck storage facility.

- 3) Impounded Vehicle: A vehicle which is being held in custody by virtue of a police order and which requires permission of the impounding authority to release.
- 4) Administrative Impoundment: (VA [46.2-301.1](#)) Vehicles shall be impounded when the driver is charged with driving while suspended or revoked due to alcohol related offenses.

## 2. Legal Authority

Sworn employees have legal authority to authorize the tow of vehicles to storage facilities when the vehicle owner/driver is in violation of specific laws or ordinances. However, towing of vehicles should be avoided whenever practicable. Court decisions regarding towing, impounding, and inventorying have stood by the precedent of allowing police to inventory legally seized and towed vehicles. However, the key to this practice is the legality of the seizure. The courts have stated repeatedly that the owner/driver must be given the opportunity to arrange for the disposition of his vehicle unless the officer is acting under statutory authority to seize the vehicle pursuant to statute or as evidence in a crime. Any vehicle impounded pursuant to statute or seized as evidence will be inventoried as required in paragraph 8.b

## 3. Exceptions

- a. Vehicle as evidence: This policy is not applicable when the vehicle is impounded as evidence or because of its use in a crime.
- b. Vehicle impounded pursuant to statute: This policy is not applicable when the vehicle is impounded pursuant to statute authorizing the seizure. All vehicles in the impound lot should be processed like inventory for all vehicles.
- c. Unattended vehicles in violation of code or ordinances.
- d. Discretionary Action: There may be limiting or mitigating circumstances where the exercise of discretion would indicate that towing is in the best interest of the driver and the department.

## 4. Towing Situations

- a. Accident: Any vehicle involved in an accident shall be removed to the shoulder of the road or elsewhere as soon as possible after necessary accident investigation information has been obtained. Vehicles shall be removed from the shoulder without unnecessary delay.



- 1) Vehicles may be pushed at no expense to owner to the shoulder of the road or other legal parking spot which does not obstruct or impede vehicle travel on the roadway. Normally all vehicles should be removed. If left near scene, may cause future traffic problems.
  - 2) If this is not possible, and a traffic hazard is potentially created, towing of the vehicle at the expense of the owner may be ordered by the officer.
- b. Emergency Situation: Any vehicle found illegally parked, in the vicinity of a fire, traffic or airplane accident or area of emergency, which creates a traffic hazard or interferes with the necessary work of Sheriff, fire, or other rescue workers may be ordered towed, at the expense of the owner, by an officer. Vehicles being used by radio, TV, and press are exempt unless they obstruct Sheriff, fire, or rescue operations. This is determined by the advice and concerns of the patrol supervisor.
  - c. Impeding/Danger to Traffic: No vehicle shall be stopped in such a manner as to impede or render dangerous the use of the highway of others, except in cases of mechanical breakdown or accident. If such disabled vehicle is not promptly removed and creates a traffic hazard the officer may order the vehicle towed at the expense of the owner.
  - d. State/County/Municipal Vehicles: Paragraphs above shall not apply to any vehicle owned or controlled by the state or a local unit of government while actually engaged in construction or highway maintenance.
  - e. Blocking Driveway or Parking Area: Any officer discovering or having report of any motor vehicle, trailer, or other vehicle blocking a driveway or parking area, or obstructing or interfering with the movement on any driveway or parking area without the land owner's permission may order the vehicle towed at the expense of the owner of the vehicle.
  - f. Unattended Traffic Hazard/Violation of Law: Officers may tow any motor vehicle found on the public street or grounds unattended by the owner/operator that constitutes a traffic hazard or is parked in such a manner as to be in violation of the law.
  - g. Unattended Vehicle: Whenever any motor vehicle is left unattended for more than two (2) days upon any public owned property the officer may order it towed at the expense of the owner of the vehicle.
  - h. Abandoned Vehicle: Whenever any motor vehicle is abandoned upon public property, the officer may order it towed at the expense of the owner of the vehicle. A vehicle may be presumed to be abandoned if:

- 1) It lacks either:
  - a) A current license plate
  - b) A valid state inspection stickerOr
- 2) It has been in a specific location for forty-eight hours without being moved.

i. Removal from Private Property:

Property owners, etc., may act immediately to have vehicles towed which are occupying lot, area, space, building, or part thereof without their permission under Virginia Code [46.2-1208](#) which requires them to order the vehicle towed and notify simultaneously a law enforcement officer.

5. Action

- a. Alternatives: Prior to towing a vehicle subject to this order, the driver shall be afforded a reasonable opportunity, predicated on the circumstances, to provide for the removal of the vehicle within a reasonable length of time. Various alternatives are available to the driver:
  - 1) Release: The vehicle may be released to a person, designated by the driver, who possesses a valid driver's license who may, if mentally and physically capable, take possession and move the vehicle.
  - 2) Park: The vehicle may be parked and locked, if lawful and not a hazard, and later removed within a reasonable length of time.
- b. When towing is considered to be in the best interest of the citizen and the Office, reasonable effort shall be expended to facilitate release of such vehicle with minimal cost and personal discomfort to the rightful owner.

6. Towing Procedure

- a. Vehicle Check: Provisions of the procedure do not preclude a vehicle status inquiry; e.g., stolen or wanted check.
- b. Inventory: When a vehicle, per owner's request, is not towed nor impounded, there is no authority for an inventory of the vehicle and contents. Vehicle inventory instructions are contained in paragraph 8.b. of this order.
- c. Impoundment: This policy does not preclude action being initiated when plain view observation reveals contraband or evidence of a crime.

7. Liability: Neither the county nor the individual officer shall be held liable for any damage to, theft of, or theft from a vehicle when the owner/driver has elected not to move the vehicle. The officer, as involuntary bailee, owes only the same care that the owner/driver does for the security of the property.
8. Vehicle Storage Receipt: The vehicle storage receipt is to be made on all vehicles impounded at the request of the officer for the purpose of establishing protective custody of the vehicle and any property in the vehicle. This will not include vehicles towed from the scene of accidents or other incidents where the owner or other responsible person is available to assume responsibility for the vehicle and/or property. This receipt should be returned to the clerk in Records.
  - a. In all cases where a vehicle is towed or driven into the impound lot, a vehicle storage receipt will be completed, along with a complete vehicle inventory. (Paperwork is located at the lot.)
  - b. Instructions for vehicle inventory:
    - 1) The inventory should be conducted in the presence of a witness when practicable.
    - 2) The interior of the vehicle should be carefully examined, including under the seats, the trunk, and all unlocked compartments, to determine if items of value are present. All closed containers that can be easily opened found in the vehicle should be opened. Obviously, containers should not be opened if there is any reason to suspect that it would be hazardous to do so.
    - 3) Portable items of significant value should be noted on the vehicle storage receipt.
    - 4) Normally, if the glove compartment or trunk is locked, do not force open. Place a note on the vehicle storage receipt that same are locked and not inventoried if keys aren't present. A decision to open the container should be made on a case-by-case basis.
  - d. Appropriate enforcement action shall be taken, if during a routine inventory, evidence, contraband, proceeds or instrumentalities of a crime are discovered.
9. Wrecker Rotation List
  - a. All wrecker services wishing to be called by the Hanover County Sheriff's Office must meet the following criteria:

- 1) Be reasonable available.
- 2) Must have trained operators and use proper towing methods.
- 3) Equipped to remove glass and debris from streets or highways.
- 4) Accept responsibility for vehicle.
- 5) Be available to release vehicles seven (7) days a week.
- 6) Rates will be "reasonable, necessary costs".
- 7) Have a current county, SCC and Inspection License.
- 8) Must be licensed by the Commonwealth of Virginia and comply with the regulations as established by the Board of Towing and Recovery Operators.
- 9) Must be in compliance with all requirements, rules, and standards set forth by the Hanover County Sheriff's Office "Application for Inclusion" contract.

10. Use of Wrecker Rotation List

- a. Citizen will first be given option of asking for wrecker of his choice, if citizen has no preference then the officer requests next wrecker and advises if special equipment needed.
- b. Dispatcher, using correct wrecker list, calls wrecker service whose turn is next.
- c. Dispatcher logs wrecker's dispatch and arrival time in Wrecker Log Book and "No Response" if applicable.
- d. The Commander of the Uniform Patrol Division will review the Wrecker Log Book at least monthly for slow wrecker response, and will seek officer feedback concerning wrecker service.

11. Release of Impounded Vehicles

- a. The investigation officer must approve the release of any vehicle in writing prior to the physical release of any vehicle from the impound lot.
- b. Vehicle owner must pay all towing charges and bring receipt of payment to clerk of Human Resources before releasing vehicle.
- c. After A and B above have been met, the Patrol Supervisor will go to the  
Impound                      Lot                      and                      release                      vehicle.

## APPENDIX A

### HANOVER COUNTY SHERIFF'S OFFICE DISCLAIMER ON VEHICLE TOWING

NOTE: OWNER/DRIVER MUST BE READ DISCLAIMER OF LIABILITY, IF  
VEHICLE TO BE LEFT AT SCENE.

I, acknowledge the option of having the above vehicle towed at my own expense or left legally parked at the above location. In consideration of being permitted to leave the vehicle at the location, the driver hereby releases and discharges the County of Hanover and all of its' agents and employees for any damage to, theft of or theft from the vehicle described.

HANOVER COUNTY SHERIFF'S OFFICE  
VEHICLE INVENTORY

Stored Vehicle Number \_\_\_\_\_ Date \_\_\_\_\_

Name of Owner \_\_\_\_\_

Address of Owner \_\_\_\_\_

Make of Vehicle \_\_\_\_\_

Vehicle Identification Number \_\_\_\_\_


License Number, State, and Year \_\_\_\_\_

The following items were contained in the above described seized vehicle:

ITEM NUMBER	DESCRIPTION
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

I hereby certify that the above is a complete list of items  
contained in above described stored vehicle.

Signed _____	_____ Officer
	Date Inventoried _____
	Time Inventoried _____

**POLICY and  
PROCEDURE****Series:****81****Number:****1****Effective Date:****1-1-1996****Type of Directive: ADMINISTRATIVE ORDER****Revision:****Subject:  
Communications****Approved by**  
  
**Sheriff****11-3-2006****Policy**

The Hanover County (ECC) is an independent support center, which provides the communications services for the Hanover County Sheriff's Office, Ashland Police

Department, Hanover County Fire Department, volunteer Rescue Squads, and other public service agencies. Communications also provides the Hanover County Sheriff's Office with access to local, state, and federal criminal justice information systems.

**Purpose**

To explain the procedures and practices of the Hanover County Communications Center as it relates to the Hanover County Sheriff's Office.

**Procedures****I. Responsibilities**

- A. The Hanover County Sheriff's Office has the authority and responsibility of all communications involving the Sheriff's Office. The Commander of Uniform Operations is the liaison and coordinator with Communications and is the Sheriff's Office designated individual responsible for all coordination efforts in this area. The Director of ECC will work through this established liaison on issues related to this directive and other matters of mutual concern.

B. Communication Operations Meet FCC Requirements

The Emergency Communications Center serving the Hanover County Sheriff's Office is licensed to operate on assigned radio frequencies by the

Federal Communications Commission (FCC). Every operator of the department's radio equipment will comply not only with department operating procedures but also the rules and regulations of the Federal Communication Commission.

C. 24-Hour, Toll Free Service

The Emergency Communications Center serving the Sheriff's Office provides a 24-hour, toll-free telephone access for emergency calls for service through the E911 telephone system. It has a single emergency phone number, 911, and prominently displays it in phone books, on police vehicles, public phones, and in other conspicuous places. The Emergency Communications Center also operates a 24-hour TDD line for the hearing impaired.

D. Continuous, Two-Way Capability

The Emergency Communications Center serving the Hanover County Sheriff's Office maintains and operates a modern, well-disciplined two-way radio communications system. The system provides continuous, 24-hour, two-way radio communications between the Communications Center, Sheriff's Office, and other local and state, police, fire, and EMS agencies.

Every officer engaged in a field assignment will have access to radio communications through the use of a mobile unit, a portable unit, or both.

The Emergency Communications Center maintains an intra-departmental and inter-departmental communications network including teletype and automated data comm. Network to facilitate management control. All methods of departmental communication, including radio, telephone, and mail, are reserved for official business only.

E. Recording Information

The dispatcher shall be responsible for completing a dispatch record (either paper or computerized) for each call for police service. Normally, radio dispatch records will be prepared in the following cases:

- 1) Citizen complaints;
- 2) Citizen reports of crime;
- 3) Follow-up investigations;
- 4) Incidents involving arrests, citations, or summons;
- 5) All situations where an officer is dispatched;
- 6) All situations where an officer is assigned to take action at a later time;
- 7) Criminal and non-criminal (including administrative) calls initiated by officers.

Information for completing these records will be obtained from the



Complainant such as name, address, phone number, etc. Any information that is needed, but not known by the dispatcher, may be obtained from the officer assigned after the call is completed.

Information required as follows:

1. Case number
2. Date and time of request
3. Name and address of complainant, if possible
4. Type of incident reported
5. Location of incident reported
6. Identification of officer(s) assigned as primary and backup
7. Time of dispatch
8. Time of officer arrival
9. Time of officer return to service
10. Disposition or status of reported incident

Additional information to enhance officer safety shall be solicited by dispatchers when handling requests involving calls of a violent nature or crimes in progress. Questions that shall be asked include, but are not restricted to:

1. Are any weapons involved, and/or available?
2. Are suspects still at the location (description)?
3. Direction of fleeing suspect/vehicle and description
4. Is anyone injured, etc.?

In addition to completing the dispatch record, should officers on the scene of any call for service feel that any hazards to law enforcement exist that will likely exist in the future, they may notify Emergency Communications of the type of hazard, (i.e. weapons, domestic assault, assaults on law enforcement, vicious animals, etc.), and a house watch, commonly referred to as a "flagging of the residence" shall be made in the CAD system.

This flag will expire one year from the date it was placed, and it will be the

responsibility of the initiating law enforcement officer to investigate the need to continue the flagging or it will automatically be removed. To facilitate notification to the initiating officer, 30 days prior to the house watch expiring; communications will notify the initiating officer.

#### F. Radio Communications Procedures

1. Circumstances requiring radio communications by field officers vary depending on the situation. Officers will relay all information concerning traffic stops (i.e., location, description of vehicle, tag information, etc.), arrival and clearance from a call for service, be "on the look-out" information, and any other pertinent information necessary to perform their duty via the police radio system. Lengthy discussion or disagreement relating to an assigned radio call will not take place over the radio. Conflicts in reference to an assigned radio call will be directed to and resolved by the shift supervisor.
2. Officers will notify the dispatcher whenever they are out of service for any reason. The dispatcher will note the time and reason on the appropriate calls for service document.
3. The Call numbers listed below will be used:

Colonel	Unit 1
Lieutenant Colonel Major	Unit 2
of Patrol Operations	Unit 3
Major of Administrative Operations	Unit 4
Captain of Patrol Operations	Unit 5
Captain of Investigative Operations	Unit 6
	Unit 7
	Unit 8
	Unit 9
Budget and Planning	Unit 10
Risk Management	Unit 11
Personnel & Training	Unit 400
Sergeant	Unit 402
	Unit 404
Range Officer	Unit 403
Personnel Officer	Unit 401
Youth Services	Units 20-39
Investigators	Units 40-59
Narcotics/Vice	Units 61-79
Street Crimes	Units 81-99
Patrol Day Shift	Units 100-199
Patrol Evening Shift	Units 200-299
Patrol Night Shift	Units 300-399

Reserve  
Court Services

Units 601-620  
Units 801-820

4. Units taking a signal will announce their location, assigned radio number, and situation. For example:

Unit: Car 204

Dispatcher: Car 204

Unit: Car 204, 10-38 Route 360 and 721 Virginia License  
421-621

Dispatcher: Time

5. Dispatchers frequently receive field unit requests for assistance or service from interacting agencies or their units. Service provided by these agencies shall be secured as follows:

Henrico County, King William County, Caroline County, State Police, etc. - - contacted by radio on the SIRS frequency or by telephone depending on urgency.

Virginia State Police manpower assistance, helicopter, K- 9, aircraft - - contacted by radio on SIRS frequency or by telephoning the local area office.

Fire/Rescue equipment, Hanover County Fire Department, and Rescue Squad - - contacted by radio on respective frequencies.

Wreckers - - tow service will be requested in accordance with departmental procedures.

Annuity Service Board, Virginia Gas, Dominion Virginia Power, Bell Atlantic Telephone, Social Services, Juvenile In-take office, Salvation Army, etc - - request for services will be made via telephone by calling business phone numbers during normal working hours or their emergency number after hours.

6. Plain language will be used when interacting with another agency via telephone, radio, etc.

The Emergency Communications Center will be responsible for AO

routine dispatching and deployment of field forces. When a field supervisor has knowledge of a situation of such nature that is necessary for him to assume command of field unit assignments, he will advise Communications and assume command.

The dispatcher will use the tone alert button to alert field units that an emergency or hazardous situation exists. To enhance officer safety, the dispatcher will activate the tone alert button in a two-burst sequence prior to dispatching emergency life-threatening calls (priority one), or messages of the following type:

- a. Threat to life or great danger of serious injury or major property damage;
- b. Active felony, violent misdemeanor, or situations, which may result in either;
- c. Where a felony or violent misdemeanor has occurred and it is probable that the suspects are at the scene or in the area, including domestic situations;
- d. Any unusual incidents that demand an immediate response such as accident blocking major traffic arteries, alarms at financial institutions, fires, or other serious incidents;
- e. Officer needs assistance.

Calls of the nature listed above will automatically require the dispatching of a back-up unit, if applicable. An officer's "May Day" call will require a three-burst tone alert.

- 7. Shift supervisors will be notified, if possible, and proceed to and assume command of the following types of incidents:
  - a. Serious injuries to a police officer;
  - b. Accidents involving a police vehicle, especially if an officer is injured, other persons are injured, or major damage is involved;
  - c. Major crimes to include murder, bank robbery, jailbreak, heinous crime, and assault where death may occur
  - d. Barricade/hostage situations;
  - e. Disasters, catastrophes, or severe weather producing emergency conditions;

- f. Serious complaints or incidents involving a police officer;
- g. Serious accidents, injuries, or incidents involving county personnel or property;
- h. Any other incidents where shift supervisors are requested.

G. Access to Resources

Emergency Communications Center personnel have immediate access to the following Hanover County Sheriff's Office resources:

- 1. Officer-in-charge;
- 2. Duty roster of all personnel;
- 3. Residential telephone number and address of every agency member;
- 4. Visual maps detailing the agency's service area
- 5. Officer status indicators;
- 6. Written procedures and telephone numbers for procuring emergency and necessary external services to the agency;
- 7. Tactical dispatching plans.

H. Local/State/Federal CJI Systems

The VCIN terminal provides access to local and regional law enforcement information networks, statewide information resources (VCIN, D.M.V.), and the National Crime Information Center (NCIC). The Director of ECC will be responsible for the VCIN/NCIC system and accountable to the Sheriff, who is ultimately responsible for the VCIN/NCIC system per Title 52, Chapter 2, of the Code of Virginia.

Teletype messages entered by Communications personnel that are filed and maintained in Communications include stolen vehicles, articles, license plates, weapons, entries, etc., wanted/missing persons.

Similar message files are maintained recording the clearance of entries listed above.

In order for wanted persons, missing persons, stolen property, stolen vehicles, etc., to be entered into the system, the following conditions must be

satisfied. Communications personnel, after making wanted, stolen, or missing persons entries, will attach a copy of the entry message, all related administrative or broadcast messages, a copy of existing NCIC/VCIN entry report, together and file in appropriate place.

**POLICY and  
PROCEDURE****Series:****81****Number:****2****Effective Date:****1-1-2006****Type of Directive: ADMINISTRATIVE ORDER****Revision:****Subject:**  
**Agency Issued Cellular Phones****Approved by**

Sheriff

**[date]****PURPOSE**

Members are encouraged to use agency issued cellular telephones to enhance communication with the community, promote efficiency in their work, enable a quicker response in emergency situations, and enhance the safety of the members and citizens. The purpose of this directive is to set forth guidelines to be followed by all personnel pertaining to the use of agency issued cellular telephones.

**POLICY**

- A. Agency issued cellular telephones are intended for official police agency business and should only be used by agency members unless exigent circumstances dictate otherwise.
- B. Agency members should avoid dialing and/or talking on any cellular telephone while driving unless exigent circumstances exist that necessitate the member continue en route to another location. Members should pull off the road to the nearest, safest, most practical location and stop their vehicle to place an outgoing call. Members answering an incoming call should pull off the road to the nearest, safest, most practical location and stop their vehicle if the incoming call is not expected to be of short duration (i.e., 1 or 2 minutes).

**PROCEDURE**

- A. GUIDELINES FOR CONDUCTING AGENCY BUSINESS
  - 1. Members will use good judgment when using cellular telephones for legitimate police business. Cellular telephones should only be used when more conventional, cost effective means of communication are not immediately available.
  - 2. Members should strive to limit the duration of agency business related cellular telephone calls to no longer than five (5) minutes per call. Members should attempt to use an alternative form of telecommunication if the call is anticipated to be longer than five (5) minutes.

This does not apply to emergency situations or those instances when effective and efficient delivery of police services would be adversely affected by attempting to use an alternative method.

3. Supervisors will periodically review the voice mail greeting of cellular telephones assigned to their subordinates to ensure the content is both accurate and professional in nature.
4. Members will check for voice mail and text messages on a daily basis, or as their work schedule dictates, to ensure that any messages are reviewed and returned in a timely manner.
5. Members shall not use the agency issued cellular telephone for calls related to the member's profit or personal business enterprise.
6. Members should not substitute the issued cell phone for communication that should be relayed over the 800mhz radio system, unless the circumstances dictate otherwise.

#### B. GUIDELINES FOR CONDUCTING PERSONAL CALLS

1. Personal use of agency issued cellular telephones for both incoming and outgoing calls should be limited to infrequent, incidental and/or emergency use. *Members are reminded that cellular telephone records are subject to public disclosure in accordance with the Virginia Freedom of Information Act.*

#### C. PROCEDURES MAINTAINING AGENCY CELLULAR TELEPHONES

1. Members are responsible for ensuring that agency cellular telephones are properly cared for and secured when not in use. Members are encouraged to wear their issued phone even when off-duty to stay apprised of activity in the county and to facilitate the ease of call-back during unusual circumstances per AO [46-1](#)
  - a. Damaged or missing cellular telephone equipment will be immediately reported to the Sheriff's Office Finance Clerk and the member's immediate supervisor.
  - b. The Finance Clerk will ensure that the missing or damaged cellular telephone is taken out of service as soon as possible.
  - c. Requests for the replacement of lost, stolen, damaged or otherwise inoperable cellular telephones will be submitted through the chain of command for approval by the member's division commander.



2. Members assigned cellular telephones are responsible for the conservative usage of the phone to ensure that the monthly operation does not exceed plan coverage.

#### **E. REVIEW AND MONITORING OF CELLULAR TELEPHONE USAGE**

1. The Finance Clerk shall be responsible for reviewing all monthly cellular telephone invoices, including the detailed billing records, for accuracy and to ensure each cellular telephone is billed on the correct service plan.
2. The Finance Clerk shall determine whether a particular agency issued cellular telephone needs to be changed from one service plan to another service plan based on review of those detailed billing records. Members and their supervisor/commander will be advised of any resulting changes in their service plan.
3. The Finance Clerk shall prescreen monthly billing records for any cellular telephones with questionable charges and forward the detailed billing records for these telephones to the appropriate division commander for review.
  - a. The division commander shall review the monthly detailed billing records to determine whether a particular cellular telephone or telephones reflect questionable charges to include the following:
    - 1) An excessive number of business related telephone calls that extend beyond five (5) minutes in length.
    - 2) Telephone calls which are extremely excessive in length such as a single, uninterrupted call thirty (30) minutes in length.
    - 3) The identification of telephone calls made to inappropriate entities such as 900 numbers, call-in sports or talk-radio programs, etc.
5. Any division commander wanting detailed monthly billing records for cellular telephones, in addition to those bills sent out for review, may obtain these records from the Finance Clerk.

## Additional Training Materials

**HANOVER COUNTY SHERIFF'S OFFICE  
VOLUNTEER TRAINING/CHECKLIST**

Volunteer \_\_\_\_\_  
FTO #1 \_\_\_\_\_  
FTO #2 \_\_\_\_\_

(Print)

Date 1/Time \_\_\_\_\_  
Date 2/Time \_\_\_\_\_

ECC Observation Date: \_\_\_\_\_

ECC Supervisor \_\_\_\_\_

Rating Instructions: Rate observed behavior with reference to the scale below. Comment on the least acceptable performance and the best performance of the day. If a specific performance is not observed or the officer is not responding to training, check the appropriate box. List amount of time on remedial training in the area provided.

**RATING SCALE**

(Circle appropriate response)

E = Explained    P/U = Practiced/Understood

**CRITICAL PERFORMANCE TASKS:**

- 1 Driving skills: stress conditions (ex: bad weather, road congestion)
- 2 Orientation skills under stress conditions
- 3 Knows scope and limitations of responsibility and authority
- 4 Safety
- 5 Non-Confrontational - ability to avoid conflicts and confrontations
- 6 Calls to avoid: (ex: high risk - fights, domestics)
- 7 Calls - allowed response

		<b>Date:</b>
E	P/U	_____
E	P/U	_____
E	P/U	_____
E	P/U	_____
E	P/U	_____
E	P/U	_____
E	P/U	_____

**FREQUENT AND OTHER PERFORMANCE TASKS:**

- 1 Driving skills: non-stress conditions
- 2 Orientation skills: non-stress conditions
- 3 Report (activity log) writing: organization/detail
- 4 Report (activity log) writing: grammar/spelling/neatness
- 5 Field Performance
- 6 Problem solving/decision making abilities
- 7 Radio: use of communication codes
- 8 Radio: listens and comprehends
- 9 Radio: articulation of transmission
- 10 Radio: know when to use
- 11 Location: always knows location
- 12 Location: familiar with the county and the beat system (1 -17)
- 13 Traffic Direction
- 14 First Aid
- 15 Property Checks
- 16 Community Patrol
- 17 Disabled vehicles
- 18 Cell Phones: proper use

		<b>Date:</b>
E	P/U	_____
E	P/U	_____
E	P/U	_____
E	P/U	_____
E	P/U	_____
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**KNOWLEDGE:**

- 1 Department policies and procedures
- 2 Volunteer policies and procedures

		<b>Date:</b>
E	P/U	_____
E	P/U	_____

### ATTITUDE/RELATIONSHIPS:

- 1 Acceptance of feedback
- 2 Attitude toward duties
- 3 Relationships with citizens
- 4 Relationships with FTO's, deputies, supervisors, others

**Date:**

**E P/U**

**E P/U**

**E P/U**

**E P/U**

**APPEARANCE:**

- ## 1 General appearance

**Date:**

**E P/U**

**VEHICLE:**

- 1 Vehicle appearance - clean, organized
- 2 Fueling procedures
- 3 Equipment - working order
- 4 Sufficient supplies - (ex: fire extinguisher, first aid kit)
- 5 Vehicle log - proper usage

**Date:**

**E P/U**

**E P/U**

**E P/U**

**E P/U**

**E P/U**

## TRAINING COMMENTS:

This image shows a full page of blank white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for writing or drawing. There are no margins, text, or other markings present.

### Volunteer Signature

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FTO # 1 Signature

\_\_\_\_\_

FTO # 2 Signature

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