

## 2.424 NOTIFICATIONS (41.2.4)

- A. Not all necessary notifications for all incidents or situations are listed or mentioned in this directive.
- B. Employees are responsible for checking other applicable directives to ensure required notifications are made.
- C. See also the **Towson University Emergency Operations Plan § 3.01 Incident Notifications and Crisis Communications**.

### 2.424.02 Making Notifications – Generally

(11.4.5, 81.2.11) {Revised: 08/23/16}

- A. Employees will promptly make, or ensure appropriate notifications are made:
  - 1. Consistent with **2.424.50 Notification List**;
  - 2. Consistent with other applicable directives; and
  - 3. When supervisors or commanders determine incidents to be of interest to the agency.
- B. Requests to deliver on-campus notifications or messages will be:
  - 1. Accepted and delivered:
    - a. In cases of obvious emergencies, such as death, illness, medical, or family related; or
    - b. As necessary to facilitate institutional needs, such as class cancellation notices;
  - 2. Referred to appropriate on-campus departments if the messages do not meet the criteria in **B.1**; or
  - 3. Referred by PCOs to on-duty patrol supervisors if messages are sensitive, unusual, etc.
- C. The agency uses a Duty Officer system to ensure at least one commander can be readily contacted during non-business hours.
  - 1. THE DEPUTY CHIEF IF THE PRIMARY DUTY OFFICER AND WILL ENSURE THE NAME OF ANY ALTERNATE DUTY OFFICER IS DISTRIBUTED AS NECESSARY.
  - 2. Duty Officer notifications will be made sequentially, first to their cell phone numbers, then to their home phone numbers.
    - a. Unsuccessful notifications will be retried every 10 minutes for 30 minutes.

- b. If Duty Officers cannot be contacted after 30 minutes, then attempts will be made FIRST TO THE PATROL BUREAU COMMANDER THEN THE OPERATIONS SUPPORT BUREAU COMMANDER.
  - 3. Duty Officer notifications are prioritized according to the seriousness of the incident.
    - a. **Type 1** notifications are for serious incidents and require the Duty Officer be notified without unnecessary delay after incidents occur.
    - b. **Type 2** notifications are for less serious incidents that allow notifications to the Duty Officer to be delayed between 2400 and 0600 hours. Notifications for **Type 2** incidents should be made up to 2400 hours and will be resumed after 0600 hours.
    - c. Incidents that may usually require **Type 2** notifications, but involve extensive damage, serious injuries, deaths, or other intensifying circumstances become **Type 1** incidents that require prompt notifications to commanders.
  - 4. Commanders are required to maintain reliable contact status and ready response capability when they are designated as the Duty Officer.
  - 5. Duty Officers will determine what, if any, additional external notifications will be made other than those specified in **2.424.50 Notification List**.
- D. Unless otherwise specified, required notifications to persons outside the agency will be made sequentially to office, cell, and home phone numbers. Successful notifications involve speaking directly to the persons, but not by leaving a recorded message or by another person taking the message.
    - 1. Unsuccessful notifications will be retried every 10 – 15 minutes for about an hour or as otherwise directed by supervisors or commanders.
    - 2. The inability to make direct notifications will be documented in corresponding reports.

#### 2.424.04 Incident Summaries

- A. The agency uses an incident summary system to inform critical agency and university officials of certain incidents.
- B. Patrol Supervisors will use the Incident Summary data base in **O:\Incident Summaries**, or only in the event the data base is unavailable, **Incident Summaries (UPO.004.D)** available through the Communications Resource System to compose and email incident summaries that are required in **2.424.50 Notification List**.
  - 1. Each incident summary will refer to a single incident, unless multiple incidents are related, such as arrests, thefts, malicious destructions of property, assaults, etc.
  - 2. Incident summaries may be prepared on nondesignated incidents when the incidents are determined by supervisors or commanders to be of interest to the agency or university administration.
- C. The on-duty day-work PCO Lead or, in the absence of the PCO Lead, senior PCO is responsible for:
  - 1. Reviewing and editing as necessary those incident summaries prepared for the most recent 24 hour period ending at 0800 hours;
  - 2. Compiling a daily summary even if the purpose is to record the absence of reportable incidents during the previous day;
  - 3. Saving electronic copies in a portable document format (PDF) to **O:\Incident Summaries** in the file name format **MMDDYY.PDF**, such as **122812.PDF**;
  - 4. Emailing all compiled incident summaries by 0900 hours to the Chief, commanders, the Communications supervisor, and reduced notification list authorized by the Chief;
  - 5. Only if actual, reportable incidents have occurred, emailing by 0900 hours the compiled incident summaries to the complete notification list authorized by the Chief; and
  - 6. Ensuring at least 12 months' worth of electronic incident summaries are maintained in **O:\Incident Summaries**.

#### 2.424.06 CAD & RMS Use for Departmental Notifications

- A. The agency maintains employee contact information in the CAD/RMS system.
- B. Employees are responsible for ensuring current departmental contact information is provided to their respective command's support staff for entry into CAD/RMS.
- C. Agency personnel with personal cellular phones may have those numbers entered into CAD/RMS.

#### 2.424.08 Department Housing & Residence Life

- A. Officers will ensure notifications are promptly made to Department of Housing & Residence Life (HRL) staff for all incidents:
  - 1. Occurring inside or reasonably nearby HRL facilities; or
  - 2. Involving students, staff, or faculty housed or employed by HRL.
- B. For incidents of a routine, noncritical nature, officers will:
  - 1. Make notifications:
    - a. To Residents Assistants (RA); or
    - b. Via the HRL duty cell phone if on-duty RAs cannot be located; and
  - 2. Record the details of successful and unsuccessful notifications in related reports.
- C. For incidents of a critical nature, as marked in **2.424.50 Notification List**, supervisors will:
  - 1. Notify the HRL Director or specific designee:
    - a. By phone at HRL offices, Monday through Friday during business hours;
    - b. By cell phone during non-business hours or during business hours when the HRL Director is not immediately available by office phone; and
    - c. By home phone if office phone and cell phone notifications are unsuccessful; and
  - 2. Ensure the details of successful and unsuccessful notifications are recorded in related reports.
- D. Officers are permitted to release only limited medical incident related information to HRL representatives other than the HRL Director, Assistant Director, RLC, or other specifically designated official. Releasable information is:

1. Patient's directory information;
  2. The cause of medical problems described in general terms such as "trauma", "illness", "injury", etc., however, mental health related problems will not be referred to as such, but as results such as "illness," "injury," "overdose," "transported to a hospital for further treatment," etc.
  3. Health condition described in general terms such as "critical", "poor", "fair", "good", "excellent", "conscious", "unconscious", etc.;
  4. Locations to where patients were transported;
  5. If alcohol or drugs were involved; and
  6. Any relevant information in emergency situations where there are clear and significant risks of death or imminent serious injuries or harm to patients or others.
- E. See also **2.429 Public Information & Media Relations**.

#### **2.424.09 Off-Campus Incidents**

- A. Officers will ensure:
1. Timely notifications are made to the appropriate parties when the agency receives information that TU students, staff, or faculty members are off-campus and:
    - a. Arrested; or
    - b. Killed or critically injured by accidental or criminal activities; and
  2. Steps are taken to obtain copies of any related police or accident reports.
- B. Notifications will be made:
1. To an on-duty commander during normal business hours or the Duty Officer during non-business hours;
  2. For resident students, to the HRL Director or specific designee;
  3. For commuter students, to the Associate Vice President for Student Affairs or specific designee;
  4. For staff or faculty members, to the Office of Human Resources (OHR) Director or specific designee;
  5. To others as directed by a commander; and

6. For arrest related information, to non-law enforcement officials outside this police department only after arrestees' initial appearances before district court commissioners.

#### **2.424.10 Environmental Health & Safety**

- A. Officers and Communications personnel will ensure notifications are made as soon as reasonably possible to Environmental Health & Safety (EHS) personnel for all incidents according to the most recent notification information from EHS as maintained in the Resource System.
- B. EHS personnel will determine according to their own internal standards whether or not to respond to incident scenes.

#### **2.424.11 Office of Human Resources**

- A. Officers and Communications personnel will ensure notifications are made as soon as reasonably possible to the Office of Human Resources (OHR) when university employees are involved in certain incidents consistent with **2.424.50 Notification List**.
- B. Notifications will be made:
1. Directly to the OHR during normal business hours; or
  2. To the Duty Officer during non-business hours.

#### **2.424.12 Next of Kin Notifications – Departmental (22.2.4, 55.2.6)**

- A. When active employees die or sustain life threatening or serious injuries either on-duty or off-duty:
1. The Chief and commanders will be notified and provided with all available details as soon as possible;
  2. The Chief is responsible for ensuring personal notifications are made to immediate families when other parties have not already made the notifications; and
  3. Personal notifications by agency personnel will be made to immediate families when they reside within a reasonable distance from the university. Otherwise, police agencies serving the areas wherein immediate families reside will be requested to make the notifications.

- B. When on-duty employees sustain less serious injuries or become ill on-duty, employees' supervisors will:
1. Ensure that employees are specifically asked if employees' want family members or others notified;
  2. Make requested notifications;
  3. Notify employees' commanders; and
  4. Make other notifications deemed necessary.
- C. See also **1.626 Address & Telephone Numbers**.

**2.424.14 Next of Kin Notifications – Non-Departmental** (55.2.6)

- A. Except for cases handled by allied agencies and circumstances given in **2.424.08 Housing & Residence Life**, Duty Officers will make next of kin notifications for critical incidents that include, but are not limited to:
1. Deaths;
  2. Serious injuries;
  3. Illnesses or injuries that may be life threatening; and
  4. Missing persons.
- B. Allied agencies handling cases within this agency's primary jurisdiction will determine when and who will make necessary next-of-kin notifications.
- C. For critical incident next-of-kin notifications:
1. Officers will promptly notify the Duty Officer and take actions as directed. Police agencies of primary jurisdiction will be called and requested to make notifications to next of kin residing outside Baltimore County or City;
  2. Officers will make next of kin notifications at the request of other agencies consistent with **2.424.02 Making Notifications – Generally**.
  3. Duty Officers will ensure next of kin notifications are made before the names of killed or injured persons are released to the media; and
  4. Notification information will not be broadcast over the agency's radio network, but rather provided to notifying officers either in person or over the phone.
- D. Officers should not make critical incident next-of-kin notifications alone.

1. Officers will attempt to make notifications with the assistance of members of the clergy, relatives, close friends of the persons to be notified, or Counseling Center staff members. Two officers from this agency will make notifications if they cannot obtain assistance as described herein.
  2. If notifications are made without the assistance of the clergy or persons known to those being notified, notifying officers will offer assistance to the next of kin in contacting relatives, close friends, members of the clergy, etc.
  3. See also **2.413.24 Counseling Center**.
- E. For less critical injuries or illnesses involving non-departmental employees, responding officers will:
1. Ensure involved citizens are specifically asked if they want family members or others notified; and
  2. Ensure any requested notifications are attempted;
  3. Make other notifications deemed necessary.
- F. Officers should not promise sick or injured students that their parents will not be notified as the university needs to have parental notification as a tool to deal with students' situations. Students who request that their parents not be notified should be told by officers that their requests will be passed on to other university officials. In these situations, senior Student Affairs administrators will make notification decisions.
- G. Persons being notified will be informed how the agency came to be aware of the related incidents.

**2.424.16 Street, Highway, & Utility Notifications**

- A. When employees, in the course of their normal duties and activities, observe hazardous street or public utility conditions that exist in this or other jurisdictions, they are responsible for notifying agencies with primary authority and taking other measures, within reason, to assist in lessening effects of hazards.

- B. Employees are responsible for requesting that Communications notify appropriate university, county, and state agencies as appropriate whenever:
1. Snow or ice on roadways creates hazardous conditions;
  2. Roadway flooding creates hazardous conditions;
  3. Roadway damage is serious enough to cause imminent danger to motorists or pedestrians if not immediately repaired;
  4. There is damage to, or absence of, important regulatory street signs such as stop, do not enter, or one-way signs;
  5. There are malfunctioning traffic control devices that cannot otherwise be rendered operational;
  6. There are roadway spills or debris which cannot be safely cleared by on-scene personnel; or
7. Hazardous or potentially hazardous roadway conditions require street closure and placing of street barricades.
- C. Consistent with **2.429 Public Information & Media Relations**, the agency is responsible for notifying local electronic media representatives whenever incidents being handled by this agency block roads or otherwise might significantly affect traffic flow.
- D. Patrol supervisors may request that Communications notify radio stations to relay information concerning major traffic problems for broadcast.
- E. PCOs will make notifications to appropriate departments or governmental entities in accordance with directives and protocols contained in the Communications Manual.

**2.424.50 Notification List**

This Notification List is provided as a guide & is not intended to represent all notifications necessitated in all instances.

<b>INCIDENT OR OFFENSE</b>	<b>Incident Summary</b>	<b>Chief</b>	<b>Duty Officer</b>	<b>Other</b>
Accident, MV, occupational, & other involving extensive damage/serious injuries/death	X	X	1	3, 8, 10
Accident – departmental			2	
AED Deployment by or with agency personnel	X		1	3, 8, 9
Alleged serious misconduct by agency personnel		X	1	
Arrest – custodial arrests	X		2	3
Arrest or incident involving person with name/media interest, i.e., staff, faculty, athlete, administrator, etc.	X		1	8
Arrest of foreign national student	X		1	7
Assault involving weapon or serious injury / Aggravated Assault	X	X	1	3, 8, 10
Barricade or hostage situation	X	X	1	3, 4, 8
Death / homicide / suicide / life threatening injuries	X	X	1	3, 4, 8, 9, 10
Demonstration, civil disobedience, strike, or riot	X	X	1	3, 8
Departmental equipment or property loss, damage, theft, etc.			2	
Detainee escape	X	X	1	
Detainee held for more than six hours			2	
Detainee injury during arrest or custody – including allegations of injuries			1	
Detainee medical treatment resulting from pre-existing condition			2	
Detainee property discrepancies			1	
Diplomatic immunity – Claim of			1	
Disaster / explosion, natural or otherwise	X	X	1	3, 4, 6, 8, 9
Discharge of weapon by on- or off-duty officer	X		1	3
Electronic Control Device Discharge / Drive Stun	X	X	1	
Emergency psychiatric services petition	X		2	3, 8, 10
Emergency suspension of agency employee		X	1	
Escape, runaway, walk away from local facilities			2	3
Extrajurisdictional arrests by officers from other agencies			2	5
Extrajurisdictional arrests by agency officers			2	
Extreme weather emergencies – synopsis of events occurring during	X		1	
Fire – minor damage, no injuries	X		1	3, 6, 9
Fire – major damage, injuries or death	X	X	1	3, 4, 6, 8, 9, 10
Firearm – malfunction, loss, theft of departmental			1	
Firearm – seizure or recovery	X		1	3
Fight involving large numbers, major injuries, or weapons	X	X	1	3, 8
Hate / Bias incident or sexual harassment	X		2	3, 8, 10
HAZMAT major incident	X	X	1	1, 6, 7
Holding facility – incident occurring in			1	
Holding facility – uncorrectable maintenance problem			1	
Injury / illness requiring transport to hospital / hospitalization	X		2	3, 9, 10
Kidnapping or attempt	X	X	1	1, 2, 6, 8
Multiple incidents of any crime (MDP, B&E, theft, etc.)	X		1	3
Power / phone / communications outages (other than momentary)			1	3
Processing facility – incident occurring in			1	
Processing facility – uncorrectable maintenance problem			1	
Pursuit (MV) involving death or injury	X	X	1	3, 8, 9
Ride / Walk Along – termination for cause			2	
Robbery (all types)	X		1	3, 4
Search warrant or application			1	
Sex offense, rape, attempts at, or reports of, regardless of the outcome	X	X	1	3, 4, 8, 10
Shooting involving agency employee	X	X	1	3, 4, 8
Significant assistance to other agency for incident normally requiring information summary if handled by this agency	X		1	
Suspension of patrol		X	1	3
Suicide attempt	X		2	3, 8, 10
Threat against police officer	X		2	
Use of force / MV pursuit not involving death or injury			1	

X Notification to be made consistent with **2.424.02**.

1. DUTY OFFICER PROMPTLY NOTIFIED
2. DUTY OFFICER NOTIFIED AT 0600 HOURS
3. HRL Director as described in **2.424.08**
4. Baltimore County Police
5. Home agencies of arresting officers

6. Facilities Management, Work Control
7. International Student & Scholar Office
8. Counseling Center Director as described in **2.413.24**
9. Environmental Health & Safety (EHS)
10. Office of Human Resources (OHR) if an involved person is a TU employee.