

La Plata Police Department – General Orders

	Title: Assistance of Motorist		Order #: 709	
	Effective Date: June 1, 2014 Original Issue:	Review Date:		
	<input checked="" type="radio"/> New		<input type="radio"/> Amends <input type="radio"/> Rescinds	
Approved by: Chief Carl Schinner				CALEA 5 th Edition
CALEA Standard: 61.4.1				Pages: 2

01 PURPOSE: To provide guidelines for assisting motorists in both emergency and non-emergency situations.

02 POLICY: To insure that requests for assistance from motorists are handled in the safest, most efficient and courteous manner possible.

03 GENERAL PROCEDURES: (CALEA 61.4.1.a)

A. Upon being dispatched to, or locating a stranded or disabled vehicle the officer shall place his/her vehicle, whenever feasible, to prevent traffic from striking the disabled vehicle. The patrol vehicle shall have emergency lights activated. (CALEA 61.4.1.b & .c)

B. Upon determining that a motorist needs mechanical or towing services, the officer shall ask if the motorist would like the towing service of his or her choice to be called. If the motorist has no preference, the dispatcher shall notify the Charles County Communications Center for a contract tow service. (CALEA 61.4.1.b)

C. Once a towing service has been contacted, the officer may leave the scene. However, the following factors will be considered in deciding whether or not to remain on the scene: (CALEA 61.4.1.c)

1. Danger factors concerning exact location of the vehicle on a roadway. Such as the crest of a hill or in a blind turn.
2. Weather such as snow, excessive cold, fog, or heavy rain.
3. Time of day.
4. Availability of officers for other calls for service.
5. At no time will a motorist be left alone in an inherently dangerous situation.

D. Officers are to provide a communications link between the disabled motorist and the needed service to assist. (CALEA 61.4.1.c)

E. Prior to leaving, the officer shall place flares in a manner so as to divert traffic away from the disabled vehicle. (CALEA 61.4.1.c)

04 MISCELLANEOUS MOTORISTS' REQUEST: (CALEA 61.4.1.b)

A. Officers will courteously deny citizens' requests to make minor repairs or change tires, citing this Department's directive, except where conditions are such that a tire change or minor repair can be made safely and immediately. In such cases, prior approval shall be obtained from the on-duty Shift Supervisor.

B. Vehicle Lockouts: Officers are allowed to attempt vehicle lockouts when the vehicle's motor is running or when a person or animal is locked in the vehicle. Prior to attempting entry into a vehicle, the officer shall clearly advise a motorist that the use of a lock out tool may cause damage to the vehicle. When the officer is not able to gain entry or the citizen does not wish entry to be attempted, the officer will suggest contacting a locksmith or towing service.

Officer, at their own discretion and as calls for service allow, may attempt to open a vehicle that is not running. (CALEA 61.4.1.d)

NOTE: During extreme weather conditions officer are authorized to break a vehicle's window(s) in order to save an individual or an animal.

C. Workload permitting, a motorist may be transported to the nearest service station (i.e. obtain fuel) or an area of reasonable safety that is well light to wait for assistance. (CALEA 61.4.1.c)

- D. Jump Starts: Citizens' requests for jump starts with cables shall be approved by the on-duty Shift Supervisor.

05 EMERGENCY ASSISTANCE TO HIGHWAY USERS: (CALEA 61.4.1.d)

- A. If an officer routines or is dispatched to a personal injury accident, he/she shall secure the scene, provide first aid, and obtain medical and fire service assistance in accordance with General Order 708 relating to Accident Investigation.
- B. If an officer routines or is dispatched to a call for emergency assistance, he/she will:
 - 1. Make the area safe as possible by using his/her cruiser to protect the scene.
 - 2. Provide first aid as required and arrange for transport by ambulance to a medical facility.
 - 3. Use fire suppression equipment in the police vehicle as needed, and obtain fire service assistance.
 - 4. Provide emergency escort, if necessary and with on-duty supervisor approval, in accordance with General Order 701 relating to the operation of a police vehicle.