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<b>Effective Date: July 1997</b>	<b>Revision Date: November 2011</b>
<b>Amends/Supercedes: 1400.30/July 2007</b>	<b>Approved by: Chief Kevin Higdon</b>
<b>Meets Accreditation Standard:</b>	<b>18.7</b>

## **Section 1100.100 Referral Services**

### **Policy**

It shall be the policy of the Shively Police Department to offer referral services to the community and that employees should familiarize themselves with the services of local support agencies within the Louisville Metro area. Employees should refer persons to appropriate agency personnel for assistance. Officers may also utilize these and other representative agencies when needed, by contracting the Dispatch Center and requesting an agency representative be sent to or to call the officer's location.

It shall be the duty of all employees of the Shively Police Department to help individuals and the community at large to resolve problems that they may have. When a problem is brought to the Department that may be out of the scope of our law enforcement function, employees should:

- Use Referral Services to find the appropriate resource to help.
- Police personnel are especially encouraged to request an agency representative when dealing with a deaf or hearing impairment individual.

### **Referral Services**

A referral organization is any agency or organization outside of the Shively Police Department that may be used to help or resolve an issue of any citizen, group or business that comes in contact with the Shively Police Department.

The best source to utilize to contact a referral Service is the Dispatch Center. The Shively Police Dispatch Center maintains logs and directories of Referral Agencies and Organizations.

### **Juvenile Referral Services**

The Dispatch Center shall maintain a resource to contact services that are established to assist with juvenile related issues that are encountered by the police. This resource may be available, updated and maintained on paper, computer or other media.