

## 5-1 TELEPHONE DEMEANOR AND PROCEDURES



### HOMICIDE BUREAU DETECTIVE DIVISION BUREAU ORDERS

**Bureau Order Number: 5-1**

**Subject: TELEPHONE DEMEANOR AND PROCEDURES**

Effective Date:	09/01/1995	Last Date Revised:	03/08/2021
Last Date Reviewed:	03/09/2021	Next Review Date:	03/09/2022

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All Bureau personnel receiving incoming telephone calls, whether the call originates externally or internally, shall:

- Give proper identification when answering the telephone. Unit and your title and name shall be given; i.e. "Homicide Bureau, Detective Jones. May I help you?"
  - Handle the call yourself, when possible, unless the caller asks to speak to a specific person.
  - When necessary to refer the caller to another Unit, explain the reason and provide the caller with the number.
  - Use message forms when taking messages. Write complete messages, include your name as the writer.
  - If the message is urgent, every effort should be made to contact the investigator or Team Lieutenant via County cell phone.
  - Return calls as soon as possible.
  - All conversations shall be polite and professional, without exception.
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