

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

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.