

UW Whitewater Police



On-Call, Communications, and Department Phones

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Special Instructions:

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Chief Kiederlen

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I. Purpose

The purpose of this General Order is to provide direction in the use of department issued and personal electronic devices. It is also to assist employees in making the decision to notify a supervisor when one is not physically on-duty.

II. Definitions

Electronic Communication Device: Any devices capable of receiving or transmitting, voice, text or electronic media.

III. Policy

It is the policy of the UW-Whitewater Police Department (UWWPD) to have adequate response to emergency situations that require more than the patrol officers on-duty. UWWPD will provide direction in the use of department issued and personal use electronic devices. It is also the policy of UWWPD to provide supervisory guidance and direction to employees when directed by policy and when requested through the usage of an on-call supervisor system.

IV. Procedure

A. Contacting the On-Call Supervisor

1. If a supervisor is not on-duty, personnel must contact the on-call supervisor as soon as they are aware of an incident in the following circumstances:
 - a. Any felony incident; or
 - b. Any custodial arrest; or
 - c. Any crime involving actual or alleged personal injury; or
 - d. Any situation involving an emergency detention or alcohol commitment; or
 - e. Any medical assist involving a significant or life-threatening injury; or
 - f. Any building evacuation for an actual fire, smoke filled area or gas leak; or
 - g. Any significant off-campus incident; or
 - h. Any significant incident which may cause media attention; or
 - i. Prior to entering extra-pay (extra duty) status; or

UW Whitewater Police

- j. Any employee sick call requests.
 2. The on-call supervisor will be designated and their name and contact information will be provided to employees. This information can normally be found posted in the squad room. While personnel are expected to contact the on-call supervisor in the above situations, they may also contact them should they need additional direction.
 3. This does not eliminate the employee from the expectation and requirement to make decisions based upon existing policy, procedures and standards nor should it be utilized for business related questions which can be addressed through other means, i.e. e-mail.
 4. When a supervisor is not on-duty the employee shall attempt contact in the following sequence:
 - a. Attempt to contact the on-call supervisor using their respective cellular phone, if no answer, leave a message. The employee may also attempt contact at their residence, if they have a secondary phone number and if there is no contact, leave a message.
 - b. If you are unable to contact the on-call supervisor, utilize the same procedure in attempting to contact another supervisor or the Chief.
 - c. When contacting a supervisor for benefit use, a text message may be sent to the on-call supervisor. For a sick call (text), if there is no response within 15 minutes, a follow up phone call as outlined above shall be made so as to ensure patrol coverage.
 5. Based upon the employee's perception of urgency, it is always permissible to contact another supervisor or the Chief when initial contact with the on-call supervisor is not successful.
- B. Use of Electronic Communication Devices
1. Sworn staff of this department are issued cellular phones that shall be carried with them on duty and may be used with the following guidelines:
 - a. With the exception of range officers, cell phones may not be on the firing range, within the range building is allowed.
 - b. Range officers may carry a cellular phone, but it must be on mute so that they do not lose focus on the range and shall only be used in emergency situations.
 - c. Cell phones may be restricted in other situations deemed appropriate by a Supervisor.
 - d. Department issued cellular phones may be utilized for personal business. Employees are expected to be cognizant of data usage (1gb/month) and should familiarize themselves with open records law and its implications. Employees are encouraged to connect to available wifi systems (personal and public) especially when being used for personal business.
 2. All FTE sworn personnel are issued cell phones and shall respond to a call or text from a supervisor or on-duty department member (when authorized by a supervisor) in the following time table.
 - a. When the employee is on a scheduled on-duty day, the employee shall respond as soon as possible, but within a maximum of two hours.

UW Whitewater Police

- b. When an employee is on a scheduled off-duty day, the employee shall respond as soon as possible, but within a maximum of eight (8) hours.
 - c. When the employee is on a benefit day or off day attached to a benefit day the employee is not obligated to return the phone call.
3. In an effort to increase efficiency and the level of service to the community, supervisors, officers and detectives shall carry a department issued cellular phone when on-duty. This procedure should serve to improve communications between the on-duty police officer and others s/he may work with during the course of their tour of duty. Police Officers should:
 - a. Use their department issued or authorized cellular phone to coordinate and accomplish department related business.
 - b. The employee will personally coordinate on and off-campus services, to the greatest extent possible, and not normally ask personnel assigned to the dispatch center to do so.
 - c. This would include attempting to directly contact other campus services including, but not limited to, Facilities, Planning and Management and Residence Life whenever possible.
4. Employees shall:
 - a. Ensure that department issued cellular phones are properly cared for and charged as necessary.
 - b. Ensure that department issued cellular phones are connected to the University wifi when on campus. Officers are encouraged to connect to available wifi systems whenever possible, especially if the cellular phone is being personally used.
 - c. Report any technical or operational problems involving the cellular phones to a supervisor as soon as possible.
 - d. Ensure the contact numbers list is up to date within the phone. This doesn't restrict the employee from having additional numbers within the phone, this is a minimum requirement. The contact list can be found under the "Staff Resources" area of the Department webpage.
 - e. Not carry personal cellular phones or communication devices while on-duty. It is permissible to forward personal devices to Department phones.
5. Department members shall be courteous, use good judgment and obey all legal requirements when using electronic communication devices.