

<b>LAPLATA COUNTY HUMAN SERVICES POLICY MANUAL</b>	
<b>TITLE: Accessing Emergency Assistance</b>	
<b>DEPARTMENT/S: All</b>	<b>EFFECTIVE Date: 4/2/02</b>
	<b>REVISION Date: 6/2/08</b>
<b>REGULATIONS:</b>	
<b>AGENCY LETTERS:</b>	
<b>APPROVED BY:</b>	

**Purpose**

To provide direction to staff about how and when to access emergency assistance from law enforcement.

**Definition**

"Emergency assistance" is an immediate response by law enforcement to a crisis situation.

**Procedures**

The department has four emergency buttons, which are located at the front desk, in the business office, in child support enforcement, and at the desk of the Services administrative assistant. The emergency buttons alert Dispatch and the courthouse deputy.

The following two processes are guidelines. Staff are encouraged to use their best judgement about what type of assistance is needed in a particular situation.

1. When needing an immediate response, call 911 AND (if possible) push the emergency button. The following are examples of when this should occur:

- A person in the office has a weapon/is armed and is exhibiting threatening behavior
- There is a physical altercation
- A parent is leaving the office with a child they are forbidden to take out of the office and there are protection concerns and/or the agency has custody
- Any threatening behavior that makes an individual staff person feel physically threatened - this is an individual judgement call.

2. When needing assistance that is not immediate - call the courthouse deputy at x6396 or call Dispatch at the non-emergency number: 385-2900.

- A person in the office has a weapon and is non-threatening, but staff feels uncomfortable. Per building policy, staff may ask the person to take the weapon out of the building and/or call for assistance.

- A person is intoxicated/under the influence and is non-threatening

- It is known the person has an active warrant and law enforcement needs to be notified - call Dispatch, do not call the courthouse deputy.