



GENERAL ORDER OPS-79 911 FLAGGING PROGRAM

EFFECTIVE MAY 31, 2022

This General Order contains the following numbered sections:

- I. POLICY
- II. DEFINITIONS
- III. PROCEDURE
- IV. PROGRAM MAINTENANCE

I. POLICY

It is the policy of the Howard County Department of Police (HCPD) to respond to calls for persons with an identified intellectual or developmental disability who have wandered off, gone missing, or are in a state of crisis. HCPD encourages those with special circumstances to use the 911 Flagging Program so that officers can be provided with important information when responding to calls for service.

II. DEFINITIONS

- A. 911 Flagging Program: A voluntary program that allows individuals to provide information regarding intellectual or developmental disabilities to the 911 system so that officers are alerted prior to responding to a call. All information remains confidential and is only used to assist responding officers.
- B. Developmental Disability: An umbrella term that includes more than 200 disabilities that are generally apparent during childhood, originated before age 22, and are likely to continue throughout the individual's lifetime.
- C. Intellectual Disability: A disability characterized by significant limitations both in intellectual functioning i.e. reasoning, learning, problem-solving, etc., and in adaptive behavior, which covers a range of everyday social and practical skills.
- D. Physical Disability: A physical condition, infirmity, malformation, or disfigurement caused by bodily injury, birth defect, trauma, or illness, which significantly interferes with or significantly limits at least one major life activity of an individual.

III. PROCEDURE

- A. Howard County Police Department Website
 - 1. An informational summary of the 911 Flagging Program shall be displayed on the Howard County Police Department website.
 - 2. Citizens may submit a request to "Flag Address in 911" by submitting an electronic form via the website.
- B. Community Outreach Division
 - 1. Information collected from submissions to the website's electronic form is received in email format by a designee in the HCPD Community Outreach Division. Upon receipt, the designee confirms with the submitter that the information is complete and correct.
 - 2. The verified information is then tracked via an Excel Spreadsheet stored on a secure network, entered into the Records Management System (RMS), and forwarded via email to a designee for CAD. All information collected is stored in restricted areas on the secure network and accessible only to authorized members.

3. All information collected will be kept confidential.

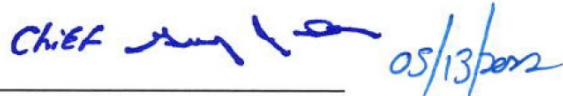
C. Police Communications

1. A designee in the Howard County Police Communications Division shall enter the information into the CAD system to create a 911 Flag associated with the effected address.
2. The Communications Dispatcher will verbally relay any 911 Flags along with all associated information to responding Units as the 911 Flag is not displayed through Mobile Data Terminals (MDTs).
3. No other additional resources will be dispatched based solely on the information provided in the 911 Flag. Responding Units may request additional resources, i.e., HopeWorks, an American Sign Language Interpreter, etc. if needed.

IV. **PROGRAM MAINTENANCE**

- A. The Community Outreach Division designee shall ensure entries into the Excel Tracking Database, the RMS, and the CAD system are reviewed for accuracy on an annual basis.
- B. Citizens may contact the Community Outreach Division for any updates to their flagging request, i.e., addresses, new symptoms, etc.
- C. Citizens may also contact the Community Outreach Division to request voluntary removal from the program.

AUTHORITY:



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