

JACKSONVILLE POLICE DEPARTMENT

Policy: 3-5
Effective 05-01-11
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TAKE ME HOME PROGRAM

PURPOSE: To establish an orderly and uniform process for the use of the Take Me Home Program.

POLICY: The Take Me Home program allows for the rapid identification and safe return of citizens who are unable to adequately communicate vital information such as their name and address to Law Enforcement Officers. Those who are registered in this program are placed in a database that is accessible by Police Department and Communication Center employees for quick dissemination to the officer in the field.

PROCEDURES:

I. OFFICER CONTACTS

- A. When an officer comes into contact with an individual who may have trouble communicating; such as persons with Down's syndrome, developmental or cognitive disabilities, dementia, or Alzheimer's, the officer will contact the Communications Center to see if the person is registered in the Take Me Home program database.
 - 1. If the person is found in the database the officer will have immediate access to personal information such as their home address and phone numbers to reach loved ones. A photo will be available to officers for identification purposes. If the family has no adequate photo available, the Program Coordinator will take a photo of the subject and place into database.
 - 2. The database information may also contain certain words, phrases, or gestures that the officer may need in order to calm or assure the individual that the officer is there to help, not harm them.
- B. If an officer comes into contact with someone that is not registered in the program, but in the opinion of the officer, fits the criteria for the program, the officer will explain the program to the appropriate care giver and encourage them to register their loved one during normal administrative hours.

II. PROGRAM COORDINATOR AND SUPERVISOR RESPONSIBILITIES

- A. The Support Services Division Sergeant will be the Program Coordinator and the primary point of contact for the Take Me Home program. He will be responsible for the following:
 - 1. The Sergeant will be responsible for maintaining the database with the most current information and making it readily accessible to officers in the field.
 - 2. The Sergeant will be responsible for providing public awareness through education programs.
 - 3. The Sergeant is responsible for educating employees, to include Communication Center personnel, about the registration and database processes.
 - 4. The Sergeant is responsible for providing a monthly report to the Captain via the Lieutenant.
 - 5. The Sergeant is responsible for providing an annual report on the Take Me Home program via the Support Service Division chain of command to the Chief of Police, due in January of each year.
 - 6. The Sergeant will be the liaison with the Communications Center.

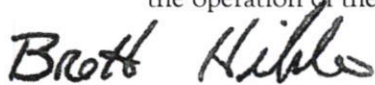
7. The Sergeant shall devise a system for recording and tracking all applicants' registrations to ensure they have been input into the database after receipt according to policy.
- B. The Take Me Home Program chain of command is as follows:
 1. Sergeant: Responsible for being the program coordinator and its duties.
 2. Lieutenant: Responsible making an annual review and evaluating of the program in writing to the Captain, to include any identifiable problems and recommendations on how to resolve them.
 3. Captain: Responsible for the overall operation of program.

III. REGISTRATION AND DATABASE

- A. Registration packets and the instructions for the applicant will be available at the front desk of the Police Department.
 1. It is most desirable for the applicant to meet with the program coordinator so the program can be fully explained and all the appropriate data obtained at the time of registration, to include a current photo. If a photo is not available, the Program Coordinator will make a photo with a Department camera to be used. The Program Coordinator will have the primary responsibility for processing registration and input into database.
 2. If the Program Coordinator is not available during normal administrative hours on a weekday, the Support Service Division Commander shall designate a trained employee of the division to process registrations and input into database.
- B. Once a new registration packet is received it will be added to the database within twenty-four (24) hours of receipt or sooner if reasonably possible.

IV. TRAINING

- A. The Support Service Division Sergeant is the designated Program Coordinator and is responsible for all program training. He will keep a record of all those trained and provide refresher training as necessary.
- B. The Support Service Division Lieutenant shall be trained by the Program Coordinator. He will be responsible for review and evaluation of the program and ensure the training is sufficient for the operation of the program.



Brett C. Hibbs
Chief of Police