



Norwich Police Department

Policy & Procedures

Subject:	Duty Phone	
Distribution:	All Officers & H.Q.	
Approved / By order of:	Jennifer Frank, Chief of Police	

I. PURPOSE:	The purpose of this policy is to establish guidelines for the use of the Norwich Police Department duty cellular telephone.
II. POLICY:	The cellular telephone is a useful tool in law enforcement, which enhances communications in the field. In addition to providing officers with an alternative means of communication in the event of a radio system failure, the use of a cellular phone allows an officer to return a telephone call in a timely and efficient manner without having to return back to the station to utilize a land line. As there is an expense associated with the equipment and monthly services of a cellular telephone, the accountability of such an item must be controlled. The Norwich Police Department has purchased a cellular device and monthly plan for officers to utilize while on-duty, for duty related businesses. The use of this cellular phone shall be limited strictly to business-related activity. Personal cellular phones should be utilized for personal business.
III. DEFINITIONS:	<ul style="list-style-type: none"> A. Business Calls: Any call made by an NPD officer that is directly related to Norwich Police Department business. B. Cellular Phone: A combined texting/Cellular Phone Device selected by the Norwich Police Department to serve as a text messaging device and cellular phone. C. Duty Phone: The cellular device purchased for the Norwich Police Department that is to be used as needed for business related activity by on-duty NPD officers. D. Personal Calls: Any call made by an NPD officer which is unrelated to Norwich Police Department business. E. User: A Norwich Police Department officer who has received authorization to utilize the NPD duty phone.
IV. PROCEDURES:	<ul style="list-style-type: none"> A. Responsibility: The Norwich Police Department is responsible for the acquisition, issuance, maintenance, and repair authorization of the issued duty cellular phone. B. NPD Department members are responsible for being familiar with the phone's operations and ensuring that the

	<p>phone is properly cared for so that it remains in a usable condition at all times. If the duty phone is lost, stolen, or becomes damaged, it is the responsibility of the phone's user to report the incident to the Sergeant and Chief of Police as soon as possible.</p> <p>C. The NPD duty phone will be stored at the police department. The on-duty officer may carry the duty phone with them while on shift but must return the cellular phone back to its charging point at the end of shift. In the event more than one officer is schedule on duty during the same shift and both seek to utilize the cellular device, the officer with rank will determine which officer the phone is assigned to for the shift. In the absence of a ranking officer, the officer with the greatest seniority will make the determination.</p> <p>D. NPD personnel may use the NPD duty phone to make outgoing business calls, as their job assignments necessitate. The cellular device has been set up with a blocking function that restricts Caller ID. This blocks the duty phone number from being displayed through Caller ID. No officer may distribute the number for the duty phone to any non-law enforcement personnel. In the event the officer seeks to receive a call from an individual involved in a case or complaint, they are to instruct the Dispatcher to have the individual call Dispatch and then be patched through to the duty phone.</p> <p>E. The NPD duty phone may be used on-scene to capture images of police department business related activity. Any images captured using the duty phone are to be downloaded and removed from the phone at the end of the using officers shift. In the event this is not possible, an e-mail will be left for the Sergeant indicating the nature of the images captured on the phone and the reason they have been stored past the end of the officer's tour of duty.</p> <p>F. The NPD duty phone may only be used to text or picture message law enforcement personnel or dispatchers. No text or picture messages are permitted to be sent to any other users or devices for any other reason without <u>prior</u> authorization by the Chief of Police or her/his designee.</p> <p>G. The NPD duty phone may only be used by NPD officers. In the event a non-law enforcement personnel requests to use the telephone for an NPD business related activity, the officer at their discretion may place the call and transfer information verbally to the intended party, or place the phone in "speaker" mode and allow the individual to speak with the party on the other end. The NPD officer will retain</p>
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	<p>possession and control of the duty phone during that time.</p> <p>H. No applications or contacts will be added to the duty phone without prior authorization of the Chief of Police.</p> <p>I. Duty Phone Misuse: It shall be a violation of this policy for an employee to use the NPD duty phone: a. For any non-job related purpose; b. To solicit or proselytize for commercial ventures, outside organizations, or religious, charitable or political causes; c. To create, copy, or distribute any offensive or disruptive communications, including those which contain any sexual content or sexual implications, racial slurs, gender-specific comments, or any other content that offensively addresses a person's race, creed, religion, physical or mental disability, color, sex, national origin, age, occupation, marital status, political opinion, sexual orientation, or any other group status; d. To send, receive, copy, disclose or distribute copyrighted materials, proprietary information, or similar materials without express authorization from the author or owner; e. To copy or transmit confidential personal information, or to copy or transmit any private or non-public information not related to official NPD business; e. To connect, link, forward or sync the NPD duty issued cell phone to their personal cell phone or residential phone in any way.</p>
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