



Scarborough Police Department Operation HOPE “Quick Checklist for Dispatchers”

For further, more detailed information, see **Operation HOPE Policy Statement and Protocol for Law Enforcement in the Operation HOPE book.**

NOTE: *The patrol supervisor is responsible for ensuring this policy is followed.*

Voluntariness: Participation in Operation HOPE is voluntary. If a potential program participant subsequently elects not to request assistance or continue with program screening, they will be allowed to depart and no force will be used to detain them or prevent them from doing so.

Medical Concerns: If at any time the participant is noted to be in medical distress or appears to be physically ill, EMS personnel will be assigned to respond as in any medical emergency.

Should EMS personnel deem it medically necessary, the program participant may be transported to a medical facility.

The participant should be informed that once they are medically stable and discharged from the hospital, they may continue their Operation HOPE intake process. Every attempt should be made (depending on call volume and availability of personnel) to transport the participant from the medical facility to the Police Department for intake completion.

- A person entering the Scarborough Police Department and requesting help under Operation HOPE will be monitored by an officer or dispatcher until such time intake is initiated.

NOTE: They may remain in the lobby.

- The dispatcher will express their support and congratulations for the participant seeking help. At all times, the participant will be treated with respect, care and compassion and reassured that assistance will be provided.

- Dispatch will generate a call for service under the Operation HOPE call type and an officer will be assigned to the call. The police department address will be used as the call location.

NOTE: The shift supervisor may exercise discretion in which officer is assigned to the call based upon current call volume, conflicting calls-for-service, and other factors.

- Upon request of the officer, the dispatcher will assign an OF number.

- Upon request of the assigned officer, dispatch will conduct an NCIC-III/SBI check on the participant.

- Upon request of the assigned officer, dispatch will contact an Operation HOPE “Angel” from the Angel call-out list.

Whenever possible an Angel of the same gender as the participant will be requested.

The Angel will be informed that an Operation HOPE intake is occurring and be requested to respond to the Scarborough Police Department. Dispatch will ascertain an approximate estimated time of arrival of the Angel and inform the officer.

- Transportation Assistance – IF PARTICIPANT NEEDS GROUND TRANSPORTATION TO FACILITY OR TRANSPORTATION HUB – ARRANGEMENTS PENDING FINAL COORDINATION. IN INTERIM, CONTACT JOHN GILL OR JAIME HIGGINS TO HELP MAKE ARRANGEMENTS.*

- If the Angel subsequently advises that the participant is unable to be placed after exhausting all possible methods, the participant is not to leave without being given a plan to continue with help. The participant shall be afforded every courtesy to find them a safe place upon departure.

Recommend they contact the Portland Recovery Community Center (portlandrecovery.org), 468 Forest Avenue, Portland, (207) 553-2575 for support, assistance and guidance until a placement can be arranged. If it is during PRCC business hours, consideration should be given to assist the participant by providing transportation.

For Additional Assistance

In the event the Angel(s) have questions or require additional assistance, please contact one of the following:

Angel Coordinator:	Steve Cotreau	H: 207-XXX-XXXX W: 207-XXX-XXXX C: 207-XXX-XXXX
Placement Coordinator:	Nichole “Niki” Curtis	W: 207-XXX-XXXX C: 207-XXX-XXXX
Law Enforcement Liaison:	Officer John Gill	C: 207-XXX-XXXX
	Crime Analyst Jaime Higgins	W: 207-XXX-XXXX C: 207-XXX-XXXX

NOTE: DO NOT RELEASE THE ABOVE CONTACT INFORMATION TO ANGELS, PROGRAM PARTICIPANTS, OR NON-LAW ENFORCEMENT PERSONNEL. IF REQUIRED, DISPATCH SHOULD CONTACT THE ABOVE PERSONNEL.