



**SOUTH COAST BRITISH COLUMBIA
TRANSPORTATION AUTHORITY
POLICE SERVICE**

EMERGENCY MESSAGES

Effective Date: May 9, 2005
Revised: September 12, 2005

POLICY

1. The South Coast British Columbia Transportation Authority Police Service (SCBCTAPS) will cooperate with and assist the Jurisdictional Police Department (JPD) and South Coast British Columbia Transportation Authority (SCBCTA) subsidiaries, as appropriate, with the delivery of emergency messages and notification of next of kin of deceased, ill or injured persons.

REASON FOR POLICY

2. To provide an appropriate response to the urgent personal needs of the community.

PROCEDURES

3. When the SCBCTAPS receives a request from a JPD or SCBCTA subsidiary for the delivery of an emergency message or notification of next of kin of deceased, ill or injured persons, the Operations Communication Centre (OCC) will generate an occurrence report with full details.
4. The OCC will immediately notify the Watch Commander, providing all details of the notification.
5. The Watch Commander will initiate notification, or, if needed, assign the file to a Member.
6. If assigned to a Member, the Member will make the notification in a timely manner, prior to the end of their shift.
7. If the Member is unable to make the notification, the Member will immediately notify the Watch Commander or Patrol Supervisor. The Watch Commander will then re-assign the file to the Watch Commander of the following shift, and that Watch Commander will assign a Member to make notification.
8. The Member who makes the notification will advise the Watch Commander when completed.
9. The Watch Commander will notify the originator of the request and advise them of the outcome.