



GENERAL POLICE ORDER CLEVELAND DIVISION OF POLICE



EFFECTIVE DATE: MARCH 1, 2002	REVISED DATE:	NO. PAGES: 1 of 2	NUMBER: 3.4.11
SUBJECT: SILENT 911 CALLS			
ASSOCIATED MANUAL: COMMUNICATION CONTROL SECTION		RELATED ORDERS:	
CHIEF OF POLICE: <i>Edward F. Lohn, Chief</i>			

PURPOSE: To establish guidelines for response to Silent 911 calls.

POLICY: The Cleveland Division of Police shall respond to all Silent 911 calls.

DEFINITION: **Silent 911 calls** are those calls received on the 911 system where the caller hangs up or does not respond to the 911 operator. Calls may be received for reasons that include, but are not limited to: pranks, hang up calls, a person attempting to get emergency service, but unable to speak, a person using a Telecommunications Device for the Deaf (TDD), or someone who may be in serious danger.

PROCEDURES:

- I. Upon arrival, officers shall attempt to obtain a response and evaluate the situation. Officers shall:
 - A. Listen for sounds coming from inside the premises, and if able, peek through windows to assess the scene.
 - B. Observe the entire scene (i.e. cars with warm engines in the driveway, unusual items or objects on premises, open doors, broken windows).
 - C. Interview landlord, bystanders, neighbors, or family members who may have keys.

- II. If officers are unable to determine the cause of the Silent 911 call and the investigation reveals suspicious circumstances (i.e. domestic violence history at address) the officers shall request a supervisor respond to the scene.

- III. A forced entry may be made prior to the supervisor's arrival if an on-scene officer **believes that an emergency exists**. If an emergency is not apparent, then prior supervisor approval is required before entry may be made.

PAGE: 2 of 2	SUBJECT: SILENT 911 CALLS	GPO NUMBER: 3.4.11
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- IV.** If a forced entry is necessary, the supervisor shall:
- A. Announce, at the door, that there will be a forced entry if there is no response.
 - B. Ensure that the residence/business is secure before leaving.
 - C. Complete a Form-1 to explain the circumstances of the forced entry and forward it through the chain of command to the Chief of Police.
 - D. Make a Damage to Property/Performing a Police Function Record Management System (RMS) report if there is damage was done to property during the forced entry.