	ANDOVER POLICE DEPARTMENT GENERAL ORDER	Number: P3109
		Page: 1 of 2
		Distribution: All
Title: GOOD MORNING ANDOVER PROGRAM		Section: Programs
Issued: 04/10/2012	Effective: 04/18/2012	Revised:
Rescinds: All Previous		Amends:
CALEA References:		
Review: Annual	Authority: Chief Michael A. Keller <i>MJK</i>	

I. Purpose

The purpose of this General Order is to provide guidelines and to establish criteria for the Good Morning Andover program, as well as, define the roles and responsibilities for both the Communications Officer and the Police Officer.

II. Policy

The Good Morning Andover Program establishes a collaborative effort between the Police Department and the vulnerable members of the Andover community primarily by means of regular friendly telephone contact, in an attempt to ensure that they are okay, help to prevent unattended citizens dying in unrealized need, and further, allow their independence and ability to stay in their homes.

III. Definitions

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IV. Regulations


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V. Procedures

A. Criteria

To become a participant in the Good Morning Andover Program individuals must meet the following criteria:

1. Must live alone (or live with another person and that person is unable to render assistance in an emergency).
2. Must not have regular physical or telephone contact with another person.
3. Must reside within the city limits of Andover.
4. Must agree to the terms of participation as outlined in the Good Morning Andover Program (Good Morning Andover Application & Agreement- APD Form 50).

	ANDOVER POLICE DEPARTMENT GENERAL ORDER	Number: P3109
	Title: GOOD MORNING ANDOVER PROGRAM	Page: 2 of 2
		Section: Programs

C. Responsibilities

1. The participant is responsible for:
 - a. Calling the Andover Police Department everyday between the hours of 9am and Noon every day.
 - b. Notifying the police department if they will be away during call in hours.
 - c. Providing a key to the police department, if they wish, to be used by police personnel in apparent emergency situations.
2. The Communications Officer is responsible for:
 - a. Documenting participant calls and attempting telephone contact with participants who do not call within the program hours.
 - b. If phone contact with the participant cannot be established, Communications Officers will dispatch an officer to the home to check the participant's welfare. Communications Officers should also notify the responding officer if the department is in possession of a key to the residence.
 - c. Communications Officers may also use the telephone time with the participant to:
 - i. Develop a bond with the participant.
 - ii. Notice any differences in the caller's voice (e.g. emotional, slurred or confused speech, etc.).
 - iii. Notice any obvious changes in the caller's health like coughing, difficulty breathing, difficulty speaking, etc.
3. The responding Police Officer is responsible for checking the participant's welfare and taking all reasonable steps, including entry into the home, to determine the welfare of the participant.