

**MARIN COUNTY SHERIFF'S OFFICE
PATROL SERVICES POLICY AND PROCEDURE MANUAL**

Chapter: Programs
PAT 12-02
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DATE
February 26, 2001

"ARE YOU O.K.?" PROGRAM

POLICY

It is the policy of the Marin County Sheriff's Office to provide citizens who are confined to their residences, and have no one checking on them, with a process for confirming their well being. To accomplish this the Sheriffs Office has joined with the San Rafael Police Department in providing these capabilities through the "Are You O.K.?" program

PURPOSE

The "Are You O.K.?" Program will enable persons who are generally confined to their residences and have no one checking on them to receive a phone call daily. The purpose is to ensure the subscriber's well being.

The Marin County Sheriffs Office in a cooperative agreement with the San Rafael Police Department will participate in the "Are You O.K.?" program. The San Rafael Police Department will maintain the computer and software program and operate it as a public service program. When a subscriber in the unincorporated area of the county requires assistance or a welfare check the Marin County Sheriffs Office will dispatch a Deputy

Computer Program: The San Rafael Police Department will maintain the "Are You O.K.?" Program equipment and insure daily calls will be made to subscribers.

Program Coordinator: The Area III Dayshift Patrol Sergeant will be the Program Coordinator for the Sheriffs Office. The Sheriff's Office Program Coordinator will make contact with the San Rafael Police Department's "Are You O.K." Program Coordinator (Community Policing Sergeant) every month to review the status of the program and any related issues.

Citizen Volunteers: Citizen volunteers will be selected by the San Rafael Police Department to monitor the computer during hours of operation. A background check will be completed by the Police Department on each volunteer. Police Personnel will monitor the computer in the absence of volunteers.

Application Process: Any interested citizen who resides in the unincorporated area and feels that he or she qualifies for this Program or knows someone who may qualify, may obtain an application from the Marin County Sheriffs Office or have the information mailed to them. Representatives of agencies who deal with the elderly or the disabled are encouraged to seek out qualified applicants who may want to participate in the Program.

Eligibility Requirements: Applicants must meet certain requirements to obtain this service.

Applicants are to be persons who are primarily confined to their residence and do not have someone checking on them regularly and they must reside alone. Any exceptions to these requirements must be approved by the Sheriffs Office

Program Coordinator and/or Watch Commander and will be considered on a case-by-case basis.

Subscriber's Telephone: Applicants must have a functioning telephone in their residence that they are able to answer. They must be able to hear the computer message. They must agree to be called within the time period in which the computer is operating the "Are You O.K.?" Program. The call will be made as close to the predetermined time as possible.

Key holder: Applicants must have a "key holder" to be a part of the Program. The "key holder" is an individual, such as a relative, neighbor, or friend, who possesses a key to the applicant's residence and is capable of responding to that residence within 30 minutes of being requested. The "key holder's" name, address and phone number(s) will be in the computer. The Sheriff's Crime Prevention Office must be advised immediately of any changes of "key holders".

"Release and Waiver" Form: Each applicant shall be required to read and sign the "Are You O.K.?" "Release and Waiver" form before being accepted into the Program. If the applicant is unable to physically sign the form, a witness must be present when verbal acknowledgement of the "Release and Waiver" form is obtained. The witness will sign this form and indicate that the subscriber was unable to sign the form.

Applicants and "Release and Waiver" Forms: The subscriber's personal data contained on the application form is entered into the "Are You O.K.?" computer. The subscriber will be notified of the starting date of the first telephone call. The original application form and "Release and Waiver" form will be maintained in the Crime Prevention Office and a copy will be maintained in a binder at the computer location. The personal data information contained in the computer will be made available to deputies and other appropriate personnel responding to an ALERT at a subscriber's residence.

Computer Call: The computer will automatically place one daily telephone call to the subscriber's residence beginning at 1000 hours.

Answering Telephone: When the subscriber answers the telephone, a prerecorded message is given to the subscriber in the primary language of the subscriber. The subscriber needs to do nothing else but terminate the call by hanging up, although it is recommended that the subscriber indicates that he/she is "O.K." The call is automatically logged as completed.

Busy Signals: If a busy signal is received, the computer is programmed to recall the subscriber's telephone number two more times. If the line is still busy after three attempts, an ALERT will be issued.

No Answers: If a call is not answered, the computer will call again two more times. After the third call is not answered, the computer will issue an ALERT and the call is automatically logged as incomplete with a notation that an ALERT has been issued.

Issuance of an ALERT: Upon the issuance of an ALERT, the following will apply:

The person monitoring the computer during its operation will notify Sheriff's Communications Center of the subscriber's personal data information. Communications will dispatch a Deputy to the scene. The monitor will arrange for the application data to be faxed to the Comm. Center. The fax cover sheet will request the Sheriff's Department to report the results of the welfare check. If no

disposition is received within 30 minutes, the monitor will notify the Sheriffs Office Watch Commander.

Key holder's Responsibility: The key holder will be notified to respond to the subscriber's residence soon as possible to meet a Deputy. If the key holder is not available, the responding Deputy will be notified.

Deputy's Responsibility: The Deputy will be dispatched to the subscriber's location for a welfare check. The Deputy will meet the key holder and use the key to enter the residence and perform the check. If the key holder is unable to respond and no key for the residence is obtained, the Deputy will check for a means of entering without forced entry. A visual check of the interior of the residence from the outside will be made. Forced entry may be made if sufficient articulable facts exist to warrant such action.

Subscriber Requests Assistance When Telephone Call Is Received: When the computer monitor hears the subscriber talk on the telephone and indicates a problem, which needs immediate follow-up, the monitor will write down what is said. The Sheriff's Office will be advised and the will take appropriate action; i.e., sending a Deputy or ambulance. Records Personnel will follow the same instructions as indicated in paragraph 14A above.

Breakdown of Computer Equipment: If the "Are You O.K.?" computer is not functioning during operational times, the computer monitor will manually call each subscriber utilizing the binder containing the subscriber's information.

Vacation or Temporary Cancellations of Calls: When the subscriber is aware that he/she will not be home to answer the telephone for one or more days, the subscriber will notify the Sheriffs Crime Prevention Office at least five days prior. The Crime Prevention Officer will notify the San Rafael PD Program Coordinator to update the program so that it will not call the subscriber on the indicated day(s). If cancellation is received and the computer is not updated in time to cancel, a note will be affixed to the "Are You O.K.?" computer, noting information from the subscriber and the effective dates.

False Alerts: A false alert is the failure of the subscriber to notify the Sheriffs Office in advance of the timed telephone call that he/she will not be home to answer the call or the subscriber failed to answer the telephone when called and could have. Unanticipated problems with equipment or telephone devices will not be considered false alerts.

The clerk or dispatcher handling the ALERT call will follow the procedure outlined in paragraph 14A. The Sheriffs Program Coordinator will follow up with the subscriber on all false alerts. If the Sheriffs Program Coordinator determines that the subscriber is unable to comply with the requirements in the Program, then a recommendation for removing the subscriber from the Program will be made.

Discontinuance of Service: Three or more false alerts on the same subscriber in any 90-day period may result in discontinuance of service. The Sheriffs Program Coordinator will make this determination after he/she investigates the false alerts. The subscriber and key holder will be notified in writing of any discontinuance of service. The subscriber may be allowed to be reinstated only after a review by the Sheriffs Program Coordinator and he/she has determined that the problem that caused the false alerts has been corrected.

RELATED STANDARDS:

OTHER AFFECTED DIVISIONS:

Communications Division

DATE OF REVISIONS:

By Order of:

Dennis Finnegan, Undersheriff

MARIN COUNTY SHERIFF'S OFFICE
Are You O.K.? ® Field Interview Form

Phone () - (/ /)	Date:	SHERIFF'S STATION FOR YOUR RESIDENCE
Subscriber Name and Address:		Doctor and clergy:
Last Name	First Name MI.	Doctor's Name
Street Address		Doctor' Phone
Apt. Bldg Name	Apt	Clergy's Name
City	State Zip code	Clergy's Phone
In Case of Emergency, Notify:		
Last Name	First Name MI	Last Name First Name MI
Street Address		Street Address
City	State Zip Code	City State Zip Code
Phone Number		Phone Number
Next of Kin:		
Last Name	First Name MI	Last Name First Name MI
Street Address		Street Address
City	State Zip Code	City State Zip Code
Phone Number		Phone Number
Key on Premises? Location:		
Yes No		
Key holder:		
Last Name	First Name MI	Last Name First Name MI.
Street Address		Street Address
City	State Zip Code	City State Zip Code
Phone Number		Phone Number
Pets? Type and Location:		
Yes No		
Live Alone? Co-Residents:		
Yes No		
Medical History		
Able To Walk? List Physical Impairments:		
Yes No		
Location of Medical History		
Remarks		

MARIN COUNTY SHERIFF'S OFFICE

"ARE YOU O.K.?" PROGRAM

RELEASE AND WAIVER FORM

NAME _____ **OF** _____ **APPLICANT**
(PRINT): _____

ADDRESS OF APPLICANT:

1. The applicant wishes to enroll in the "Are You O.K.?" Program operated by the Marin County Sheriff's Office. Upon acceptance into the program, the applicant is thereafter referred to as the subscriber.
2. This program is a computer-operated system, which uses normal telephone service. Because of the program's dependence on electrical power and phone service availability, the Program may be subject to malfunction not related to the operation of the system.
3. In the event that the subscriber fails to respond to the "Are You O.K.?" telephone call, Sheriff personnel will request the designated key holder to respond to the subscriber's residence and meet with a deputy who will perform a welfare check. If the key holder is not able to respond with a key, it may be necessary for law enforcement personnel to forcibly enter the subscriber's residence to assure that he/she is "O.K."
4. Due to workload and availability of Sheriffs Personnel, there may be delays in the Sheriff's Office notifying the key holder to respond to the subscribers residence.

HAVING THIS IN MIND

5. I, the applicant, hereby waives as to the County of Marin, its officers, employees and agents, and to any citizen volunteers monitoring the Program, any loss or damage and any claims, demands, suits, liabilities, and payments, resulting from or arising out of my participation in this Program. I also release the County of Marin, its officers, employees and citizen volunteers resulting from or arising out of my participation in this Program.
6. This "Release and Waiver" shall be binding as to myself and to my heirs, successors or assigns.
7. I acknowledge that I have read the above, that I understand the documents and have executed this document freely and voluntarily.

SIGNATURE OF APPLICANT: _____ **DATE:** _____

NOTE: If the applicant is unable to physically sign this form, a witness approved by the Watch Commander may sign this form on behalf of the applicant after the applicant has given verbal acknowledgement of this "Release and Waiver" form to the witness.

SIGNATURE OF WITNESS: _____

ADDRESS: _____