

<p style="text-align: center;">East Haven Police Department</p> 	Type of Directive: Policies & Procedures		No. 443.1
	Subject/Title: Motorist Assistance	Issue date: August 28, 2018	
		Effective Date: September 15, 2018	
	Issuing Authority: Honorable Board of Police Commissioners	Review Date: Annually	
References/Attachments: Policies and Procedures #: 701		Rescinds: N/A	Amends: N/A

I. PURPOSE

- A. The purpose of this directive is to set forth the policies and procedures of the East Haven Police Department (EHPD) regarding rendering assistance to highway motorists.

II. POLICY

- A. It is the policy of the East Haven Police Department for officers to assist motorists who are in need of assistance.

III. PROCEDURES

A. General Assistance

1. Officers shall, when possible, provide general assistance to motorists who are in need of aid. Types of general assistance that may be provided by officers include:
 - a. Providing information and directions.
 - b. Transporting a stranded motorist with approval from the on-duty supervisor.
 - c. Contacting someone by telephone via the East Haven Public Safety Communications Center (EHPSCC) on behalf of the motorist.
 - d. Contacting the East Haven Fire Department (EHFD) via the EHPSCC for vehicle lockouts.
2. Officers shall have their police vehicle's emergency lights activated while providing assistance to a motorist and/or standing by with a disabled vehicle in the roadway.

3. If an officer observes a motorist in need of assistance and the officer is in route to or is on a call for service, the officer shall notify the EHPSCC of the motorist's location so that another officer may be dispatched to render assistance.

B. Mechanical Assistance and Towing

1. Officers may assist stranded motorists with obtaining roadside repair or towing services in accordance with Policies & Procedures # 701 – Towing of Vehicles.

C. Stranded Motorists Protection

1. Officers shall provide assistance to stranded motorist as the safety of citizens is paramount and every effort should be made to protect and remove them from situations that are deemed hazardous.
2. Disabled vehicles in a hazardous position shall be towed in accordance with Policies & Procedures # 701 – Towing of Vehicles.
3. Officers may, with the approval of the on-duty supervisor, transport stranded motorists to a location where assistance may be obtained.

D. Emergency Assistance

1. Officers shall render all practical assistance to motorists who are involved in emergency situations.
 - a. Officers encountering medical emergencies shall:
 - 1) Determine the nature of the medical emergency.
 - 2) Notify the EHPSCC of the medical emergency.
 - 3) Request EHFD personnel if applicable.
 - 4) Render first aid in accordance with the officer's level of training if applicable.
 - b. Officers encountering vehicle fires shall:
 - 1) Notify the EHPSCC of the vehicle fire.
 - 2) Request the EHFD.
 - 3) If possible, attempt to extinguish the fire if someone's life is in direct danger as a result of the fire.