



## Greenbelt Police Department – General Order

	Title: <b>Interagency Relationships and Referral</b>		Order #: <b>504</b>	
	Effective Date: August 20, 2004		Review Date:	
	<input checked="" type="checkbox"/> <b>New</b>			
Approved by: <b>Chief James Craze</b>				CALEA 5 <sup>th</sup> Edition
CALEA Standard: 1.2.3				Pages: 4

**01 POLICY:** It is the policy of the Greenbelt Police Department to establish and maintain channels of communications with allied law enforcement agencies and service-providing agencies as a means of providing the appropriate level of service to the citizens and other individuals encountered who are in need of assistance. This includes referral to an agency or agencies that is/are best suited to meet their needs. (CALEA 1.1.3) (CALEA 55.1.3.d)

**02 PROCEDURES:** The Department will provide, whenever possible, up to date referral services to the citizens it serves. Department employees should make every effort to provide the information available on agencies providing support, assistance and information whenever requested.

**A. Telephone Numbers:**

1. Employees should utilize the various telephone directories available throughout the Department.
  - a. When it is necessary to contact other City departments for emergency assistance during non-duty hours, officers may do so through the Communications Unit.
  - b. The Communications Unit will be responsible for maintaining a current list of persons to be contacted for emergency assistance in other City departments.
  - c. Information on responsible parties may be obtained by

telephoning the Communications Unit.

- (1) The Communications Unit will check their responsible party listings and any other sources available. If they are unable to locate a responsible party, a call will be placed to an allied agency to check their files.
- (2) If a responsible party is still unknown, Communications personnel will contact the business during normal business hours to obtain an updated reporting party listing.
  - (a) If during normal business hours it is the responsibility of the on-duty Communications Specialist to locate the appropriate number.
  - (b) If during non-business hours the on-duty Communication Specialist shall leave a message for the Communications Unit Supervisor to locate the appropriate number during normal business hours.

2. Employees will provide referral information to citizens in need of the following services: (CALEA 55.2.3.a)
    - a. Aid to Destitute Persons: Salvation Army, Central Union Mission, Homeless Hot Line, one of the local churches that participates in the Good Samaritan Fund.
    - b. Chemical Dependency: Alcoholics Anonymous
    - c. Family counseling and Mental Health Assistance: Greenbelt Cares, Prince George's Hospital Center.
    - d. Legal Advice: Employees will not provide legal advice on civil problems but should refer the individual to the appropriate sources (i.e., the Better Business Bureau, Register of Contractors, etc).
    - e. Miscellaneous: Child Protective Services, City of Greenbelt Code Enforcement.
    - f. Victim Assistance: Stephanie Roper Committee, Prince George's County Sexual Assault Center, Greenbelt Cares.
- 03** Agency Numbers: Listed below are key telephone numbers for referrals.

A & S Towing	301-474-1966	MSP College Park	301-345-3101
Baltimore Shock Trauma	410-528-2121	MSP Forestville	301-568-8101
Beltway Plaza Mall	301-345-1500	MSP Pikesville	410-653-4200
Berwyn Heights PD	301-474-6554	MSP-Aviation	301-420-6066
Bladensburg PD	301-864-6080	Narcotics Tip Line	240-542-2145
Boys Village	301-396-5000	NASA Security	301-286-8661
Charlie's Towing	301-773-7670	PEPCO	202-872-3432
Children's Hospital	202-844-5000	<b>PG Courts Victim Assist.</b>	301-952-4294
CIC Pager	301-973-0007	PG Fireboard	301-499-8400
Code Enforcement	301-345-5417	<b>PG Shelters</b>	301-864-7140
Code Enforcement-Night	301-207-4393	PG Sheriff' Office	301-883-7000
Commissioner-Hyatts.	301-699-2766	PGFD Company 14	301-474-7886
Commissioners-UM	301-952-3414	PGFD Company 35	301-345-7000
<b>Dept. of Family Services</b>	301-277-1610	PGFD Investigator	301-722-9080
District Court-UM	301-952-4080	PGH Critical Care Unit	301-618-6375
Doctors Hospital	301-552-8118	<b>PGH ECP</b>	301-322-2606
Duley's Towing	301-262-8000	PGH ER	301-618-3751
<b>Family Services</b>	301-277-1610	PGH General Information	301-618-2000
Fire Marshall	301-699-2944	PGH Security	301-618-3660
Gbelt Animal Control	301-474-6124	<b>PGH Sexual Assault Ctr.</b>	301-618-3154
Gblt. Public Works-Night	301-207-2930	PGPD Beltsville	301-937-0910
Greater Laurel Hospital	301-497-7954	PGPD Bowie	301-249-7100
<b>Greenbelt Cares</b>	301-345-6661	PGPD Communications	301-499-8004
Greenbelt City Offices	301-474-8000	PGPD Hanger Air 2	301-265-5333
Greenbelt Mobil	301-474-8348	PGPD Hanger-Air 1	301-265-5333
Greenbelt Public Works	301-474-8004	PGPD Seat Pleasant	301-772-4900
Greenbelt Road Shell	301-474-8757	PGPD SOD	301-731-4422
<b>Greenbelt Youth Center</b>	301-474-0909	PGPD Tele Type	301-350-1181
HIDTA Task Force	301-489-1711	PGPD-Hyattsville	301-699-2630
Holy Cross Hospital	301-565-0100	PGPD-Oxon Hill	301-567-4933
<b>Homeless Hotline</b>	301-864-7140	<b>Poison Control Center</b>	800-492-2414
Immigrations	202-514-2000	Reiddy's Exxon	301-441-2990
<b>Juv. Services Child Abuse</b>	301-699-8605	Riverdale Park PD	301-927-4343
<b>Juvenile Intake</b>	301-952-2800	SHA CHART	410-582-5605
Juvenile Night Intake	301-372-6325	SHA Operations	410-582-5650
<b>Landlord Tenant Court</b>	301-699-2789	SHA Traffic Lights	410-787-7650
Laurel City PD	301-498-0092	SHA-Greenbelt	301-513-7300
LOJACK	800-4LOJACK	<b>Shelter Hot Line</b>	301-699-8605
Maryland Park PD	301-459-9088	State Department	202-647-5100
MED Star	202-877-7272	State's Attorney's Juv.	301-952-3516
Medical Examiner	301-589-1645	State's Attorney's Screen.	301-952-4423
Medical Examiners Pager	301-294-8259	State's Attorney's UM	301-952-3556
Metro Transit PD	202-962-2121	State's Attorney's-Hyatts.	301-699-2750
Metropolitan PD	202-737-4404	SYC Com	800-648-3001
MPDC Aviation	202-727-6476	University of MD PD	301-405-3555

US Marshall Service	301-344-8400
US Postal Service	202-636-2300
US Secret Service	202-406-8600
USPPD Communications	202-619-7300
USPPD D4	301-344-4250
USPPD Eagle Hanger	202-690-0738
Wash. Adventist Hospital	202-589-1645
Wash. Hospital Center	202-877-7000
Washington Sanitarium	202-589-1645
Waxters Children's Home	410-792-7416
WSSC	301-206-8222