



Kern County Sheriff's Office – Communications Section
Policies and Procedures

TITLE:		DISPATCHER RESPONSE TO ABUSE, DOMESTIC VIOLENCE, RESTRAINING ORDERS, FELONY CRIMES, THREATS MADE TO A SCHOOL, MISSING AND FOUND PERSONS CALLS		NO: E-400	
APPROVED: Commander John Carpenter					
EFFECTIVE: June 3, 1994		REVIEWED: August 21, 2025		REVISED: July 23, 2024	
				UPDATED: July 23, 2024	

POLICY

It is the policy of the Kern County Sheriff's Office Communications Section to protect the public safety by following the mandates of law, policy, and the standards of professional performance within the field of public safety dispatching. The legislature has established certain requirements in the area of domestic violence and sexual abuse. This procedure has been developed to ensure all of state laws are met.

PROCEDURE A - ABUSE, DOMESTIC VIOLENCE, RESTRAINING ORDERS, FELONY CRIMES, MISSING AND FOUND PERSONS CALLS

When a call is received pertaining to sexual abuse, neglect, endangerment or domestic violence, against any child, adult or elderly person to also include found juveniles, missing persons and all follow up investigations related to these types of crimes, personnel will:

- Enter a call for service in accordance with Communications Section Policies and Procedures E-100.

Upon receiving a call indicating the violation of a restraining order and the crime is in progress, the call taker will:

- Enter a call for service.
- Obtain suspect information: Name, physical description, and vehicle description.
- Attempt to verify the validity of the restraining order by making a CLETS inquiry.
- Document in the call for service whether a restraining order was located.

Restraining orders do not need to be on file with our department to be valid. It is not the responsibility of the Communications Section personnel to verify the validity of such orders prior to dispatching a patrol unit.

PROCEDURE B - SCHOOL CALLS

When a call is received pertaining to any threat made towards a school or school property, including all follow up investigations related to the original call, personnel will:

- Enter a call for service in accordance with Communications Sections Policies and Procedures E-100, using the call for service type “SCHOOL”.

If a caller re-contacts the Communications Center and attempts to cancel a call for service listed above, personnel will:

- Inform the caller the event will not be cancelled and update the event with any additional pertinent information.