

**PRINCE WILLIAM COUNTY POLICE DEPARTMENT
MANUAL OF GENERAL ORDERS**

General Order: 4.04	Effective: 04/20/2020	Supersedes: 12/27/2017	Number of Pages: 1
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OFFICE REGULATIONS: TELEPHONES

- A. Whenever a sworn member receives an incoming call over a departmental telephone, they will answer by saying their rank and name.
- B. Whenever a member answers the telephone they will answer by identifying themselves by division and name.
- C. In each of the aforementioned situations, the member will make every effort to answer the telephone as soon as possible. Members will conduct themselves in a businesslike manner when dealing with someone over the telephone.
- D. Members shall utilize the Voice Mail System when appropriate. Members should activate an “extended absence greeting” when on leave.
- E. Outgoing and Incoming Telephone Calls.
 - 1. Departmental telephones are for departmental business and they may not be used indiscriminately for members’ private use.
 - 2. Long distance calls can be made whenever there is an official need and there is no other way to handle the situation.
 - 3. Except in cases of an emergency nature, personal long-distance calls will not be made over departmental telephones. In such cases, the call will be brought to the attention of your immediate supervisor. It will then be the responsibility of the caller to reimburse the Department.
- F. The telephone is an important tool in our objectives of prevention of crime and the apprehension of violators. All members are urged to utilize the departmental telephone system in their day to day activities, but are reminded not to abuse the system.