

		<b>Communications Policy</b>		<b>Policy #5.3.42</b>	
Department Owner:		Protective Services			
Policy Applies To:		Community Peace Officers			
Date Created:		May 16, 2025	Date Approved By Council:		
Version #:		1.0	Resolution #:		
Last Review Date:			Policy(ies) Replaced/Rescinded:		

**Intent:**

Town of Claresholm Peace Officers (CPOs) and Bylaw Enforcement Officers (BEOs) perform work functions that carry a wide variety of specific and non-specific risks to their personal safety each day. The Town of Claresholm is committed to working collaboratively with the Foothills Regional Emergency Services Commission (FRESC) 9-1-1 Dispatch Centre to provide reliable and consistent communications and dispatch services in an effort to ensure viable communications for members working throughout the municipality.

**Communication Equipment**

CPOs / BEOs may be issued with:

- Alberta First Responder Radio Communications System (AFRRCS) portable radio and
- accessories (ear piece, holder, belt clip, wireless microphone)
- Smart phone
- Laptop or tablet suitable for patrol vehicle use

Enforcement Services vehicles shall be equipped with:

- AFRRCS compatible mobile radio, with vehicle repeater
- Laptop mounts
- Hands-free system for cellular phones
- Portable radio multi-battery charging station with spare/extra batteries

CPOs / BEOs shall always have a method of communication on their person. CPOs / BEOs are responsible for ensuring that portable radios and cell phones are charged and turned on throughout their shifts. A vehicle charger for cell phones must be carried in patrol vehicles. ROADS is a provincial database program and shall be made available to members based on terms of use and availability provided by the Province of Alberta.

**Dispatch / Monitoring Service**

Foothills Regional 9-1-1 Centre (Control) shall be utilized by all members as the dispatch/monitoring service for Town of Claresholm. A contact information list for each CPO / BEO, patrol vehicle and portable radios utilized by Town of Claresholm Enforcement staff shall be forwarded to Control. This information is to be reviewed and updated annually, or when staffing or equipment changes occur within the department and will be the responsibility of the CAO or designate. Each CPO / BEO shall read, sign off and follow the Foothills Regional 9-1-1 Centre Peace Officer Monitoring Protocol, as amended from time to time.

## **Primary Means of Communication**

It is important to remember that communications between all CPOs / BEOs and Control should be conducted via radio whenever possible. This may assist in communicating the officer's location and incident type to other enforcement officers working in the area.