|  |  |  |
| --- | --- | --- |
| Policy  # **00-2**  Date Adopted: **9/6/2000** | Service of APOs | Approved By:  VIBRS Advisory Board  Updated: 2/6/19 |

**NOTE** - This is a recommended policy.

1. **GOALS**
   1. The goal of this policy is to develop a procedure for entering and updating calls for service relating to the service of Abuse Prevention Orders (APO’s).

**2. POLICIES**

2.1. Dispatchers on duty should complete the process outlined in the following procedure at the location where the APO is received.

1. **PROCEDURES**
   1. Dispatcher is to add call “Service of APO” using the plaintiff’s name as the complainant.  The call is not to be dispatched until the order is actually served.
   2. All available information should be added to the information field of the call. Information should include plaintiff’s name and date of birth, defendant’s name and date of birth, type of paperwork to be served, expiration date as applicable, contact information and docket number.
   3. The defendant’s name shall be added to the involvements with a relationship of defendant.

* 1. When an officer attempts to serve the order, the dispatcher shall add a call comment to the call describing which offers performed the attempt and what the outcome was.

Example – 409, no one home.

* 1. When the order has been served, the dispatcher will add a call comment noting this information, dispatch the call to the officer who served it and close the call.