

**DATE:** July 24, 2025

***City of Signal Hill Policy***

Requesting Support From The  
Signal Hill Police Department

**REVISION NO.:** 004

**APPROVED:**\_\_\_\_\_

1.10

**DEPARTMENT:**  
Parks, Recreation and Library  
Services

**I. PURPOSE**

To establish a policy and procedure for requesting support from the Police Department for incidents at City facilities (e.g. parks, library, etc.).

**II. GENERAL POLICY**

If there arises any situation that may result in any harm or injury to a participant, staff, or patron, where an employee feels unsafe, staff are to immediately call the Police Department for support.

**III. PROCEDURE**

- A. When an incident which may warrant support from the Police Department occurs, a staff member is to immediately call the Police Department (562) 989-7201 (ext. 7201). Staff is not to intervene in such incidents. If there is a medical emergency or threat of harm, dial 911.
- B. The staff person calling is to identify themselves as a City employee, explain the situation and problem which is occurring, confirm phone number if PD needs to call back, and make a note of the time the call was placed.
- C. If needed, a follow-up call may be warranted to PD (e.g. if the situation changes, escalates, or worsens). When placing the call the staff member should identify that they are a City employee, and reference what problem they are calling about.
- D. Inform your supervisor immediately and fill out Incident Notification Report as directed by your supervisor.

IV. **EXCEPTIONS**

There shall be no exceptions to this policy unless authorized by the Parks, Recreation and Library Services Director or their designee and/or the Chief of Police or their designee.

V. **EXHIBIT**

A. Incident Notification Report