	DEPARTMENT OF PUBLIC SAFETY	EFFECTIVE DATE: July 7, 2008	POLICY NO.: LAW.01.04
	LAW ENFORCEMENT ADMINISTRATION POLICY AND PROCEDURES	SUPERSEDES (Policy No. & Date): 7/18/94	
	SUBJECT: COMMUNICATION WITH THE PUBLIC		Page 1 of 3

1.0 PURPOSE

To establish standards for written and verbal communication with agencies and individuals outside the Department.

2.0 REFERENCES

The Write Way-a writing manual for the State of Hawaii. Draft of the Department of Public Safety; Instructions on Written Communications.

3.0 POLICY

To promote consistent and uniform practices in dealing with agencies and Individuals outside the Department, standards for written and verbal communication shall be established.

4.0 PROCEDURES

.1 Written Communication

a. Letterhead

All written communication with agencies or individuals outside the Department shall be on stationary with a letterhead which states, Department of Public Safety and the name of the particular law enforcement division. The only division names authorized are:

1. Sheriff Division
2. Narcotics Enforcement Division

b. Signature Block

The signature block shall use the appropriate titles of respective division administrators, e.g. "Sheriff" for the Sheriff Division and "Chief Administrator" for the Narcotics Enforcement Division.

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c. Commanders and Supervisors of Section and Branches

All commanders and supervisors who receive letters from other agencies or members of the public, which require a response, shall submit the correspondence to their respective Division Administrators who will respond on behalf of the Department.

.2 Telephone Answering Procedures

- a. When answering the telephone, the name of the Department and Division shall be given.

Example: "Department of Public Safety, Sheriff Division."

- b. Dispatch will answer "Sheriff Dispatch."
 c. The only division names authorized are:

1. Sheriff Division
2. Narcotics Enforcement Division

.3 Printed and Electronic Media

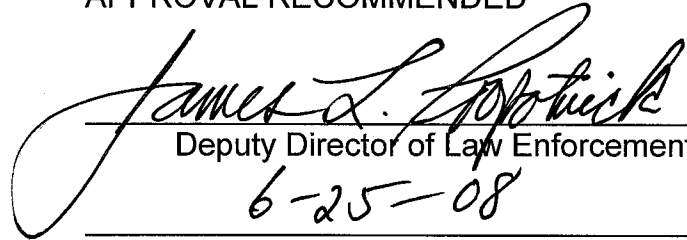
- a. Refer to Administration Policy and Procedures, ADM.01.04 (2/22/93) - Media Relations and Access to Department Information.
- b. Law Enforcement Officers and other division employees shall refrain making statements to the media, unless authorized by their Division Administrator whom shall promptly notify the Deputy Director and the Public Information Officer for the Department.
- c. Only the Deputy Director or Director shall give approval for photographs or filming of activities and/or facilities by the media.

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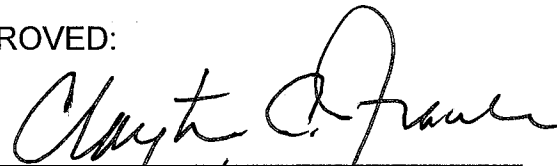
5.0 SCOPE

This policy applies to all law enforcement divisions.

APPROVAL RECOMMENDED


Deputy Director of Law Enforcement
6-25-08
Date

APPROVED:


Director
7/07/08
Date