



# Alexandria Police Department

## Directive 11.12



# Lockouts

Effective Date: 07-14-2015		Cancels: 04-25-2008	
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### 11.12.01 PURPOSE AND POLICY

It is the policy of this Department to assist citizens locked out of their residences or vehicles only in emergency situations, and to assist other City agencies upon request. The purpose of this directive is to set forth procedures for assisting citizens when an emergency requires immediate access to their home or vehicle.

### 11.12.02 PROCEDURES

#### A. An officer will be dispatched when:

1. A dispatcher has determined that an emergency situation may exist as described below:
  - a. Medical emergency.
  - b. Child or disabled person locked in a home or vehicle.
  - c. Animal locked in a vehicle in the sunlight, extreme cold or whose welfare is otherwise in jeopardy. In these cases an animal control officer should be requested to respond, if available, to take custody of the animal and to handle any potential animal cruelty or neglect charges.
  - d. When the welfare of a person is in jeopardy.

2. A dispatcher cannot determine whether or not an emergency exists and dispatches an officer to make the determination on the scene.
3. For a police-related matter as authorized by a supervisor.

**B. If no emergency is determined to exist** as outlined above in **11.12.02.A**, *Department of Emergency Communications (DEC)* employees will advise the caller that for liability reasons the Department does not perform these services in non-emergency situations. The caller will be referred to private assistance such as a tow company/tow truck, locksmith, auto repair shop, or auto club (*i.e.* AAA).

**C. Upon arrival on the scene, the officer will:**

1. Determine if an emergency situation exists as described in 11.12.02.A, and, if it does, proceed as follows:
2. Request proper identification from the requesting party and make a reasonable inquiry to determine that the requesting party has a right to gain entry (except in life-threatening situations or emergencies where immediate action is necessary).
3. Advise the requesting party that the City is not responsible for any damage incurred by the assisting officer, and that force might be needed to gain entry.
4. Call for assistance, when necessary, from other agencies such as the Fire Department, Emergency Medical Technicians or Animal Control.
5. Avoid forcible entry, if possible.
6. Enter the vehicle, if necessary.
7. Use extreme caution when using entry tools (such as a Slim Jim, coat hanger or other such device) on vehicles that may be equipped with side-impact air bags. There have been reported incidents of *air* bags activating and sending the entry tool upward with sufficient force to injure or kill.

**D.** Supervisors will respond when requested and will determine if a report is necessary.

**By Authority Of:**

**Earl L. Cook  
Chief of Police**