



DUVALL POLICE DEPARTMENT

Carey Hert
Chief of Police

March 13, 2020

To our Duvall Community,

I know that the recent weeks have been extremely trying for some of you, and the changes that have and will continue to be made will undoubtedly cause many to have questions and concerns. Our Police Department wants to assure you that we will continue to do everything we can to reduce the fear and anxiety that some of you may be facing, and we will continue to provide you with round-the-clock police services, as well as up-to-date information regarding our community, and any changes in Local and State mandates, as they affect our way of life.

The best thing we can all do right now is to take care of ourselves, and each other. As explained through media outlets, daily, we need to ensure that we are all practicing safe hygiene, including:

- Washing our hands as frequently as possible
- Covering coughs and sneezes
- Maintaining our social distances

As most of you are aware, our City has taken measures to limit exposure to City Staff, beginning with closures of our facilities. We realize this may have seemed drastic to some, since our community is extremely caring, passionate and involved, but these steps are necessary to limit potential exposure to staff so that they can continue to provide essential government services. As the COVID-19 outbreak continues, so will the changes in city operations.

As a 24 hours service operation, it is extremely important for our police staffing to be healthy and remain healthy. We can't help you, if we aren't helping ourselves to maintain our operations.

As you have certainly witnessed, it is becoming more and more difficult to obtain essential supplies, for all. Supplies such as hand sanitizer, disinfecting wipes and basic paper products have all but diminished in availability, and this has been no exception for our city and our police department. While we have ordered essential supplies for our staff, we are not sure when we will start receiving them. Additionally, as first responders, we require additional equipment to limit exposure and contamination for our staff, as we respond to calls for service. Many of these items are single use, and at this time, are also extremely limited.

While I cannot go into every detail of our operational changes, I do want to address those

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that could be more visible to our community members. Primarily our police department offices will continue to be closed to anyone who is not a police employee. We will also be modifying the way that we conduct our operations, some of which will affect you.

Rest assured that you will not see changes to Emergency Calls for service which are our utmost priority.

We will do our best to provide consistent office hours, Monday-Friday for all non-emergent calls; however, we cannot guarantee this long-term, due to staffing. Until further notice, we respectfully ask that our community use the following protocols, when you need non-emergency police response, assistance and/or guidance:

<p>Non Emergency Needs & Inquiries</p>	<ol style="list-style-type: none">1. If you have an emergency, or to report any form of violent crime, CALL 9112. If you need to report a non emergency such as a non-violent crime, or a crime that IS NOT in progress; please go to the City of Duvall's webpage (www.duvallwa.gov) complete the online police reporting form and email it to us at (PersonnelPoliceAll@duvallwa.gov)3. If you need to speak with an officer, to follow up on a previous call or complaint, please submit an email to (PersonnelPoliceAll@duvallwa.gov) including a good contact phone number and we will do our best to get back to you in a timely manner4. When in doubt, CALL 911
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Temporary Changes to Service

- All fingerprinting services, including renewals of Concealed Pistol Licenses, have been suspended, until further notice.
- All, unscheduled/planned deliveries to our police department, have been suspended, until further notice. (While we absolutely appreciate the generosity from our community, please do not be offended that we cannot/will not accept your generosity of baked goods, etc., at this time).
- Our Drug Take Back program has been suspended, until further notice. In the interim, we have partnered with Duvall Family Drugs (15602 Main Street NE) to accept any/all unused household drugs that you wish to dispose of.
- PD staff will be practicing extreme hygiene measures, especially social distancing. Please do not be offended if we don't shake your hands, etc.
- If you do have to call 911, the call taker will screen you, asking basic questions about your current systems, or the systems of others in your home, as they pertain to flu and/or COVID-19. Please do not be offended. These protocols will prepare our officers for their response and limit exposure to illness.
- When responding to calls for service, you will be asked, by our dispatch center, or the responding officer, to meet the officer outside of your home. Please do not be offended by this request.

Finally, we want to thank all of you for your continued support for our police department. We value each and every one of you, and appreciate the confidence you continue to provide in us as your law enforcement providers. While there is much uncertainty at this time, we will get through this, together, and we will be stronger as a result.

Respectfully,

Carey Hert, Chief of Police