



# TOWN OF GRAFTON

Grafton Memorial Municipal Center  
30 Providence Road  
Grafton, Massachusetts 01519

## CodeRED Emergency Notification System Policy/Procedure

### **Purpose:**

This policy establishes guidelines for the administration and use of the CodeRED system (CodeRED) in the Town of Grafton. CodeRED may be used for significant incidents and events where the timely notification of an effected population or geographic area is essential. Routine non-emergency use of CodeRED is not advised if other systems of communication exist. However, use of the system is left to the discretion of employees named in this policy.

The contract between the Town and CodeRED is renewed on a yearly basis. In the event that the Town makes the decision to sever the service agreement, a new emergency notification vendor should be found. In which case, this policy will be followed to the best of the Town's ability, until updates can be made to reflect the new system.

### **Applicability:**

This policy applies to all individuals, companies, or businesses making an official request of any Board or Department within the Town of Grafton.

### **Policy:**

#### **System Control:**

1. Operational control and administration will be the responsibility of the Chief of Police, Town Administrator, or Assistant Town Administrator.
2. Employees must be trained in the proper use of CodeRED before receiving access codes and authorization to use the system.
3. A request for a CodeRED launch can be made by any emergency response Department.
4. Authorized personnel will determine whether a request meets the purpose of the CodeRED system. The decision of the system administrator will be final.

#### **System Purpose:**

1. CodeRED may be used for, but is not limited to:
  - a. Missing children and/or endangered adults
  - b. Providing urgent information to the public regarding safety, with the intent to protect lives and/or property of the residents and/or visitors of Grafton.
  - c. Emergency road closures
  - d. Evacuations/information concerning critical incidents
  - e. Utility outages
  - f. Water safety alerts
  - g. Sanitation changes (i.e., weather or service interruptions)

2. Emergency Messages:
  - a. Must be approved by an authorized person (as outlined in Section 4 of *System Control*.)
  - b. Should be launched, when necessary, regardless of time of day or holiday.
3. Non-Emergency Messages:
  - a. Must be approved by an authorized person (as outlined in Section 4 of *System Control*.)
  - b. Should only be launched between the hours of 8:00 a.m. and 8:00 p.m.
4. Authorized Personnel:
  - a. All authorized personnel will receive appropriate training on launch procedures through Emergency Communications, Inc.
  - b. Authorized personnel include:
    - i. Town Administrator
    - ii. Chief of Police
    - iii. Fire Chief
    - iv. Emergency Management Director
    - v. Assistant Town Administrator

**Procedures:**

1. Receiving a Request
  - a. All requests from non-Town entities must go through the Town Administrator's Office.
  - b. The individual making the request should provide
    - i. Their name and organization
    - ii. A return telephone number
    - iii. A brief incident summary
2. Launching a Call
  - a. To the greatest extent possible the Town Administrator and Police Dispatch should be notified prior to any call or message being launched.
  - b. If the Town Administrator and Police Dispatch cannot be notified before a call, they shall be notified immediately after.
  - c. Notification shall include
    - i. Name of the person launching the call
    - ii. Status of the incident for which the call was launched
    - iii. Time the call was launched

**Enrollment Approval:**

1. The Town Administrator's Office shall approve enrollment requests on a weekly basis.
2. Unless a legitimate reason exists to deny enrollment, requests shall be approved.
3. Residents can enroll at [www.grafton-ma.gov](http://www.grafton-ma.gov), under the CodeRED button on the homepage.

**Citizen Complaints:**

1. Citizen Complaints regarding the use of the system shall be coordinated through the Town Administrator's Office.

**CodeRED Emergency Notification System Policy/Procedure  
Signature Page**

Date: 11/3/23

Approved By: Select Board

  
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Colleen Roy, Chair

  
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Mathew Often, Vice Chair

  
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Andrew Jefferson, Clerk

  
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Ann Marie Foley, Member

  
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Raymond Mead, Member