

## The Visual Impairment Protocol (VIP)

Caller contacts the Force Contact, Crime and Operations (FCCO) Branch to request police attendance. It is established that the caller has a visual impairment, the call handler should make the caller aware of the VIP and ask them to supply a password of their choosing.

The call handler should then append the information to the incident log.

This information is then visible for others who may need to know. The FCCO should then pass the log number and password to the attending officer.

**It should be noted that in an emergency situation where an immediate response is required this process would not be followed, the call handler will remain on the call until the police arrive and are with the caller**

