



Haverford Township Police Department

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John F. Viola
Chief of Police

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Urgent message from Chief John F. Viola

The current state of concern regarding the spread of the Coronavirus (COVID-19) is an unprecedented health event that none of us have ever experienced. I have been in daily contact with the Delaware County Council, Chiefs of Police, health care professionals and our Township Administration. This event has created the need for the Emergency Services to take precautions and still have the ability to provide services to our residents. We strive to maintain the quality level of services that residents expect and at the same time work to keep people safe and reduce the risks of exposure to the public as well as emergency services personnel. Providing police services requires certain degrees of contact between police officers, our office staff and residents.

The Administrations and Officers of this department take the responsibility to perform our duties in a professional, effective and efficient manner very serious. Currently we have made modifications to the manner in which police officers will respond to calls for service, to reduce the risk of exposure. I am providing this information to help residents understand that they may experience a slightly different police response.

Residents who call to make a Non-Emergency police report or wish to speak to an officer, may receive a phone call back, requesting you to step out of the home/business and meet with the Officer upon their arrival. This will allow for additional space to help prevent unwarranted personal contact. I am asking residents to recognize that officers may attempt to maintain the recommended 6 foot personal space to help minimize exposure to either you or the officer. Prior to coming into the police station, for non-emergency business, residents should call **610-853-1298 ext. 1200**

Residents may receive a phone call from an officer rather than an in-person response. This will be done on a limited basis and will depend of the information provided from the 911 center concerning the basis of the call for service. Officers may provide information or give answers and advice to residents' questions and a police report can be made without direct contact. Officers will not hesitate to respond quickly and take immediate actions if that would be the appropriate response. I am not asking residents to refrain from calling the police for assistance, I am only asking for residents' patience and understanding during this unprecedented atmosphere.

This pandemic is an ever evolving situation and requires the emergency services to maintain fluid operational procedures. I will do my best to keep residents informed should our response procedures change. I greatly appreciate your understanding and cooperation and assure you that we will continue to provide the services that you expect and do our best to keep everyone safe.

Sincerely,

John F. Viola
Chief of Police