



NORFOLK POLICE DEPARTMENT



Chief of Police
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Emergency: 911

Deputy Police Chief
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The men and women of the Norfolk Police Department are committed to continue working to keep everyone healthy, safe, and informed during these unprecedented times. We here at the police department have enacted several new policies to deal with how our officers can continue to safely serve our community. Our role in public safety will still require us to respond to calls, albeit with some new changes that will help prevent the spread of the COVID-19 virus and also try to keep our officers as safe as possible.

In addition to these internal policies that we have put in place, we are also implementing the following changes that will affect some of our interaction with the public.

Firearms Licensing: –We will temporarily be delaying the in-person portion of the licensing process including interviews, fingerprinting and photographs in order to comply with the Governor’s social distancing guidelines. Applications for new licenses or renewals should be sent in by mail, along with a check for the application fee; you can get these forms on our website (<http://www.virtualnorfolk.org/departments/police/license-to-carry.htm>). We will mail you back a receipt; once we process the paperwork and send you this receipt, your current license status will remain valid.

For licensees who apply for a renewal prior to the expiration of their license (and who get a receipt acknowledging so), your license will remain valid until it is ultimately approved or denied.

For licensees who apply for renewal after the expiration of their LTC, c.140, sec.131(i) states that for the purposes of c.269, sec.10 an LTC shall be deemed valid for a period not to exceed 90 days beyond the expiration date unless the LTC is revoked. Note this provision applies only to LTC and not FID Cards.

We will schedule times for fingerprinting once the state of emergency has been lifted. If you have any questions about firearms licensing, please call us at (508) 528-3206 and select option 8 to leave a message for our licensing division.

Station Visits: Although our doors remain open here at the PD, we ask that you please consider calling us first in the event that we can assist you over the phone. If you want or need an officer to respond to your location, as always in an emergency just call 911. For non-emergencies, if you call our business line,

(508) 528-3206, the phone tree will offer several choices for you to listen and make a decision on what option best suits your needs. If you press 2, you will be connected to a dispatcher, who will take your information, and can either have an officer call you back or you can request an officer respond to your location. You can also press 3 to leave a message for the shift commander, and someone will call you back, although this is only suggested for routine business as it may be several hours before these messages can be checked.

If you do need to come to the station, during normal business hours you will be greeted by someone at the front window. Nights, weekends, and other various times, the inner lobby doors will be locked; in that event use the intercom to speak with a dispatcher who will then have an officer respond and assist you. If your visit requires a conversation with an officer, we will take the appropriate steps to keep you both healthy, whether by staying behind the glass window, or maintaining the recommended 6 foot physical distance rule. If an officer does respond to your home or business, they may ask you to step outside to talk with you.

Station Tours/Citizen Fingerprinting: Although we truly love giving tours of our beautiful new facility to our residents whenever we are asked, we are temporarily suspending these as well. Once the emergency has been lifted, we will again continue with the tours and encourage anyone who would like to please call and arrange for one. We are also suspending citizen fingerprinting as well unless an emergency situation exists.

In short, these steps are being taken to help ensure we achieve our primary goal, which is to keep the general public as well as the men and women of the Norfolk PD healthy. Thank you all for your understanding, patience, and support during this period.