

Geneva Police Department GENERAL ORDERS		CRITICAL INCIDENT MANAGEMENT	
<input type="checkbox"/> new: <input checked="" type="checkbox"/> rescinds: Policy & Procedure 58. 1-4 <input type="checkbox"/> amends:		cross-reference: G.O. 105; G.O. 420 Accreditation/Recognition standards: C.A.L.E.A.: 46.1.2 NYS L.E.A.P.: 58.2; 58.4	
effective date: 1.20.05	issue/amend date: 1.20.05 / 5.01.10 / 10.15.15 / 11.30.17 / 9.30.20 / 2.23.22		

I. PURPOSE	<p>A. <u>The purpose of this General Order is:</u></p> <ol style="list-style-type: none"> 1. To establish guidelines for initial response to critical incidents and emergencies and other unusual incidents, including the general duties, responsibilities and authority of Department personnel. 2. To set forth general mobilization procedures for each type of disaster response and recovery operations. 3. To comply with the National Incident Management System (NIMS) when dealing with critical incidents.
II. DEFINITIONS	<p>A. <u>Critical Incident</u> – An incident involving a threat to public safety which requires more than routine police action to resolve.</p> <p>B. <u>Decontamination Site</u> - The location where victims and emergency service personnel are decontaminated prior to leaving the incident area.</p> <p>C. <u>Disaster</u> - An event, which results in extensive property damage and/or multiple casualties that cannot be controlled through ordinary deployment of police and fire personnel. Disasters may be man-made (e.g., fire, explosions, etc.) or natural (e.g., floods, blizzards, other severe or dangerous weather conditions, etc.).</p> <p>D. <u>Emergency Operations Manual</u> – The Emergency Operations Manual is a reference document maintained by the Department for use by supervisory and other personnel during critical incidents. Copies of the Manual will be maintained in the offices of the Chief of Police, Department Lieutenants, Sergeant’s office, Communications Center, Crime Scene Investigation Trailer, in the Supervisor’s Patrol Vehicle and on the City Server under the (T) Drive. The information available in the Manual will include but not be limited to:</p> <ol style="list-style-type: none"> 1. Copies of applicable General Orders and Emergency Operations Plans; 2. Copies of forms that may be required during the incident, (e.g., Critical Incident Log, etc.); 3. Personnel rosters and telephone lists. <p>E. <u>Field Command Post</u> - The on-scene location for command staff who will be responsible for determining the status of the emergency, resources needed, and incident strategy.</p> <p>F. <u>Hazardous Materials</u> - A substance or material capable of posing an unreasonable risk to health, safety and property. Hazardous materials include corrosives, etiological agents (micro-organisms that can cause or have the potential to cause human disease), explosives, flammable substances, gases, oxidizers and organic peroxides, poisons, radioactive materials, reactive agents, and other materials that pose a risk to safety or property.</p>

II. DEFINITIONS

- G. Incident Commander** - The Incident Commander is designated by the Chief of Police or the highest-ranking Supervisor at the incident scene and is designated with the ultimate decision-making responsibility for the operation.
- H. Kill Zone** - Angle of view available to a suspect, based on his position inside a residence or business, or while outside, to shoot at an approaching Officer.
- I. Inner Perimeter** - The immediate area of containment around the incident site.
- J. Media Assembly Area** - The location dedicated for media assembly and equipment staging. This location may also be used to conduct media briefings.
- K. Outer Perimeter** - The peripheral control area surrounding the inner perimeter providing a safe zone for access to and from the inner perimeter as well as defining the limit of access by unauthorized persons.
- L. Relocation Centers/Shelters** - These locations are established for providing temporary shelter or care for persons displaced by the incident.
- M. Special Threat Situation** - Any situation involving a sniper, a barricaded suspect with or without hostages, suicide threats, or any terrorist activity.
- N. Staging Area** - A location selected generally within the outer perimeter to facilitate arriving resources and personnel responding for assignments.
- O. Terrorist Action** - A politically motivated, hostile action taken by a person or group which has as its intent the commission of violent acts designed to instill fear, communicate a message, and/or demand some governmental action.
- P. Triage Area** - The location at which the victims are evacuated for medical survey and emergency treatment prior to transport.
- Q. Unusual Occurrence** - Exceptional events beyond routine police operations (e.g. strikes, civil disorder, demonstrations, etc.).

III. POLICY

- A.** It is the policy of the Geneva Police Department (GPD) to ensure the protection of life and property in emergency incidents requiring more than routine police action. It is essential, therefore, that the first Officer(s) arriving at the scene of such an incident immediately begin organizing the emergency response in an efficient and effective manner which will facilitate follow-up actions which must occur. The procedures as outlined below in §V will guide the actions of Department personnel initially responding to the site of such an incident.

IV. EMERGENCY OPERATION PLANS

- A.** The policies, procedures and other protocols set forth in this Order are intended to provide a uniform framework for critical incident management. Included, as attachments to this Order, are incident-specific procedures and plans that are to be followed by Department personnel encountering and/or responding to a variety of situations.
- B.** The Emergency Operations Plans included in this Order are:
1. Special Threat Situation – *Attachment A*;
 2. Unusual Occurrences – *Attachment B*;
 3. Disaster Response – *Attachment C*;
 4. Hazardous Material Incidents – *Attachment D*;

IV. EMERGENCY OPERATION PLANS (CONT.)

V. DUTIES OF FIRST OFFICER(S) ON SCENE

VI. DUTIES OF SUPERVISING OFFICER(S) AT SCENE

5. Emergency Mobilization Forms – *Attachment E*;
6. Critical Incident Personnel Log – *Attachment F*.

NOTE: The following duties apply depending upon the nature and extent of the emergency situation.

- A.** Once it has been established that an emergency situation is **in fact** taking place, the initial responding Officer(s) shall:
1. Notify the E911 Center of the nature and most specific location of the incident, and request the response of Supervisory personnel. Request additional personnel, agencies or resources as dictated by the situation.
 2. Request the use and isolation of a radio channel for the sole use of incident personnel, considering the need to communicate with other units and police agencies.
 3. Contain the situation to the smallest possible area consistent with Officer safety and attempt to prevent the escape of any involved suspects.
 4. Gather information relating to the number and types of casualties and request appropriate emergency medical assistance.
 5. Direct responding units or agencies to the safest approach routes indicating the hazard zones to be avoided.
 6. Position responding personnel so that:
 - a. In a hostile situation, the "kill zone" does not result in the exposure of personnel;
 - b. Officers placed have an available escape route; and
 - c. Contamination or the exposure of personnel to dangerous chemicals is minimized to the greatest degree possible. Establish an entry point upwind of the incident.
 7. Establish an inner-perimeter around the situation denying **all** access to the area.
 8. Request additional units to establish an outer perimeter and begin diverting vehicular and pedestrian traffic away from the scene.
 9. Secure all witnesses at a safe point outside of the inner-perimeter for interviews.
 10. Use **ONLY** that force required by the situation and allowed by Department policy.
- A.** The highest-ranking GPD Supervisor responding to the scene will assume the duties of Incident Commander until relieved by a higher authority.
1. The Chief of Police, or in the Chief's absence, the highest ranking available GPD Supervisor, may determine that based upon the nature and extent of the emergency, another Federal, State, or Local agency should assume command responsibilities for the incident. In such cases, the designated command official of that agency will assume the duties of Incident Commander. The Chief of Police or highest ranking GPD Officer will then be responsible to coordinate actions with such other agency, and be responsible to relay directions to GPD personnel and ensure such directions are being properly executed.
- B.** Obtain as much information about the situation as possible from the initial responding Officers. As soon as practicable, notify or cause to be notified Department Lieutenants and the Chief of Police.
- C.** Implement appropriate plans and procedures as directed by Department policies and procedures.

VI. DUTIES OF SUPERVISING OFFICER(S) AT SCENE (CONT.)

- D.** If feasible, open and maintain a telephone link with the E911 Center. E911 personnel may put the call on hold, but should be instructed to maintain the connection.
- E.** Organize and brief subordinates as to the incident and their duties.
- F.** As applicable, summon a detective and assign him the responsibility for any suspect/incident background information gathering.
- G.** Isolate and secure the area, and:
 - 1. If possible to accomplish safely, initiate any necessary evacuation of bystanders or victims within the inner-perimeter. If evacuation is unnecessary or impractical, protect the public in place;
 - 2. Establish a command post in a safe and accessible location. It should be located between the inner and outer perimeters. Notify the E911 Center by phone of the address and telephone number of the command post and the safest, open route for other responding personnel. When establishing a command post, the following factors shall be considered:
 - a. Proximity to the incident or crime scene;
 - b. Safe location outside of the immediate danger zone, (e.g., line of fire, exposure to hazardous materials, etc.);
 - c. Accessibility to responding personnel;
 - d. Availability of radio and telephone communications;
 - e. Availability of parking, electricity, water and toilet facilities;
 - f. Ability to segregate and secure the command post from unauthorized personnel and public;
 - g. A command post should not be established in a victim's home, place of business, or within a crime scene.
 - 3. Ensure that vehicular and pedestrian traffic has been adequately diverted.
- H.** Establish a staging area to which responding units will report (preferably within the outer-perimeter as space and location permit). Personnel upon arrival will be logged in, utilizing the Critical Incident Personnel Log. *See Attachment F.*
- I.** Ensure that all responding units are notified of the identity of the Incident Commander, the location of the command post, and staging area, and any special instructions regarding the incident, including areas to avoid when responding.
- J.** Request emergency medical services and Fire Department personnel to stand by at the staging area if the incident dictates such support.
- K.** Act as Incident Commander until relieved by a higher-ranking GPD authority or by the agency with primary responsibility for the incident.

VII. DUTIES OF THE INCIDENT COMMANDER

- A.** Upon assuming responsibility for the situation, the Incident Commander shall:
1. Have the ultimate decision-making authority and responsibility for police operations;
 2. Be responsible for the safety of victims and the general public;
 3. Have responsibility for the safety of personnel and resources employed in the operation;
 4. Determine the need for additional resources and/or personnel and make arrangements to obtain them;
 5. Make provisions for the relief of personnel, as required;
 6. Establish the mission priorities;
 7. Organize, brief and assign subordinates;
 8. Delegate authority to subordinates commensurate with their responsibilities;
 9. Determine strategy and tactics for coping with the incident;
 10. Designate various locations as staging areas, triage areas, landing zones, etc.;
 11. Be responsible for the security of all operational areas;
 12. Be responsible for maintaining a chronological log of actions and events;
 13. Be responsible for all documentation pertaining to the incident;
 14. Be responsible for the decision to amend, suspend or terminate operations;
 15. Be responsible for demobilizing personnel and equipment utilized in the operation;
 16. Conduct post-incident debriefings and critiques the operation;
 17. Document all failures of policy, procedures and equipment;
 18. Make recommendations for the improvement of operational effectiveness.
- B.** The Incident Commander shall, as warranted by the nature and scope of the emergency, direct members to establish and maintain communications links with appropriate locations (e.g. Police Headquarters, area hospitals, District Attorney's Office, etc.) via telephone or other available communication device.
- C.** The Incident Commander shall, as warranted by the nature and scope of the emergency, designate Officers to perform specific duties and responsibilities in the command post. The Incident Commander should consider assigning personnel to the following positions:
1. **Operations Officer**- Shall plan and implement the strategy and tactics to control the incident as outlined by the Incident Commander. This position should be assigned to a Supervisory Officer who shall:
 - a. Make assignments based on the direction of the Incident Commander;
 - b. Coordinate logistical support and distribute and/or make arrangements for equipment or food as required;
 - c. Supervise personnel assigned to the operation; and
 - d. Ensure that personnel are relieved and afforded rest breaks as necessary and feasible under the circumstances.
 2. **Incident Scribe** – Shall maintain a written log of activities, actions, and other pertinent information occurring during the incident and perform any other duties as directed by the Incident Commander.

VII. DUTIES OF THE INCIDENT COMMANDER (CONT.)

3. **Public Information Officer (PIO)** who shall:
- a. Provide information and assistance to the news media and to families and friends of victims. Rumors and inaccurate information can exacerbate a situation. Efforts should be made to counteract all rumors as soon as possible.
 - b. Prepare media releases and obtain approval for their release from the Incident Commander. **NO** information shall be given to the media except through the PIO with prior approval of the Incident Commander at the scene. An area shall be designated by the PIO as the Media Assembly Area.
 - c. Any other duties as designated by the Incident Commander.

4. **Intelligence Officer** who shall:
- a. Interview witnesses and persons with knowledge of the incident.
 - b. Debrief personnel involved in the incident on a frequent basis and provide status reports to the Incident Commander.
 - c. Gather information regarding weather forecasts and other developments, which may affect the conduct of the operations.

D. Ranking members of assisting agencies shall be incorporated as members of the command post.

VIII. COMMAND AND CONTROL

A. In the event command or other Supervisory personnel are unavailable, or become incapacitated, the succession of command shall be in accordance with procedures set forth in ***General Order 105 Organization***, unless otherwise directed by the Chief of Police.

B. Upon the arrival of a higher-ranking Officer, the previous Supervisor will brief that Supervisor of the situation and its present status. Personnel at the scene will be notified of any designation of a new Incident Commander.

C. Overall command of the operations shall be from the command post and **ALL** field communications shall be directed to the command post. Command Post personnel will communicate directions/requests to the E911 Center for matters beyond command post capability.

D. In the event the Incident Commander must leave the command post, he/she must ensure that a specified person is designated to act as Incident Commander and that procedures are in place to ensure continued command, control, and communication.

IX. LOGISTICAL SUPPORT

A. The Incident Commander may elect to request logistical support from other agencies with approval from the Chief Executive Officer. ***See G.O. 420 – Geographical Jurisdiction and Mutual Aid.*** In such cases, GPD will retain command responsibility for the incident unless such responsibility is transferred to another agency pursuant to **§VI (A)** of this Order.

1. The legal status and authority of outside agencies and personnel providing mutual aid to the Department is detailed in the General Municipal Law. In general, local governments receiving police aid assume all liability, and assisting personnel shall have the same powers, duties, rights, benefits, and privileges as if they were performing their duties in the local government of which they are employed.

IX. LOGISTICAL SUPPORT

(CONT.)

X. RESPONSE OF ADDITIONAL PERSONNEL

- B.** The Incident Commander may designate personnel to coordinate additional support services (e.g., DPW, public utilities, etc.) during the incident.
- A.** Additional personnel shall respond to the incident scene only if so requested by the Incident Commander. All units responding to the request for assistance shall be under the operational control of the Incident Commander.
- B.** All non-uniform Officers at the scene shall have their badge clipped to their outermost garment. Officers in non-uniform attire shall be clearly identifiable when operating inside the inner perimeter.
- C.** All units responding shall report to the staging area for instructions unless directed otherwise. These may include:
1. Detectives to interview witnesses, victims, etc.;
 2. Evidence Technicians with specialized photography skills and equipment may be assigned to record the incident, including overall photos of the scene, locations of Officers, and any significant developments at the site;
 3. Fire Department personnel may, when the Fire Department has been activated, be employed at the discretion of the Incident Commander to divert traffic, control access to the outer perimeter, to assist in evacuation, and to assist at the staging area. Fire fighters shall not be employed within the inner perimeter unless their activity is directly related to their fire-fighting duties, and they are acting under the command and control of the Fire Chief, or his designee. If Fire Department personnel are utilized, the Incident Commander shall include the Fire Chief or his designee as a member of the command post staff;
 4. Emergency medical service personnel should remain at the staging area unless the nature of the incident demands their presence within the inner perimeter to aid victims and protect life;
 5. Crisis negotiators, as required;
 6. SWAT/ERT Team, as required;
 7. Tow truck operators, Department of Public Works (DPW) personnel, or other public utility employees;
 8. Explosive Disposal Teams, as required;
 9. Members of the Ontario County District Attorney's staff;
 10. City Attorney;
 11. Any other necessary law enforcement agency or public official(s).
- D.** Any relatives, friends and neighbors of victims or other persons involved in the incident shall be directed to a location designated by Incident Commander.
- A.** All Department personnel are subject to emergency mobilization to deal with unusual occurrences, disasters, public emergencies or other critical incidents. All sworn Officers assigned to non-uniform duties will maintain a full set of uniform and uniform equipment items in state of readiness in the event they are needed for an emergency deployment.

XI. EMERGENCY MOBILIZATION/ DEPARTMENT ALERT PROCEDURES

XI. EMERGENCY MOBILIZATION/ DEPARTMENT ALERT PROCEDURES (CONT.)

- B.** The Chief of Police or the Chief’s designee may declare a Departmental Alert as follows:
1. **LEVEL THREE ALERT** – The situation indicates that mobilization of additional police personnel may be required. Officers will be contacted to determine availability. Depending on the circumstances some Officers may be directed to report for duty or to stand by for further instructions.
 2. **LEVEL TWO ALERT** – The situation indicates that an emergency mobilization of the Department may be imminent. Upon being notified of a **LEVEL TWO ALERT** Officers will report for duty as directed. Officers not directed to report immediately must be able to report for duty within **one (1) hour** after notification. The official declaring the alert will announce leave policy.
 3. **LEVEL ONE ALERT** – The situation indicates that a full and immediate mobilization of Department personnel is required. Officers will be contacted and notified to report for duty in the most expeditious manner possible. All leave will be cancelled until further notice.
- C.** The personnel assigned to implement the Department Alert, will, depending on the alert stage:
1. Contact all appropriate personnel by telephone, radio, or pager (*See Attachment E*);
 2. Advise responding personnel of the:
 - a. Alert level and a brief synopsis of the situation;
 - b. Primary and secondary, if any, staging areas;
 - c. Equipment they are required to bring;
 - d. Any other pertinent information.
 3. Unless otherwise directed, personnel will respond to the staging areas in either their privately owned vehicles or to the Public Safety Building (PSB) for transport to staging area. If directed to respond to the PSB, personnel will be transported to the incident scene using Department vehicles, or other vehicles acquired for use during the emergency.
- D.** Unless directed otherwise, personnel who are called to duty for a Department Alert will report in full uniform.
- E.** The date, time, and results of the Department Alert(s) will be documented as part of the after-action report.
- F.** The Department will conduct an Emergency Mobilization drill as directed by the Chief of Police. The type and extent of the rehearsal shall be at the discretion of the Chief of Police, or his designee. *See Attachment E.*

XII. DE-ESCALATION AND DEBRIEFING RESPONSIBILITIES

- A.** The Incident Commander may authorize the de-escalation of the police presence to the situation when:
1. It appears that the incident has discontinued and the public safety is no longer in jeopardy, and;
 2. The effects of the incident (e.g. vandalism, injuries, etc.) no longer present a danger to the community.

**XII. DE-ESCALATION
AND DEBRIEFING
RESPONSIBILITIES**
(CONT.)

- B.** The de-escalation procedures may involve the reassignment of personnel from the field to:
1. Detention areas to facilitate the processing of prisoners;
 2. Completion of written reports;
 3. Maintenance and return of specialized operational equipment;
 4. Return to normal duty assignments;
 5. Relief from duty.
- C.** All Department personnel involved in the response to the incident shall complete a report consistent with Department procedures. This report shall detail all actions taken by that member during the course of the incident.
- D.** The Chief of Police shall assign Supervisory Officers to debrief personnel involved in the incident and review the Department's response to the incident and the effectiveness of actions, procedures, and planning. The Incident Commander shall report any failure of policy, procedures or equipment to the Chief of Police or his designee, together with any recommendation for changes in an after-action report.
- E.** All Department personnel involved in the response to the critical incident shall be given access to resources involving officer wellness, mental health prevention and intervention, peer involvement and support.

Approved By

Attachments:

Attachment A - Special Threat Situations
Attachment B - Unusual Occurrences
Attachment C - Disaster Response
Attachment D - Hazardous Materials Incidents
Attachment E - Emergency Mobilization Forms
Attachment F - Critical Incident Personnel Log

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