

NEW CANAAN POLICE DEPARTMENT

SUBJECT: PATROL



GENERAL ORDER NUMBER: 89-1-54

FILE: OPS

LAW ENFORCEMENT

I PURPOSE/POLICY

The purpose of this general order is to provide the guidelines relating to the organization, administration and operations of the patrol component of the New Canaan Police Department.

II RESPONSIBILITY

It is the responsibility of all departmental personnel to adhere to this general order. It is the additional responsibility of the supervisory and command staff to insure compliance.

III PROCEDURES (ORGANIZATION & ADMINISTRATION)

The mission of the New Canaan Police Department shall be to protect the rights of all people within it's jurisdiction, to be free from criminal attack, to be secure in their possessions and to live in peace. Consistent with the values of a free society, it is the primary departmental objective to approach, as closely as possible, the ideal of a community that is free from crime and disorder. Patrol is the primary organizational function for the attainment of the departmental mission and primary objective.

A The primary functional responsibilities of the patrol section shall include the following:

1. Criminal law enforcement
2. Traffic law enforcement
3. Preliminary investigations
4. Incident reporting
5. Motor vehicle accident investigation
6. Crime prevention efforts
7. Parking enforcement
8. Canine control
9. Tactical operations
10. Response to call for services

B Specific written goals and objectives for the patrol section shall be formulated annually in accordance with General Order #89-16-69, Law Enforcement Role and Authority and General Order #89-14-67, Traffic Administration,

1. In the interest of the safety and rights of the citizenry, officers shall adopt the following general performance objectives as a guide:

- a. To reduce personal injury and property damage sustained as a result of motor vehicle accidents. This shall be accomplished through the use of selective enforcement and aggressive traffic law enforcement.
 - b. To reduce the overall crime rate by increasing the efficiency of preventative patrol, investigative efforts and reporting.
 - c. To reduce the effects of the impaired driver by concentrated law enforcement efforts and increased public awareness.
- C** The patrol section shall make every effort to insure that there is a continual exchange of information with all other components of the police department for the purpose of coordinating performance. This interdepartmental coordination shall be manifested through the use of the following:
1. Staff and administrative meetings
 2. Utilization of the "Shift Information" notebook and Briefing Room Bulletin Board for posting information.
 3. Utilization of both Formal and Informal memos and other types of written communications
 4. Labor Management Meetings
 5. Roll Call attendance by personnel from other components. (i.e. Investigations, Staff Services, etc.)
- D** The Town of New Canaan provides 24-hour, seven day a week police service to its residents. The responsibility for this continuous service is delegated to the police department.
- E** The procedures for shift change, as outlined in the following section of this general order, insure that the police department maintains 24 hour coverage.
- F** The goal of the New Canaan Police Department is to provide the community with the most effective and efficient police department possible. The procedures used to assign officers to patrol shifts shall be directed towards obtaining that goal. Said procedures shall be established by the Chief of Police and shall not conflict with the current bargaining agreement between the Town of New Canaan and Police Union.
1. Officers assigned to the patrol section, excluding Sergeants and Lieutenants currently work a non-rotating shift. However, this does not preclude the Commander of the Operations Division from temporarily assigning an officer from one shift to another for special or emergency situations.
 2. As a general rule, assignments to a shift will last for a period of four months. Such assignments shall be made so that officers have advance notice of any change in shifts.
 3. In assigning officers to a shift, the following factors shall be taken into consideration by the Chief of Police.
 - a. An officer's seniority in the department.
 - b. Minimum manpower and/or supervision requirements
 - c. Operational needs.

4. Shift assignment shall be chosen in accordance with seniority. Once a patrol officer has selected a shift he/she shall remain on that shift for a period of four months or until a vacancy opens up on another shift. If a vacancy exists and more than one officer bids for the position, the vacancy shall be filled by the senior officer. The bids should be submitted prior to November 15th of each year, or as agreed upon in the current bargaining agreement.
5. The Chief of Police shall have the final authority on the personnel assigned to each shift. Said approval shall be given prior to January 1 of each new calendar year, or as agreed upon in the current bargaining year.
 - a. The Chief of Police shall determine the number of positions (i.e. slots) available for each shift and the days off for each position prior to final bids being made.
6. Once the schedule is approved, each officer's shift and days off shall remain unchanged for the entire bid period, with the following exceptions:
 - a. When officer's are assigned to a Special Assignment and/or training.
 - b. When a permanent vacancy occurs on one of the shifts, which a senior member wishes to bid on.
 - c. Notwithstanding the above, it is understood that the patrol officer shall work permanent shifts as follows:
 - 1) Day shift 0700 hours - 1500 hours
 - 2) Evening shift 1500 hours - 2300 hours
 - 3) Night shift 2300 hours - 0700 hours
 - 4) Swing shift 0700 hours – 1500 hours &
1500 hours – 2300 hours
7. New officers shall, for the first twelve (12) months, after successful completion of the required POSTC Academy Program and the New Canaan Police Department Field Training Program, be assigned to shifts at the discretion of the Chief of Police.
 - a. The three (3) least senior officers shall not be included in the bid selection process, but shall be assigned to such shifts as directed by the Chief of Police or his designee. Such shift assignments shall be for a period of at least thirty (30) consecutive days, including days off.
 - b. During the period between bid selections, the three (3) least senior officers, as well as any new employees, shall continue to be subject to assignment by the Chief of Police.
 - c. As it relates to any of the three (3) least senior officers, who are subject to shift assignments by the Chief of Police or his designee, there shall be a minimum of four (4) days notice before any change in schedule.
 - 1) Such shift assignments shall be for a period of at least thirty (30) consecutive days, including days off.

- d. When a new employee completes his/her first twelve months of service after completion of the required courses and instruction, and he/she is no longer one of the three least senior officers, he/she shall be permanently placed on a shift at the discretion of the Chief of Police for the remainder of the current work schedule.
- 8. The procedures for the assignment of Lieutenants and Sergeants to patrol shifts shall be in accordance with the current bargaining agreement.
- 9. The practice of one officer working for another, shall be allowed, on a day by day basis, subject to the approval of the Chief of Police or his/her designee, which request shall not be unreasonably withheld provided:
 - a. Such substitution shall not impose additional cost to the town.
 - b. The Chief of Police or his/her designee shall be notified in writing at least twenty-four (24) hours prior to such substitution.
- G** Shift supervisors shall be responsible for the assignment of personnel to their respective patrol sectors. The shift supervisors are given this flexibility in order to insure that the sectors are adequately covered and to take into consideration any special personnel requirements.
 - 1. Generally the shift supervisor shall take the following criteria into consideration when assigning an officer to a sector.
 - a. Officer experience and performance levels
 - b. Special skills and/or training (bike patrol, radar/laser certification etc.)
 - c. Availability of personnel
- H** Sector rotation shall be accomplished at the discretion of the shift supervisor. The shift supervisor shall use the criteria outlined in section III,G above when assigning an officer to a sector.
- I** Patrol officers are assigned to a shift for a period of four months. Selection and preference are determined in accordance with the current bargaining agreement.
- J** First Line Patrol Supervisors shall have a maximum of twelve officers assigned to them for their direction. However, unless exigent circumstances exist, these supervisors typically direct considerably less than this number. In addition, they shall be responsible for the day to day supervision and long term guidance, coordination and evaluation (re: General Order 88-5-49, Performance Evaluations) of those officers under their direct control.
- K** Patrol officers assigned to a patrol shift shall work a schedule such that it will not impede or jeopardize the performance and operations of the department.
 - 1. Patrol Officers work a 5-2-5-3 schedule. This schedule requires that an officer work five days, have two days off, then work five more days and have three days off at which time this cycle repeats itself. Officers assigned to a particular shift shall have their days off staggered so that the necessary number of officers are assigned to the shift. The required minimum number of officers shall be determined by the Chief of Police or his/her designee.
 - 2. Patrol Supervisors work a 5-3-5-2 schedule. The schedule will insure that at least one supervisor is assigned to each shift at all times. When exigent circumstances exist, an officer assigned to the shift may be designated as the shift supervisor or

acting sergeant. This designation shall be based upon an officer's qualifications including:

- a. Current ranking on the Acting Sergeants List
- b. Training and experience
- c. Past performance
- d. Leadership capabilities
- e. Operational considerations

L It shall be the primary responsibility of the shift supervisor, during roll call, to insure that officers are assigned a sector, inspected and briefed on all pertinent information available, (i.e.: stolen vehicles, missing/wanted persons, major investigations, etc.). Additionally, they shall also be responsible for the assignment of shotguns to qualified officers.

1. Roll call will be conducted at the start of each shift at the following times:
 - a. Day shift 0700 hours
 - b. Evening shift 1500 hours
 - c. Night shift 2300 hours
2. Each officer shall be required to report to roll call on time, properly uniformed and equipped.
3. Officer inspections shall include:
 - a. Personal care and grooming
 - b. Uniforms and equipment
4. Officers should be ready to take notes when necessary.
5. When roll call training is conducted, it shall be conducted in accordance with General Order 87-8-43, Training Addendum.
6. There will be no unnecessary noise or actions made that would detract from the business-like atmosphere of the roll call.
7. Prior to dismissal, the shift supervisor should check with the officers to see if they have any additional information to add to the roll call.
8. At the conclusion of roll call, the shift supervisor shall be responsible for monitoring the dissemination of and loading of shotguns within the bicycle storage room.

M. The New Canaan Police Department shall utilize an identification system using both 100 code identifiers for patrol officers and staff number designations for supervisory and command personnel. Prior to the beginning of each shift, the Shift Commander shall provide the dispatch/desk officer the Daily Shift Assignment sheet. The sheet will contain at minimum, each officer's sector assignment, assigned patrol vehicle and any other relevant information.

N In order to facilitate cooperation and coordination between area law enforcement agencies, the police department will utilize a common radio frequency known as the "Hotline". This

radio system is located in the communications center and will therefore be utilized by the desk officer/dispatcher on duty. The following procedures shall govern its use;

1. As a general policy, the "Hotline" should only be used for serious emergency incidents and not to report general information.
2. When communicating with another agency, the desk officer/dispatcher shall identify themselves by department name and also identify the agency he/she wishes to communicate with.
3. In order to ensure a clear understanding of the information, all communications shall be "clear speech" and not in code.
4. Daily tests of the "Hotline" shall be conducted in cooperation with the Connecticut State Police.

O. Generally, a single patrol unit/officer will be dispatched and handle routine calls for service. However, the type of call may require that additional units/officers be dispatched in order to insure that a situation is handled safely and effectively. Any additional units/officers that are dispatched to a call are expected to clear the scene as soon as is practicable. A minimum of two units/officers shall be dispatched to the following types of calls:

1. Officer in need of assistance
2. Any crime in progress
3. Any crime which has just occurred where there exists a need to check the area for suspects. One unit should respond directly to the scene while the second unit checks the area for the suspect(s).
4. Calls involving weapons
5. Domestic Violence
6. Disputes with a known or suspected potential for violence.
7. Disturbances involving intoxicated or disorderly persons.
8. Psychiatric Investigations/complaints
9. Bank alarms
10. Serious Motor Vehicle Accidents
11. When requested by the responding unit.
12. Any call where, in the judgment of the supervisor or desk officer/dispatcher, the need exists for additional units to respond either because of the serious nature of the call or there is insufficient information about the call and additional units may be needed to insure that the call is safely and effectively handled.

P The shift supervisor shall have the responsibility for assigning an officer to foot patrol in the Town center. The hours and shifts during which foot patrol is required will be determined by the Commander of the Operations Division or designee. When circumstances warrant, the shift supervisor shall have the authority to reassign the officer assigned to foot patrol. When assignments to foot patrol are made, the following criteria shall be taken into consideration:

1. Commuter traffic
2. Pedestrian traffic
3. Vehicular traffic
4. Congregation of youths
5. Public relations
6. Criminal activity
7. Other operational needs
8. Special Events

Q. Upon the arrest of any person for a criminal or traffic offense, including the issuance of a misdemeanor or infraction summons, specific documentation will be submitted to the records unit and forwarded to the Court (re: General Order 88-4-48, RECORDS). The documentation will be used by the court in lieu of the officer's presence at the time of arraignment of a defendant.

R This department will accept information for criminal or non-criminal incident reports preferably given in person by a complainant, witness or victim.

1. When unusual circumstances preclude personal contact by a complainant, witness or victim, and at the direction of the shift supervisor, such a report may be taken by telephone or through the mail in lieu of an on scene response when the following circumstances exist.
 - a. A patrol officer is unavailable for an extended period of time or the complainant, victim or witness is unavailable and;
 - 1) There are no solvability factors present or evidence to collect
 - 2) The offense committed is a misdemeanor or lesser type offense.
 - 3) The complainant is advised that there will be no investigation.

S Although there are many factors that come into play when trying to determine when it is appropriate for a supervisor to respond to and take control of an incident, there are specific types of incidents where this is a requirement. As such, supervisory personnel shall respond to the scene of the following types of incidents:

1. Homicide
2. Suicide
3. Sexual assault
4. Barricaded suspect
5. Hostage situation
6. Fatal motor vehicle accident
7. Natural disasters

8. Any other incident which is of a serious nature

IV PROCEDURES (OPERATIONS)

- A Uniformed patrol officers shall normally respond to each crime or incident reported to the police department and conduct the preliminary investigation.
 1. The preliminary investigation starts when an officer arrives at the scene of an incident; first makes contact with the complainant or becomes aware that a crime has been or is being committed. The preliminary investigation continues until such time as there is a postponement in the investigation or transfer of responsibility. It usually includes some or all of the following:
 - a. Observing all conditions and remarks
 - b. Providing for medical attention for injured persons.
 - c. Protecting the scene to prevent evidence from being lost or contaminated.
 - d. Determining if a crime has been committed and if so, the exact nature of the offense.
 - e. Determining the identity of the suspect(s) and making an arrest when appropriate.
 - f. Providing information to other officers concerning descriptions, method and direction of travel and any other relevant information.
 - g. Locating and identifying all witnesses.
 - h. Interviewing witnesses, victims and suspects to determine in detail the exact circumstances of the offense.
 - i. Arranging and/or collecting evidence.
 - j. Taking written statements, when possible and appropriate, from witnesses, victims and suspects.
 - k. Accurately and completely recording all pertinent information on the proper forms.
 - l. Affect the arrest of suspect(s) and/or preparing and serving applicable arrest warrant(s).
 - m. Any other action which may aid in resolving the problem, solving the crime or as directed by the shift supervisor.
 - n. Advising victims of their rights under Connecticut Family Violence and Victim's Rights mandates.
 2. In unusually serious or complex crimes, the patrol officer will respond to the incident in order to protect the public, render first aid, safeguard evidence and secure the scene. In these cases, the preliminary and follow up investigations shall be the responsibility of the Investigative Section. Examples of these situation include:
 - a. Homicides
 - b. Sexual Assaults

- c. Robbery
 - d. Kidnapping/Abduction
 - e. Bad Check Cases
 - f. Any other complaint or crime which requires the expertise of investigative personnel.
3. The Investigative Section shall also be responsible for the investigation of "bad check" complaints.
 4. The Shift Supervisor may also utilize the Investigation Section when exigent circumstances exist or when a non-uniformed response would be more appropriate.
 5. In the event that an interpreter or language specialist is needed, officers have the choice of utilizing officers from area law enforcement agencies or translating resources offered through the telephone company.

B. All reports submitted by the Patrol Section shall be reviewed by the shift supervisor and/or patrol Sergeant. The supervisors are to ensure that all reports are complete, accurate and legible. Upon completing their review, they will signify their approval of the report by checking the "signed-off" box in the case management section of the LEAS program, which shall automatically attach his/her electronic signature to the report. If corrections and/or additions are warranted, the report will be forwarded electronically to the reporting officer for revisions. This review process will continue until the report receives final approval. As part of this review, supervisors shall screen the report for the presence of solvability factors (refer to General Order 89-7-60, CRIMINAL INVESTIGATIONS). When a follow-up investigation is warranted, the officer involved will generally continue the investigation unless the circumstances and/or complexity of the case dictate otherwise. In such cases, supervisors may at their discretion, forward the case to the Investigative Commander for his/her review and follow-up. Any follow-up investigations will be tracked via the LEAS case management system.

1. As a general rule, the Patrol Section is responsible for follow-up misdemeanor investigations with the exception of; bad checks, narcotics and juvenile investigations. These follow-up investigations may include:
 - a. Interviews with the complainant, victim or witness
 - b. Interrogation of a suspect
 - c. Determining the exact circumstance of a crime
 - d. Recovery of stolen property
 - e. Identification and apprehension of the offender
 - f. Determining if the suspect has committed other unrelated crimes
 - g. Consulting with the State's Attorneys Office
 - h. Preparing an arrest warrant application
2. Those investigations which are of a very serious nature, are quite involved or require an out-of-town investigation shall generally be referred to the Investigative Section for follow-up. Such cases may include:

- a. Homicides
 - b. Sexual Assault
 - c. Robbery
 - d. Kidnapping/Abductions
 - e. Any complaints the Commander of the Investigation Section believes would be in the best interest of the department and community.
3. Once the patrol officer has completed a follow-up investigation, the officer shall submit the case report to the shift supervisor for review using the LEAS records management program. Upon completing their review, supervisors will again signify their approval by checking off the appropriate section within the LEAS program. If however, corrections and/or additions are warranted, the report will be returned electronically to the reporting officer for revisions. This review process will continue until the report receives final approval. Whenever possible, the supervisors conducting this review should be the same supervisors who were involved in the initial complaint.
 4. The Commander of the Investigative Section shall conduct a secondary review of all cases that are recorded within the LEAS records management program. This review allows the Investigative Commander to be aware of any criminal activity that has taken place and to make a determination whether the Investigative Section should conduct a follow-up investigation. The Investigative Commander may also determine that a case should be returned to the Patrol Section.
 - a. Investigations which are returned to the Patrol Section for follow-up generally include:
 - 1) Those cases requested by the patrol shift supervisor.
 - 2) Those requested by the patrol officer to be returned.
 - 3) Those misdemeanor investigations where several solvability factors are present and there is a reasonable likelihood that further investigation is warranted.
- C** There are some incidents which occur where it may be advantageous to have a legal advisor present or available for consultation due to legal and liability considerations. The following is a list which should be used as a guideline as to when it may be necessary to consult with a legal advisor.
1. Homicides.
 2. Civil Disorders and Demonstrations.
 3. Accidents involving Town Property which results in serious physical injury or death.
 4. The use of force by or against a member of the department which results in serious physical injury or death.
 5. In all cases when an on-duty supervisor requests legal assistance at a crime scene or elsewhere.
- D** During the course of their duties, patrol officers may encounter a person acting suspiciously or in an unusual circumstance. When this situation occurs, the officer should confront the person and record the information obtained on a Case/Incident Report.

1. The obtaining of this information and the documentation on the Incident/Arrest Report shall not be used as a means to harass, intimidate or infringe on the rights of a citizen in any way. It shall only be used as an investigative tool which may provide valuable information and help solve present and future cases investigated by this police department.
2. The officer must believe that a crime is about to, or has taken place, the person is acting suspiciously or that an Arrest Warrant is on file for the person being questioned.
3. The most common circumstance in which such information should be obtained is when an officer has a reasonable suspicion of possible criminal activity. The standard of reasonable suspicion is substantially lower than reasonable grounds to believe or probable cause. Therefore, if a person refuses to stop or identify themselves, no action can be taken by the officer. However, even in this case all information known to the officer should be recorded in a case report.
4. When completed, the case report shall reviewed by the shift supervisors in accordance with section IV,B of this general order.

E Although it is not their primary source of information, the Patrol, Youth and Investigative Sections may on occasion make use of informants. The procedures in the use of informants is documented in General Order, 88-15-59, INFORMANTS.

F The department shall attempt to identify police hazards, whether permanent or temporary, and relate these hazards to police personnel so that they may use the most efficient and effective techniques to counteract them.

1. A police hazard is any situation, person, property or place that may create or contribute to an incident calling for police action.
2. Information regarding current or ongoing police hazards may be received by the police department from various sources. However received, should the information be considered to be of interest or value to officers in the field, it shall generally be passed on to them over the police radio or by telephone contact, as appropriate. The information may also be discussed at roll call or posted on the bulletin board. The hazards shall be noted in the daily log.
3. Patrol officers shall be responsible for advising the desk officer/dispatcher of severe road and weather conditions encountered during patrol.

G All uniformed patrol officers assigned to foot patrol or other field duty shall be in constant radio communications with the desk officer/dispatcher through the use of mobile or portable hand-held radios. All police vehicles, marked and unmarked, are equipped with a mobile radio. Each officer shall also be assigned a portable radio for use when the officer leaves the patrol vehicle.

H Through the use of radio communications, the police department is able to operate more efficiently while enhancing officer safety. It allows the status of all officers in the field to be monitored by fellow officers, the desk officer/dispatcher, and supervisors.

1. Officers in the field are required to communicate with the desk officer/dispatcher when:
 - a. Receiving the call/complaint
 - b. Arriving at the scene of an incident

- c. Taking enforcement/police action at the scene
 - d. Clearing the scene
 - e. Initiating any enforcement stop
 - f. Reporting an incident
 - g. Engaging in a pursuit
 - h. Initiating any police related function
2. Officers assigned to patrol will be responsible for maintaining contact with the desk officer/dispatcher at all times during their tour of duty and are required to carry a portable radio when away from the patrol unit.
 3. Whenever a patrol unit is dispatched on a complaint, the exact location, nature of the call and any other pertinent information shall be transmitted to the responding patrol unit. The responding officer(s) shall acknowledge the information by stating their assigned identification number and "received".
 4. Upon arrival at the scene, the responding officer will transmit his/her assigned identification number and inform the desk officer/dispatcher of their arrival at the scene. When clearing the scene, the officer shall advise the desk officer/dispatcher accordingly.
 5. When making a motor vehicle or pedestrian stop, the officer shall immediately inform the desk officer/dispatcher of the following:
 - a. The exact location of the stop.
 - b. The reason for the stop.
 - c. The vehicles registration (if applicable).
 - d. Any other pertinent information.
 6. Upon completion of an officer initiated motor vehicle stop, officers are required to provide the following statistics to the dispatcher who will in turn, enter the statistics into the CAD system.
 - a. Gender
 - b. Race
 - c. Ethnicity
 - d. Age
 - e. Statute number of the most serious violation
 - f. Enforcement action taken
 7. Departmental personnel will utilize the police radio systems only for the proper transmission of police related information and will strive to keep all messages as professional, concise and complete as possible. At no time will members of the department misuse or disrupt the radio system by transmitting unauthorized or personal messages. The names of officers should not be transmitted on the radio. Officers should, instead, be referred to by their assigned identification numbers.

I. All motor vehicle pursuits initiated by an officer shall be in accordance with the guidelines established in General Order 89-2-55, Pursuit Policy.

1. Each incident involving a motor vehicle pursuit will be promptly reviewed by the shift supervisor using the Pursuit Review Form. Once completed the review form and a copy of the case report is to be forwarded to the Commander of Operations for further review.

V **PROCEDURES (RESPONSE CODE)**

A Each request for police service will be evaluated by the desk officer/dispatcher as to its seriousness, based upon the information received from the complainant. Once evaluated, the desk officer/dispatcher shall be responsible for dispatching a unit and notifying the responding officer of the proper response code. The three (3) response codes to be used are as follows:

1. **Code I Response**

a. Code I response will indicate a normal response by police officers to a given situation. When officers are dispatched to a Code I situation, they will proceed to the call in a timely manner and obey all traffic regulations. While on a Code I response, officers are authorized to conduct other normal police business of a more pressing nature while en-route to the call. Officers will however, respond as quickly and safely as circumstances permit, so as not to keep the complainant waiting for an unreasonable period of time.

1) The police department will provide a normal response to the following:

- a) Any reported crime or suspected crime of a non-emergency nature.
- b) Any call for service by a citizen within our jurisdiction.

2. **Code II Response**

a. Code II response will indicate an immediate response by police officers to a given situation. When officers are dispatched to a Code II situation, they will immediately proceed directly and safely to the scene by the most expedient route without the use of the emergency siren. However, if based on the nature of the call, the officer's personal knowledge of the situation, the officer's location or traffic conditions or any other mitigating circumstances, the officer feel that an immediate response can best be provided by responding with the use of all emergency equipment, they are authorized to do so upon advising the desk officer/dispatcher.

1) C.G.S. 14-290, Exemptions from motor vehicle laws-exempts police officers of traffic regulations while in the performance of their duties, if such exemption is necessary for the effective enforcement of any of the provisions of the statutes.

2) The police department shall provide a Code II response to the following:

- a) Reported Sexual Assault
- b) Reported robbery

- c) Calls involving weapons
- d) Disturbance or disorderly conduct
- e) Dead body, no criminal action suspected
- f) Reported kidnapping or abduction
- g) Reported lost children
- h) Family violence/domestic dispute
- i) Officer requesting assistance
- j) Any crime, or suspected crime in progress, where an immediate response by the department is likely to produce an apprehension.
- k) Any motor vehicle accident not involving an injury or fire
- l) Bank or commercial holdup alarms
- m) Residential burglary alarms.

3. **Code III Response**

- a. Code III response will indicate a maximum response by police officers to a given situation. When officers are dispatched to a Code III situation, they shall immediately proceed directly and in a safe manner to the scene by the most expedient route. Under normal circumstances, the emergency lights and siren will be in operation to facilitate and expedite their response.
 - 1) C.G.S. 14-283, Rights of Emergency Vehicles- requires that emergency lights and siren be in operation to constitute an emergency vehicle. Emergency lights will be considered to be the overhead light bar on a marked police vehicle. This section does not relieve the operator of an emergency vehicle from duty of driving with due regard for the safety of the public.
 - 2) The police department shall provide a Code III response to all life threatening situations. Examples include, but are not limited to, the following:
 - a) Officer needs help
 - b) Homicide
 - c) Shooting, stabbing, cuttings or other violent crimes where a person has been seriously injured
 - d) Injury as a result of a motor vehicle accident
 - e) Any Medical Emergency
 - f) Attempted suicide in progress
 - g) Any felony or serious crime in progress
 - h) Hold up in progress

- i) Medical alert alarm
- j) Any other situation where the desk officer/dispatcher or shift supervisor determines the need for a Code III response

4. Code upgrading and dispatch procedures.

- a. As a general policy, the desk officer/dispatcher will determine and advise the responding officers of the appropriate response code.
 - 1) The desk officer/dispatcher or shift supervisor may up-grade or down-grade the response code as necessary.
 - 2) Situations may arise when it is necessary for the responding officer(s) to up-grade or down-grade the response code. This will usually be the result of conditions which exist in the field that the desk officer/dispatcher or supervisor is unaware of (i.e. heavy traffic conditions, receipt of additional information etc.). In these instances, the responding officer(s) must request such an upgrade/downgrade from the desk officer/dispatcher or supervisor before initiating a change in their response.

B The police department utilizes both marked and unmarked vehicles in its effort to serve the public. Generally vehicles that are used for routine patrol shall be conspicuously marked. Markings on the vehicle's exterior will include; the Police Department's emblem, reflective striping and vehicle number.

C In addition to the emergency equipment outlined in the section which follows, each vehicle used for patrol shall be equipped with an audible warning device and emergency lighting.

- 1. Marked patrol vehicles shall be equipped with the following;
 - a. Rooftop light bar, alley and takedown lights or other emergency lighting
 - b. Electronic siren with a public address system
 - c. Flashing Headlamps
 - d. Spotlight
 - e. Mobile Radio
- 2. Unmarked vehicles shall be equipped with;
 - a. Emergency lighting and/or grill lights
 - b. Electronic siren
 - c. Mobile radio

D Each vehicle used for patrol shall contain the following operational equipment:

- 1. First Aid Kit, oxygen tank/mask, personal protective equipment (PPE).
- 2. Fire extinguisher.
- 3. Flares, marking crayon, heavy duty gloves.

4. Automatic External Defibrillator (certified operator only)
5. Measuring tape (100') and/or measuring wheel.
6. Crime scene/police line tape.
7. Traffic cones (Sergeant's vehicle only).

E. Officer's shall, at the beginning of their shift, check their Patrol vehicle and ensure that all equipment and supplies are present and in good working order.

1. When a disposable item needs to be replenished and replacement supplies are available (i.e. oxygen, marking crayons, PPE, etc), officers shall replenish the items as necessary.
2. When first aid supplies need replenishing, the officer shall notify the supply officer verbally or in writing. It shall then be the supply officer's responsibility to replenish the supplies. In cases of an emergency, supplies may be replenished using supplies provided by the Emergency Medical Service. In addition, the supply officer shall routinely inventory these supplies on a monthly basis using the Medical Supply Checklist.
3. Non-disposable equipment that is found to be unserviceable, damaged or missing shall be reported to the Commander of the Staff Services division using the Equipment Repair/Malfunction Report. The officer is also required to complete an incident report regarding any equipment that is damaged or missing.

F Departmental personnel shall wear seat belts when operating department vehicles.

G Upon appointment to the police department, each officer will be issued a complete uniform and equipment in accordance with General Order 88-3-47, UNIFORMS. Officers are responsible for insuring that their uniforms and equipment are neat, well fitting and provide maximum comfort.

H The following guidelines will pertain to the issuance and use of body armor;

1. Approved body armor shall be provided by the police department to each new recruit as part of their initial issuance of equipment. All body armor issued must comply with protective and related requirements prescribed under current standards of the National Institute of Justice (NIJ). Approved body armor shall meet or exceed, the NIJ standard IIA class/level specifications.
2. Officers whose body armor is nearing the end of its useful service life shall be issued a replacement vest by the Town of New Canaan. Officers shall continue to wear their body armor that is in need of replacement, until such time as the Town has issued a replacement.
3. Officers may only wear approved body armor.
4. Body armor shall be worn by recruit officers during their field training program
5. Both officers who are assigned to a uniformed function and non-uniformed sworn officers are required to wear body armor while engaged in field activities. The only exceptions to this policy shall be;
 - a. When a physician determines that an officer has a medical condition that would preclude their wearing body armor.

- b. When the officer is involved in undercover or plain clothes assignments that his/her supervisor determines could be compromised by the wearing of body armor; or
 - c. When the department determines that circumstances make it inappropriate to the mandate the wearing of body armor.
- I. Officers that are engaged in pre-planned high risk operations such as raids or felony warrant services shall wear, at minimum, their department issued body armor.

VI PROCEDURES (NOTIFICATION)

A The following guidelines shall be used by departmental personnel when notifying the next of kin of deceased, seriously injured or seriously ill persons. The notification should be carried out as soon as possible and in a considerate manner.

1. Notification within the town limits.

- a. When a deceased, injured or ill person has been transported to a local hospital the notification shall be done by telephone. The next of kin are to be informed that the victim has been transported to the hospital and request that they proceed immediately to the hospital.
- b. When the deceased has not been transported to the hospital, the death notification shall be in person, by the highest ranking officer available. Whenever possible, a second officer or a member of the clergy should be in attendance.
- c. Notification shall be made to an adult family member, relative, or close family friend.

2. Notification outside the town limits.

- a. Notification to the law enforcement agency having jurisdiction over the residence of the next of kin will be made by phone and teletype.
 - b. The agency will be asked to contact the next of kin in person, when possible.
 - c. The agency will be asked to re-contact this department once notification has been made.
 - d. The agency will be asked to give the next of kin the Hospital and New Canaan Police Department's telephone number, in addition to the name of the shift commander for any additional information requests.
 - e. No explicit details concerning the death are to be given over the telephone.
3. Notification requests initiated by other agencies should include a teletype message or some other form of confirmation. Notification procedures are identical to a notification within the town limits.

B The following guidelines shall be used by departmental personnel when notifying the proper authority in specific and/or emergency situations.

1. The Medical Examiner's Office

- a. The Connecticut Medical Examiner's Office must immediately be notified when a person dies as a result of:

- 1) Criminal or other violent means
- 2) Suicide
- 3) Suddenly when in apparent good health
- 4) A suspicious or unusual circumstance

2. Highway Department personnel

- a. Officers who discover potential or actual hazards on the town or state highways, should immediately notify the desk officer/dispatcher. Information such as location, type, and urgency of response should be reported. The desk officer/dispatcher will notify the proper highway department. If the situation is not an emergency and the highway department is closed, a note should be left at the desk for the desk officer/dispatcher on the day shift to contact the proper highway department when it opens.

3. Public Utilities Personnel

- a. Officers should immediately notify the desk officer/dispatcher when a situation is brought to their attention that presents a potential or actual safety hazards to a person or property and is the responsibility of a public utility company. The desk officer/dispatcher will then notify the appropriate public utility company.

4. The News Media

- a. Release of specifics of any incident shall be in accordance with General Order 88-8-52, PUBLIC INFORMATION.

5. Injury to departmental employees

- a. If a member of this department is killed or injured in the line of duty the following police personnel shall be immediately contacted and advised of the situation (re: General Order 87-7-42, NOTIFICATION)

- 1) Chief of Police
- 2) Division Commanders
- 3) Investigation Supervisor
- 4) Shift Supervisor

- b. If an employee is killed or seriously injured while on duty, the police department shall be responsible for notifying the next of kin. The Chief of Police or his designee will personally go to the residence of the next of kin and make personal notification. At least one additional officer shall be in attendance during the notification. If the injured employee is receiving treatment at a local hospital, the police department shall make arrangements for the employee's spouse or next of kin to be brought safely to the hospital.

- 1) The police department may also provide any additional assistance to the employee's family or next of kin, as authorized by the Chief of Police or his designee. This may include:
 - a) Making available the necessary insurance forms.

- b) Providing information on any available local, state and federal assistance programs.
 - c) Providing psychological counseling, if requested.
 - d) Acting as a buffer from the news media.
 - e) Providing any other assistance as necessary.
- c. If the injuries sustained by the employee are minor, the officer shall notify the shift supervisor as soon as practicable. The supervisor will determine if the employee should report to a doctor or medical facility. Supervisors shall bear in mind that all injuries should receive medical treatment unless the injuries are obviously superficial.
- d. The injured employee shall submit an incident report on the incident. If this is not possible, the shift supervisor will be responsible for submitting a complete report. The report should be submitted as soon as possible.

VII DISTRIBUTION

This general order will be reproduced in electronic and traditional media. All sworn personnel shall have access to Department general orders through a read-only file on their individual domain of the Department's computer network. Printed copies and/or CD's will also be placed in locations throughout headquarters so that they are easily accessible to all personnel.

VIII EFFECTIVE DATE

This general order approved by the Police Commission on January 18, 1989 and is effective on January 30, 1989.

Revised July 1989
Revised February 1991
Revised June 1992
Revised June 1997
Reviewed April 2000
Reviewed November 2000
Revised December 2000
Revised April 2005
Revised May 2006
Reviewed August 2006
Revised July 2011
Revised May 2019

Per Order,

Leon M. Krolikowski
Chief of Police