

NEW CANAAN POLICE DEPARTMENT

**SUBJECT: UNUSUAL OCCURENCES &
INCIDENT COMMAND**

GENERAL ORDER NUMBER: 90-1-77

FILE: SRVS 13

LAW ENFORCEMENT

I PURPOSE/POLICY

The purpose of this general order is to provide administrative and operational guidelines necessary to ensure that the New Canaan Police Department will respond to incidents of unusual occurrences in a safe, effective and efficient manner. Operations during unusual occurrences shall, where applicable, be integrated with the Town of New Canaan's Emergency Operations Plan (EOP) and be compliant with the National Incident Management System (NIMS) and Incident Command System (ICS) protocols.

For the purpose of this general order, unusual occurrences will include incidents that are the direct result of natural or man-made disasters, terrorist acts or civil disturbances.

II RESPONSIBILITY

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

III PROCEDURES

A The Commander of the Operations Division shall be responsible for the development of the Department's unusual occurrence plans and whenever possible, act as the Incident Commander (IC) overseeing all field operations for the New Canaan Police Department during an unusual occurrence.

B The type of response by the police department to a man-made or natural disaster will vary greatly with each situation. It shall be the responsibility of the shift supervisor or Commander of the Operations Division, if available, to evaluate each situation and respond accordingly. The plan that follows will be used as a guide when formulating a response to such situations.

1. Communications

- a. The shift supervisor must communicate necessary information to emergency services, utilities, other departments and media agencies.
- b. The shift supervisor must ensure that adequate assistance is provided to the dispatcher to handle the increased call volume, workload and requests for assistance from the public.
- c. If necessary, the shift supervisor may loan police radios to emergency service/utility crews with whom essential contact must be maintained.

- d. The Department has numerous radios capable of interoperable communications (ITAC/ICALL & UASI). In the event of multi-agency and/or multi-jurisdictional response to an incident the Incident Commander (IC) shall utilize any of these radios as necessary in conjunction with normal communication devices to enhance communication between responding emergency agencies.
- e. The Incident Commander also has the option to contact and utilize The Fairfield County Emergency Communications Team; Field Comm.One, to provide additional radio communications equipment and personnel.

2. Incident Command Posts (ICP)

- a. In the event that field operations will be underway for an extended period of time or there are large numbers of personnel participating an Incident Command Post (ICP) should be established. The shift supervisor shall be responsible for selecting the location of the Incident Command Post. When selecting the location of the command post the shift supervisor shall consider the following:
 - 1) Safety
 - 2) Proximity to incident site
 - 3) Access Control
 - 4) Communications operability
 - 5) Suitability for effective operations
- b. When the ICP has been established, the shift supervisor will notify dispatch of its location and its designation (i.e. Command Post Alpha).
- c. Once the ICP has been established, the shift supervisor shall direct field operations from that location acting as the Incident Commander, until properly relieved.

3. Situational Maps

- a. The use of situational maps can be a very effective method of positioning and tracking personnel at an incident scene. As such, the Incident Commander shall have access to materials and/or technology to produce situational maps in the Incident Command Post (ICP).
 - 1) The shift supervisor's vehicle and the Captain of Operations' vehicle shall be equipped with such maps & materials.

4. Chain of Command

- a. In most cases, unusual occurrences will have personnel from multiple agencies responding. It is imperative that all emergency responders work together towards effective control of the incident. As such, the Department shall utilize incident command procedures consistent with Incident Command System (ICS) protocols.

- b. In accordance with ICS protocols, the first officer arriving on the scene shall act as the incident commander, until relieved by a higher-ranking officer. Department personnel shall follow the chain of command established per G.O. 87-5-40, Organization.
- c. If an Incident Command Post (ICP) is established, it shall be operate as a unified command with all responding agencies properly represented.
- d. Employing the principles of unified command, numerous agencies will be represented in the ICP. Ideally, the Incident Commander will be the individual with the most command experience and knowledge concerning proper response to the incident. In the event the highest ranking officer of the Department is not the Incident Commander (IC), He/She shall support the operation as directed by the IC by providing agency personnel and resources to support the operation.

5. Legal Authority

- a. During unusual occurrence responders shall act within the legal scope of their authority. In the event of a “*major disaster or emergency*” legal authority may be expanded per C.G.S. 28-8a, Municipal Chief Executive Officers Powers During Emergency It states: Whenever the Chief Executive Officer of any town, upon recommendation from the Chief of Police that an emergency exists in the town is empowered by statute to "Take such action necessary to mitigate the major disaster or emergency and to secure and preserve any documents or evidence pertinent to a necessary, future investigation."
 - 1) It shall be the responsibility of the shift supervisor to advise the Chief of Police of such instances that would call for such action, so that He/She may make such a recommendation to the First Selectman.

6. Casualty Information

- a. In any incident involving casualties, the shift supervisor shall determine if the incident is a mass casualty incident as soon as possible. If the casualty totals meet the criteria of a mass casualty incident the shift supervisor shall instruct the dispatcher to make the following notifications:
 - 1) CMED (for activation of EMS mutual aid & notification of area Hospital Emergency Departments)
 - 2) Department notifications per G.O.87-7-42, Notifications
- b. Casualty information should only be disseminated to the media by the Incident Commander or the Public Information Officer (PIO).

7. Community Relations

- a. Unusual occurrences often overwhelm the resources of any given agency. As such, the Department shall maintain cooperative relationships with the following agencies so that in times of disaster those agencies may assist the Department in its response to unusual occurrences. Those agencies include:
 - 1) The American Red Cross

- 2) The Salvation Army
- 3) New Canaan Civilian Emergency Response Team (CERT)

b. The Department's Community Relations Officer shall act as liaison between the Department and affected community groups, keeping them advised of the status of the incident and progress made towards returning the affected area to normal.

8. Public Information/Media Relations

a. The Department's Public Information Officer (PIO) shall be responsible for disseminating information concerning the incident to the media in accordance with G.O. 88-8-52, Public Information.

b. Press briefings should be conducted on a regular basis during any unusual occurrence. The PIO should conduct said briefings from a media staging area or Joint Information Center (JIC) that is located away from the Incident Command Post (ICP).

c. In situations involving active threats, The Department's PIO, Command Staff and on-duty Shift Commander have access to a number of media platforms to make public notifications and safety and situational awareness messages. They include:

1. Reverse 9-11 (Blackboard Connect)
2. Emergency Call List (Blackboard Connect)
3. NCPD Twitter Feed (My PD interface)
4. NCPD Facebook
5. Town of New Canaan Website (www.newcanaan.info)

d. Rumors and misinformation often spread quickly during unusual occurrences. The PIO and other Department personnel should report any rumors to the Incident Commander so that any issues arising from rumors that may hinder operations may be clarified in press briefing.

e. The PIO should confer with the Incident Commander prior to briefing the media to insure that sensitive information that may compromise operations is not released.

- 1) Only factual information shall be disseminated to the media.
- 2) The PIO should attempt to dispel any rumors concerning the incident in a timely manner.

9. Other Law Enforcement Agency Support / Terrorism Liaison

a. If deemed necessary, the Incident Commander, acting as the Chief of Police's designee may request additional police assistance in accordance with C.G.S. 7-277a, Police Assistance Agreement or The Southwestern Fairfield County Mutual Police Assistance Agreement.

b. The Department will cooperate with the Connecticut Department of Emergency Management and Homeland Security (DEMHS) and designate a sworn member of the Department as its Connecticut Counter-Terrorism

(CTIC) Liaison Officer for the purpose of intelligence sharing with other municipal, State and Federal agencies.

10. Military Support

- a. The Connecticut Army/Air National Guard and/or its 14th Civil Support Team may be called to assist at the scene of a disaster. Procedures for requesting such assistance shall be in accordance with established protocols and G.O. 89-18-71, Agency Jurisdiction, Mutual Aid, and Regional Service.

11. Active Threats

- a. During any active threat, the Incident Commander's first responsibility is to address and mitigate any imminent danger to life to those in the affected area both civilian and responder. The Incident Commander must make the decision to evacuate or to shelter in place based on the the facts known at the time.
- b. It shall also be the responsibility of the Incident Commander to establish perimeters to contain the incident and maintain the public safety.
- c. If shelter or mass care is required during the incident, The procedures outlined in the Town of New Canaan Emergency Preparedness Plan, Annex 1F shall be followed.
- d. At least once annually, the Commander of the Operations Division shall complete a documented review of policies related to response to active threats. The review will include the identification of any training needs.

12. Public Facility Security

- a. The Department shall have the responsibility for the security of any affected building(s) whether public or private, to prevent looting, theft, vandalism, or trespassing. The assignment of personnel to provide security at such locations will be based upon the number of personnel and resources available.

13. Perimeter / Traffic Control

- a. During unusual occurrences, the Department shall have the responsibility of perimeter and traffic control. It may be necessary to block roads and divert traffic away from the affected area. The shift supervisor shall determine where personnel and/or traffic control devices should be placed to insure scene safety and security.
 - 1) The shift supervisor may request assistance from the Department of Public Works and/or Civilian Emergency Response Team (CERT) to staff road closure points.
- b. Responding emergency service units should be notified of road closures by the dispatcher or CMED as applicable. The PIO should also make announcements through local media outlets, to advise the general public to avoid the affected areas.

14. Equipment Availability

- a. Any and all of the Department's equipment used for unusual occurrences shall be kept in a state of operational readiness and shall be used in accordance with current Department training standards.
 - 1) The Commander of the Operations Division or his/her designee shall insure that a documented inspection of all equipment designated for use during unusual occurrences is conducted, at a minimum, on a quarterly basis.
- b. The Incident Commander is authorized to request any other necessary equipment (i.e. earth moving equipment, decontamination trailer, temporary shelter, etc.) to facilitate control of the incident.

15. Transportation

- a. In most cases the Department shall utilize its fleet of vehicles for transportation to/from the incident scene. If additional transportation is required, the Incident Commander shall request necessary vehicles from other Town Departments, other responding agencies, other law enforcement agencies, etc.
 - 1) The IC shall designate a staff member the responsibility of tracking such vehicles to include owner, condition of vehicle, mileage when received and person assigned.

16. De-escalation Procedures

- a. The Incident Commander shall ensure an orderly de-escalation of the incident response by releasing personnel and equipment from the scene only when it has been determined that doing so will not compromise the safety and effectiveness of the continued operation.
 - 1) All dismissed personnel should be debriefed prior to leaving the scene.
 - 2) De-escalation measures should be included in press briefings as preventative rumor control.

17. Post Occurrence Duties

- a. The Incident Commander shall have the ultimate responsibility of insuring that the accounting report of costs incurred during the incident response is complete and made available to the Commander of Operations for inclusion in the After Action Review.
 - 1) The Incident Commander shall also insure that all equipment utilized during the incident response are returned to its respective owner in good working condition.

18. After Action Review (AAR)

- a. The Incident Commander shall have the responsibility of condensing the debriefing information received from participating emergency responders into a report, which will be provided to the Commander of Operations.
- b. The Commander of Operations shall prepare an after action review of the incident response. The purpose of this review shall be two-fold. First, to evaluate agency response, review any problems encountered and make recommendations for improvements (if any) to future agency responses. Second, the AAR shall contain an accounting of:
 - 1) All responding emergency response agencies
 - 2) Agency personnel involved
 - 3) Any equipment used
 - 4) All private contractors utilized
 - 5) Cost of incident response
 - 6) Any injuries sustained by responders
 - 7) Number of arrests made (if any)& charges

C Civil Disturbances – If the unusual occurrence is a civil disturbance, which, includes riots, violence arising from protests, labor disputes or large crowds creating a public disturbance or a risk/danger to the general public. The primary objective during any civil disturbance is the defusing of the situation and the restoring of order. When ever possible the group causing the disturbance shall be isolated from the general public. In the event of a civil disturbance, the shift supervisor shall implement the necessary procedures as outlined in Section III, Part B, # 1- 17 of this general order and have the following additional Responsibilities:

1. Implementation of Response Plan

- a. Shift supervisors are authorized to implement this plan When He/She deems it necessary. When implemented the shift supervisor should:
- b. Make notification of implementation in accordance with General Order 87-7-42, Notification.
- c. Determine the personnel and equipment necessary to conduct the operation. If manpower and/or equipment needs exceed the Department's capabilities the shift supervisor will activate The Southwestern Fairfield County Mutual Police Assistance Agreement and make additional requests for police assistance in accordance with C.G.S. 7-277a, Police Assistance Agreement to insure that proper staffing and equipment are available.
- d. Call needed Department personnel back to duty per current labor agreement.
- e. Have dispatcher contact Central Fire And Medical Emergency Communications (CMED)to alert Fire, EMS and area hospitals.
- f. If necessary activate the Department's Special Response Team (SRT) in accordance with procedures outlined in General Order 90-2-78, Special Operations.

- g. Respond the incident scene as soon as possible and act as incident commander.

2. Duties of First Officers on the Scene

- a. The first officers to arrive at the scene of a disturbance should:
 - 1) Observe the situation from a safe distance and determine whether the crowd is peaceful or potentially violent.
 - 2) Attempt to identify the leader of the group by observation.
 - 3) Notify the dispatcher of any immediate hazards and relay any intelligence gathered.

3. Duties of the Incident Commander (IC)

- a. Upon arrival at the scene, the shift supervisor will act as the Incident Commander until relieved by a higher ranking officer. Shift supervisor duties and responsibilities shall include:
 - 1) Assessing the situation for seriousness and potential danger.
 - 2) Establishing an Incident Command Post (ICP).
 - 3) Maintaining communications with the dispatcher and providing such information as:
 - a) Estimated size of the crowd and area involved.
 - b) The potential of weapons being involved or present.
 - c) If property has been destroyed or damaged.
 - d) Instruct officers at scene to control traffic in the disturbance area as per General Order 90-12-88, Traffic Direction and Control.

4. Duties and responsibilities of dispatchers.

- a. When a civil disturbance situation arises the dispatchers will:
 - 1) Make appropriate notifications as requested by the shift supervisor.
 - 2) Advise officers returning to duty on call-back where to report and what equipment is needed.
 - 3) Refer media inquiries to the PIO.

5. Court and Prosecutorial Liaison

- a. Should an incident develop into a mass-arrest situation, the prosecutor's office at the Norwalk Court should be contacted to provide legal advice, as well as expedite the presentation of charges to the court. In the event the incident occurs when court is not in session, the "On-Call" prosecutor may be contacted.

6. Juvenile Offenders

- a. Juveniles involved in the disturbance or arrested, will be treated according to the procedures set forth in General Order 88-6-50, Juvenile Operations.

7. Crowd Dispersal

- a. Once the Incident Commander has the necessary personnel and equipment on-scene he/shall issue a command to the crowd to disperse.
 - 1) If the crowd appears peaceful and it appears safe to do so, the IC may approach the group leaders and issue this command in an attempt to have those leader assist in the dispersal of the crowd.
 - 2) If the crowd is violent or tumultuous the order shall be delivered by use of a public address device.
 - 3) A time for dispersal should be established and extensions should not be granted.
- b. If the crowd fails to disperse and continues its activity, the Incident Commander will take the necessary enforcement action.

D Mass Arrests – Mass-arrests may be required to restore order, In addition to the procedures outlined in Section III, Part B, # 1-17 of this General order the IC shall also consider :

- 1. Processing - Persons arrested will be removed as soon as possible from the incident scene, either to the holding facility at headquarters or a temporary detention area for processing.**
 - a. The Officer(s) assigned as booking officer(s) at the holding facility or temporary detention area will enter all of the required booking information into the LEAS system. Upon completion of the booking process, prisoners may be released on bond, taken for court appearance if the court is in session, confined in our holding facility, or transported to a nearby holding facility for confinement.
- 2. Transportation - Unique transportation requirements may be needed in the event of a mass-arrest situation. When necessary, The Fairfield County Judicial Marshalls Office will be utilized for transportation to a designated temporary holding facility or security area.**
- 3. Detention Area – The Incident Commander may utilize the holding facility at headquarters if the number of arrestees can be safely processed there. If not, a temporary detention area shall be designated. The site of the temporary holding facility shall be selected based on the following:**
 - a. Security
 - b. Proximity to incident site
 - c. Access control

4. Evidence Collection - During the police operation at the incident scene, member(s) of the Investigative Section will be assigned the task of evidence collection or other duties to be determined by the Incident Commander. Consideration may be given to having the scene and participants photographed for both evidentiary and identification purposes.
5. Security - Based on the number of participants/arrestees, the scene commander will assign adequate personnel to the holding facility/temporary detention area to ensure security is not compromised.
6. Identification - Upon arrival at the holding facility or temporary detention area, those persons arrested will be identified and photographed. If the charges warrant or it can be accomplished without a heavy drain on resources, the arrested persons should be fingerprinted using the LiveScan system.
7. Inter-Agency Agreements - Should the nature and size of the incident require assistance from other agencies, the guidelines set forth in C.G.S. 7-277a, Police Assistance Agreement and the Southwestern Fairfield County Mutual Police Assistance Agreement shall be followed. When personnel from other agencies are utilized, they will be instructed of their assignments per ICS protocols.
8. Defense Counsel Visits - Upon arrival at the holding facility or temporary detention area, persons arrested at the incident scene will be provided with the opportunity for defense counsel visitation if requested. A secure room or private area will be made available for that purpose at the temporary detention.
9. Court and Prosecutorial Liaison - Should an incident develop into a mass-arrest situation, the prosecutor's office at the Norwalk Court can be contacted to provide legal advice, as well as expedite the presentation of charges to the court. In the event the incident occurs when court is not in session, the "On-Call" prosecutor can be contacted.
10. Media Relations/Public Information - The Incident Commander will designate a Public Information Officer. The PIO will coordinate and provide information to members of the media regarding the incident.
11. Food, Water, and Sanitation - All persons held at either the holding facility or temporary detention area will have access to water and sanitary facilities. Food will be provided under the guidelines established in General Order 89-13-66, Holding Facility.
12. Medical Treatment - In the event of minor injuries (i.e. small cuts, scrapes) EMS may provide treatment at the scene, holding facility, or temporary detention area. In the event of an arrestee(s) requires medical treatment, they will be transported to the hospital via ambulance.
 - a. An Officer(s) may be assigned to provide security to the EMS crew and ride in the ambulance to the emergency room.

E In the event of an unusual occurrence, the response of the police department includes the following provisions for emergency mobilization:

1. Communications
 - a. Officers shall, through the chain of command when possible, report all events or situations that have or may evolve into conditions beyond the capability of a shift to effectively control.

- 1) Standard radio procedures will be utilized during emergency situations, except that radio traffic may be restricted or moved to other frequencies as needed.

2. Alert Stages

- a. The highest ranking member of the Command Staff (re: General Order 87-6-41, Command Succession) within a reasonable period of time, may issue orders placing officers of the department on standby alert in cases of potential need or activate officers as necessary.
- b. Upon notification of an "alert status", officers shall place themselves in readiness and maintain that status until otherwise notified. Such an alert requires that officers:
 - 1) Immediately provide for or ascertain that transportation is available in case of recall.
 - 2) Place themselves in a position where they can be contacted by telephone or other means.
 - 3) Officers shall, at all times, maintain a complete uniform and associated equipment in readiness to report for duty properly equipped, without delay.
 - 4) In case of immediate recall, dispatchers shall contact as many officers as directed by the shift supervisor by the most expedient means available and order them to report for duty.

3. Primary and Alternate Assembly Areas

- a. Unless directed otherwise, all officers shall report to the police department for assignment in the uniform of the day.

4. Equipment Distribution

- a. Command or Supervisory Personnel directing the mobilization shall immediately assess the situation and determine what, if any additional equipment shall be distributed to the officers.

5. Special Task Force Activation

- a. When a situation requires the activation of the Special Response Team (SRT), such activation shall be in accordance with procedures outlined in General Order 90-2-78, Special Operations.

6. Key Personnel Designations

- a. Command and Supervisory Personnel shall be considered key personnel in the event of an emergency and may be ordered to report for duty as necessary.

7. Coordination with Emergency Management Personnel

- a. All emergency mobilizations will be coordinated with external emergency management personnel (i.e., EOC, local emergency services, CERT, etc.) as appropriate.

8. Transportation Requirements

- a. The Incident Commander shall immediately assess the transportation needs of the situation and take necessary action to secure the required transportation needs.

9. Management Control Measures

- a. Depending upon the nature of the mobilization and duration of the manpower commitment, personnel in all sections and units may be temporarily reassigned.
- b. Shift supervisors or the Commander of the Operations Division may restrict the type of calls that the police department will respond to during an emergency situation. Said staff members shall determine when calls will be held and when normal operations will resume.
 - 1) Personnel assigned to the communications center shall keep such staff advised of the call-load status.
 - 2) Staff personnel shall attempt to provide for adequate and timely relief to personnel assigned to the mobilization.

10. Rehearsals

- a. Rehearsals shall be conducted on an "as need basis". The Commander of the Operations Division shall determine the need for such rehearsal.

F The Commander of the Operations Division shall be responsible for reviewing the Department's unusual occurrence plans as needed. As part this review, contact should be made with the Town's Emergency Management Director, Emergency Response Agencies, CERT and other related organizations as necessary to solicit their input.

G The Commander of the Operations Division or his/her designee, will be responsible for ensuring that the Department's equipment designated for use during an unusual occurrence situation is inspected on a quarterly basis.

H If another jurisdiction experiences an unusual occurrence and requests mutual aid, the shift supervisor will contact the Chief of Police as outlined in General Order 87-7-42, Notification. If the order to comply with the request is given, the mobilization shall be in accordance with C.G.S. 7-277c Police Assistance Agreements, applicable Mutual Aid Agreements, NIMS and ICS protocols.

I Incident Command System – The Department shall utilize an Incident Command System (ICS) that complies with the National Incident Management System (NIMS) and ICS protocols.

1. Activation

- a. The ICS system shall be activated under the following situations:
 - 1) The shift supervisor deems it a more effective manner to respond to a given incident.

- 2) Response to the incident requires more manpower and/or resources than are assigned to the shift.
- 3) Unusual Occurrence (as specified in Section I).
- 4) Large-scale or multi-agency, multi-jurisdictional responses.

2. Command Protocols

- a. Command protocols shall also comply with NIMS and ICS standards. For Police response, the highest ranking officer on-scene shall be designated as the Incident Commander until officially relieved by a higher ranking officer.
 - 1) The person relieving the Incident Commander must have equal or greater qualifications to assume the role of IC.

3. Written Plans & Documentation

- a. In addition to the procedures outlines in this general order, the Incident Commander shall also utilize the Town's Emergency Operations Plan (EOP) and the National Incident Management System (NIMS).
 - 1) Copies of both plans are located in the Communications Center and may be accessed by command and supervisory personnel.
- b. Per NIMS requirements the Incident Commander shall insure that all Federally approved forms associated with an incident response utilizing the ICS are properly completed.
 - 1) The Incident Commander shall have access to theses forms in both electronic, and hard copy form.

4. Activation of Civilian Emergency Response Team (CERT)

- a. The shift commander may utilize the CERT Team to supplement manpower for traffic direction at road closures or other incident scenes. Activation of the CERT Team shall be accomplished by notification through CMED.

5. Activation of Emergency Operations Center (EOC)

- a. The shift supervisor may deem it necessary to activate the Emergency Operations Center (EOC) during incidents that overburden the shift's response capabilities. The Department utilizes a tiered activation of the EOC, a Tier I activation, a Tier II activation and a Tier III activation. Tier I representing a low-level activation and Tier III a full-scale activation. The criteria for activation is based upon the severity and anticipated duration of the incident. The criteria for activation is as follows:
 - 1) **Tier-1 activation of EOC**
 - Short-term duration emergency; several hours or less.
 - Would require participation of selected major Town Departments.

- Would not require full physical set-up of all EOC equipment.
- Would not require large number of EOC staff.
- Tier-1 activation can be authorized by the Emergency Management Director, Police Shift Commander, First Selectman or the Senior Fire Department Official and will be initiated by notifying Police Dispatch.
- Tier-1 activation will be toned-out by CMED to Fire and NCVAC and by voice emergency outcall to other emergency service participants . Due to the short term nature of tier-1 activations the participation of emergency service representatives will be at their discretion or at the specific request of the Emergency Management Director. However, at a minimum, representation by Police, Fire and NCVAC will be required.

2) **Tier-2 activation of EOC**

- Anticipated duration of one day or ten to twelve hours.
- Would require participation of major Town Departments.
- Would require the participation of the full EOC staff.
- Would require the full physical set-up of all equipment.
- Tier-2 activation can be authorized by the Emergency Management Director, Police Shift Commander, First Selectman or the Senior Fire Department Official and will be initiated by notifying Police Dispatch.
- Tier-2 activation will be toned-out by CMED to Fire and NCVAC and by voice emergency outcall to other emergency service participants Participation in the EOC for Tier-2 activation is mandatory.

- A Tier-2 activation would typically include the following EOC representation and staff member participation.

<u>EOC Representation</u>	<u>EOC Staff Participation</u>
<p>First Selectman Police Department Fire Department NCV Ambulance Corps Community Emergency Response Team (CERT) Red Cross Department of Public Works Public Health Director Others as required</p>	<p>Emergency Management Director Public Information Officer EOC Operations Manager Others as required</p>

3) **Tier-3 Activation**

- Possible multi-day activation or more than two shifts for Police and/or Fire Depts.
- Require logistical support for food and supplies.
- May require the request and coordination of outside resources.
- Would require participation of major Town Departments.
- Would require the participation of the full EOC staff.
- Would require the full physical set-up of all equipment.

- Tier-3 activation can be authorized by the Emergency Management Director, Police Shift Commander, First Selectman or the Senior Fire Department Official and will be initiated by notifying Police Dispatch.
 - Tier-3 activation will be toned-out by CMED to Fire and NCVAC and by voice emergency outcall to other emergency service participants Tier-3 activation will be mandatory.
- A Tier-3 activation would typically include the following EOC representation and staff member participation:

<u>EOC Representation</u>	<u>EOC Staff Participation</u>
<p>First Selectman Police Department Fire Department NCV Ambulance Corps Community Emergency Response Team (CERT) Red Cross Department of Public Works NC Public School District Public Health Director Information Technology Human Services Human Resources Chief Financial Officer Environmental Health Fire Marshal Building Department Others as required</p>	<p>Emergency Management Director Public Information Officer EOC Operations Manager EOC Warning Coordinator EOC Communications Systems Director EOC Operations Manager Evacuation Coordinator Resource Manager Shelter & Mass Care Coordinator Planning Director</p>

IV. TRAINING

- A. All affected Department personnel shall receive training in the National Incident Management System (NIMS) and the Incident Command System (ICS) a record of such training shall be kept in the Training Office.
- B. At least once annually, the Department will conduct a training exercise which will include a multiple-agency response and EOC activation.
 - 1. The purpose of the training is to evaluate the Department’s response effectiveness, communication and operational cohesiveness with other agencies and identify any areas of procedure which require modification or change.
 - 2. A record of the training shall be kept on file in the training office.
- C. At least once every three years the Commander of the Operations Division shall conduct an analysis of all incidents in which ICS was utilized and annual training exercises conducted with other emergency response agencies.
 - 1. The analysis should identify any problems or procedures which had or would have a negative effect on the emergency response capabilities of the agencies involved. The analysis should also include suggestions on how to improve agency response, communications and interoperability.

2. When complete the Commander of the Operations Division shall forward a copy of the analysis to the Chief of Police, for review.

V. 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.

VI EFFECTIVE DATE

This general order approved by the Police Commission on July 22, 1992 and is effective on September 1, 1992
Revised June 1997
Reviewed May 2000
Revised July 2006
Revised December 2016

Per Order

Leon M. Krolkowski
Chief of Police