

NEW CANAAN POLICE DEPARTMENT

SUBJECT: SPECIAL OPERATIONS

GENERAL ORDER NUMBER: 90-2-78

FILE: OPS 5

LAW ENFORCEMENT

I PURPOSE/POLICY

The New Canaan Police Department recognizes the need for special operations in order to preserve the safety and welfare of the public. Special operations may include the use of the Special Response Team (S.R.T.) for: hostage/barricaded subjects, decoy operations, undercover surveillance/stakeouts, bomb disposal/ threats, VIP protection, coverage of special events, disasters, civil disorders and civil defense emergencies.

The purpose of this general order is to provide guidelines necessary to ensure that special operations services are provided in an efficient, competent and professional manner.

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 its compliance.

III PROCEDURES (SPECIAL OPERATIONS)

- A.** The Commander of the Operations Division along with the Special Response Team (S.R.T.) Leader are responsible for the development, annual review and updating of the Police Department's special operations procedures.
- B.** Once a special operation is undertaken, it will be the responsibility of the highest ranking officer involved to coordinate all functions and components of the operation and maintain cooperation between them. Whenever possible, officers directly involved in an operation should attend shift briefings and line-ups. Patrol and investigative personnel assigned to a specific area of operation should also attend to alleviate any misunderstandings, provide for the safety of officers and to insure success of the operation. Discretion is advised however, in the disseminating of information to operational components on activities where disclosure may jeopardize a tactical operation.
- C.** For purposes of this general order, special operations will be categorized into two major types that are based on the urgency of the response. These types are:
 - 1.** Special Operations that would require an immediate response. These types of situations will be coordinated by the shift supervisor and will include the following:
 - a. Active Shooter
 - b. Hostage/barricaded suspects
 - c. Bomb Disposal/Threat

- d. Coverage of disasters, civil disorders and civil defense emergencies
- 2. Special operations that normally would not require an immediate response. These types of situations will be coordinated by the Commander of the Operations Division. Special Operations of this type include:
 - a. Decoy Operations
 - b. Undercover Surveillance/Stakeouts
 - c. Coverage of Special Events
 - d. VIP Protection

D. The following procedures shall govern the use of special operations by the Police Department:

1. **Special Response Team**

- a. The S.R.T. is an established, specialized unit of the New Canaan Police Department. The Chief of Police shall:
 - 1) Make assignments to the S.R.T
 - 2) Determine the number of personnel assigned.
 - 3) Designate a supervisor as Team Leader.
- b. A S.R.T. should be utilized when normal patrol shifts cannot adequately control a situation (i.e. a situation dictates the need for specialized weapons and tactics). Situations in which the S.R.T. may be utilized may include:
 - 1) Hostage/Barricaded Suspects
 - 2) Search Warrant Entry Team
 - 3) Coverage of Civil Disturbances
 - 4) VIP Protection
 - 5) Violent Felon Apprehension
 - 6) Scuba Activities, when certified officers are available
- c. The S.R.T. will generally be the primary unit to assist department personnel during a serious incident. However, there may be situations which may require additional tactical expertise and/or manpower (SWAT, Hostage Negotiation, Bomb Disposal, Aviation, K-9, and Raid Operation). In such cases, the resources of the Connecticut State Police Emergency Services Unit or other local law enforcement agency may be utilized.
- d. Unless the utilization of the S.R.T. is preplanned, the Shift Supervisor or highest ranking officer involved shall be responsible for determining if the S.R.T. shall be utilized pending proper notification in accordance with General Order 87-7-42 Notification.

- e. When a S.R.T. is utilized, the supervisor of the S.R.T. shall be responsible for directing and coordinating the tactical team. The shift supervisor, or highest ranking officer at the scene, shall be responsible for command of the entire scene and should coordinate his activities with that of the S.R.T.

2. Selection of Special Response Team Personnel

- a. All sworn officers will be eligible for consideration for appointment to the S.R.T. if they have met the following criteria:
 - 1) Served a minimum of 18 months with the New Canaan Police Department.
 - 2) Has demonstrated the ability to function as a member of the team.
- b. All appointments to the S.R.T. shall be voluntary and at the sole discretion of the Chief of Police or designee.
- c. When a position on the S.R.T. needs to be filled, the team leader shall be responsible for coordinating and/or administering the selection process of the applicants. The selection process shall include;
 - 1) Reviewing the applicant's personnel and career development files.
 - 2) Reviewing past performance and suitability for appointment to the S.R.T.
 - 3) Conducting an oral interview.
 - 4) Conducting a physical agility test using FBI-SWAT performance standards in order to determine the physical condition and weapon skill of each officer.

3. Special Response Team Components

- a. The S.R.T. is comprised of three units:
 - 1) Tactical Unit
 - 2) Intelligence Unit
 - 3) SCUBA Unit, if operational
- b. Each unit is led by the team leader and/or assistant team leader, who reports to the Chief of Police or his designee.
- c. **Tactical Team**
 - 1) The Tactical Team is the primary function of the S.R.T. It is assigned to carry out specialized operations utilizing specialized training and equipment.
 - 2) In addition to the standard S.R.T. requirements, members of the Tactical Team must:

- a) Satisfactorily complete all physical fitness requirements as designated by the team leader.
- b) Satisfactorily complete all approved tactical training.

d. **Intelligence Unit**

- 1) The Intelligence Unit is a function of the S.R.T. and officers from the Investigative Section. Investigative personnel shall have the added responsibility of conducting intelligence gathering operations both prior to, during, and after S.R.T. operations have been conducted.

e. **SCUBA Team**

- 1) The SCUBA Team is a unit of S.R.T. Officers whose additional responsibility is to conduct underwater search and rescue missions.
- 2) In addition to the standard S.R.T. requirements, SCUBA Team Members must:
 - a) Be a certified diver, by a nationally recognized agency.
 - b) Satisfactorily pass all physical agility requirements as designated by the team leader of the S.R.T.
- 3) If no S.R.T. officers are certified and available for dive operations, the S.R.T. team leader will request mutual aid from another law enforcement agency's dive team.

4. **Special Response Team Call-Out Procedures**

- a. When it has been determined that the S.R.T. shall be utilized the team leader of the S.R.T. will be promptly notified and appraised of the situation.
- b. The S.R.T. leader, or his designee, shall, based upon information received, issue instructions as to:
 - 1) The number of S.R.T. personnel required.
 - 2) Any preferred call-out sequence.
 - 3) Any specialized services, equipment or personnel needed.
 - 4) Location at which S.R.T. personnel are to assemble/stage.
- c. The shift supervisor or designee shall insure:
 - 1) Notification of all S.R.T. personnel required by the S.R.T. leader or his designee.
 - 2) Notification of the Commander of the Investigative Section and/or investigator on-call of the incident.

- d. A current call out roster shall be supplied by the S.R.T. leader, copies of which will be kept in the shift supervisor's office and in the Communication's Dispatch Manual.
 - e. The shift supervisor or highest ranking officer involved may, if the need arises, direct additional patrol officers to be ordered in to duty in order to facilitate the normal operations of the patrol function.
5. **Training and Equipment** - The S.R.T. team leader will assure that personnel under his/her command are properly trained and equipped for the specialized operations and tactics for which they may be deployed.
- a. **Training** - S.R.T. training shall be on an ongoing basis, but formal training will be performed at least monthly. All training shall be scheduled and approved by the team leader of the S.R.T. Records of training shall be kept on file, and training shall, from time to time, include operational simulations.
 - b. **Equipment** - Specialized equipment provided and required of all members of the S.R.T. shall be at the discretion of the team leader and is described in the S.R.T. Manual. All personnel shall receive proper training and be qualified in the use of all equipment which they are issued, in accordance with General order 89-17-70, Use of Force.
6. **Special Response Team Manual**
- a. The operational guidelines of the S.R.T. will be documented in the Police Department's S.R.T. Manual. Copies of the manual will be made available to all S.R.T. Copies will be on file in the Communications Center as well as other appropriate locations. Specific information contained within the manual includes:
 - B.** Assignment/Staffing
 - C.** Equipment
 - D.** Responsibilities
 - E.** Standards
 - F.** Firearms
 - G.** Communication
 - H.** Inspections
 - I.** Training
 - J.** Tactics

IV PROCEDURES (TACTICAL OPERATIONS)

- A. **Barricaded Subject(s)** - A barricaded suspect poses an extreme danger not only to officers who seek to arrest him/her, but to other innocent persons as well. Good judgment demands that a tactical plan be developed rather than immediately rushing a barricaded suspect. The objective of all officers will be to neutralize any barricaded suspect incident while minimizing dangers to all persons involved. Officers should attempt to avoid confrontation in favor of controlling and containing the situation until the arrival of trained tactical and/or hostage negotiation personnel.
1. The primary responsibility of the first officers responding to the scene will be to assess the situation and notify the shift supervisor. He or she shall establish a perimeter to seal off escape routes and to prevent others from entering the area.
 - a. Additional responding officers should be directed to assume positions on the perimeter.
 - b. As soon as possible, an attempt should be made to evacuate: Injured victims, bystanders in the line of fire and to isolate witnesses.
 - c. Stand by notification should be made to the S.R.T. team leader to put the S.R.T. on call.
 2. Notifications and requests for command and/or supervisory, technical and tactical assistance shall be given in accordance with General Order 87 7 42, Notification. Other law enforcement agencies and services external to the police department will be notified as directed by the scene commander.
 3. Upon arrival at the scene, the shift supervisor or highest ranking officer at the scene will establish a command post in a safe area. This supervisor will be designated the incident commander, unless relieved of command by a higher ranking officer.
 4. Emergency medical services and fire personnel shall be dispatched to the scene or placed on standby as necessary.
 5. Communications and assistance from other law enforcement agencies and services external to the police department will be as directed by the scene commander.
 - a. When the event occurs on or near the border to a neighboring jurisdiction, the desk officer/ dispatcher will notify the appropriate police department of the situation.
 6. When the incident commander determines that the situation cannot be resolved promptly and there is a likelihood of danger or injury to police personnel or innocent persons, a request for assistance from the S.R.T. will be issued.
 - a. Upon issuance, the desk officer/dispatcher shall immediately notify the S.R.T. team leader (Refer to Section III, D, 4, of this general order) and relay all pertinent information.
 7. The Special Response/Tactical Team will generally be responsible for:
 - a. Securing the inner perimeter of the scene and providing surveillance.

- b. Keeping the incident commander advised of any developments. Trained negotiators will attempt to obtain the release of hostages without injury and the surrender of the suspect. The Chief Negotiator, as designated by the incident commander, will direct and coordinate the negotiations.
 - c. If it is determined by the incident commander that all attempts to obtain a negotiated release or surrender have failed and aggressive action is warranted, (Refer to General Order 89 17 70, Use of Force) the S.R.T. Team Leader will be given responsibility for neutralizing the situation.
 - 1) Chemical agents and/or diversionary devices may be used at the discretion of the incident commander and/or team leader.
8. The suspect should only be allowed to become mobile as a last resort and only to allow for police personnel to gain a tactical advantage. Permitting the suspect to move presents a danger to the public and presents a difficult control problem.
- a. In the event that the suspect is permitted to go mobile, chase and surveillance vehicles should be pre-arranged.
 - b. The travel routes will be predetermined with the suspect and approved by the scene commander to ensure the safety of the public and police personnel. If the travel route involves entering another jurisdiction, the incident commander will obtain approval from the proper authority of said jurisdiction.
9. All officers involved in the incident, assigned to both inner and outer perimeters, will remain under the command of the incident commander unless said supervisor is relieved of command or the situation is resolved.
10. When appropriate, the Public Information Officer will be notified and called to the scene of a barricaded suspect. This officer will be responsible for establishing an informational distribution point at a staging area and will release information to the media in accordance with the procedures established in General Order 88-8-52, Public Information.
- a. Representatives of the media will only be permitted to enter the outer perimeter area and must assemble at the information distribution point. They will not be permitted to enter or approach the inner perimeter area without the approval of the incident commander, in which case an officer must accompany them.
11. Command and supervisory personnel will coordinate and/or assist in the completion of incident/arrest reports in accordance with General Order 88-4-48 Records.
- B. Hostage Situations** - Offenders who use hostages to affect their escape are usually desperate individuals who, if allowed to escape, will pose a continuing threat to their hostage(s) and the general public. Assurances that a hostage(s) will be released unharmed is a meaningless promise. Therefore, the safety of hostages can be best assured by keeping them in the presence of officers and by preventing their removal by the suspect(s). Officers should use every verbal and tactical tool at their disposal to secure the arrest without harming the hostage.

1. Officers involved in a hostage situation shall follow the procedures outlined above for a barricaded suspect and adhere to the following additional guidelines:
 - a. If during the negotiations, the suspect makes specific demands, the following items will be considered negotiable with the approval of the scene commander.
 - 1) Hostage release
 - 2) Cigarettes
 - 3) Food, Water
 - 4) Time
 - 5) Utilities
 - 6) Prescribed Drugs
 - 7) Other items as deemed appropriate
 - b. The following will be non negotiable items:
 - 1) Police officer/hostage exchange
 - 2) Weapon and ammunition
 - 3) Drugs/alcohol
 - 4) Any other item deemed inappropriate by the scene commander.
2. The department crisis/hostage negotiators shall be utilized for all incidents involving hostage or barricaded suspects. If department negotiators are not available, trained negotiators will be called in from another law enforcement agency under current mutual aid agreements. When utilized, the following guidelines shall be followed;
 - a. Negotiators shall be deployed in teams of two. One negotiator shall be responsible for conducting the actual negotiations. The second member of the team shall keep the scene commander, S.R.T. leader and command post advised of the situation. Negotiators should, whenever possible, record all conversations in order to assist in future prosecutions.
 - 1) In order for an officer to perform the role of a negotiator, he/she must have met the following criteria.
 - a) Served with the department for a minimum of 18 months.
 - b) Have demonstrated excellent communications skills and the ability to function well during stressful situations.
 - c) Be appointed by the Chief of Police or designee.
 - d) Successfully have completed a crisis/hostage negotiations course conducted by the F.B.I., POSTC or other course of instruction recognized by the department's training office.

- b. A department negotiator call-out sheet shall be available in the Communications Center.

C. **Decoy Operations** - Due to the size of the New Canaan Police Department and the community that we serve, it would not be possible to safely conduct covert, undercover or decoy operations. Therefore, when it is determined that any of these techniques are necessary and advisable in light of all other investigative considerations, the Police Department will request assistance from the Connecticut State Police Narcotics Task Force or other local law enforcement agency with which we have a mutual aid agreement with. Contact information is as follows:

1. Connecticut State Police Statewide Narcotics Task Force
Hours: 8:00 a.m. 4:00 p.m. Monday-Friday
860-834 9042 (Commanding Officer)

After Hours, Weekends, Holidays
800 837 9994

D. **Undercover Surveillance/Stakeout Operations** - Any undercover surveillance and stakeout operations initiated by the Police Department will be in accordance with the provisions established in General Order 89 9 62, Organized Crime and Vice Control

E. **Bomb Threats/Disposal** - A bomb threat means any communication reported to anyone warning of an explosive device or substance placed where it may cause injury to persons or damage to property.

1. When the desk officer/dispatcher receives a complaint concerning a bomb threat, he shall:
 - a. Complete the "Bomb Threat Questionnaire/ Checklist."
 - b. Dispatch a patrol unit(s) to the scene and notify the shift supervisor.
 - c. Notify all other patrol units of the nature of the call.
 - d. Inform all units within 1000 yards of the scene not to transmit on any two way radios because the device could be radio detonated. While at the scene, officers will communicate with the desk officer/dispatcher by telephone.
2. Officers at the scene should attempt to establish immediate contact with the person who is in control of the premises (e.g.: proprietor, owner, manager, principal etc.), as all activity should be coordinated with this individual. After contact is made with this person and an assessment of the situation is made, the officer should request a decision concerning an evacuation of the premises.
 - a. Unless there is evidence that a bomb exists, the evacuation of premises will be at the discretion of the adult person responsible for the premises. If police advice is sought, it should always be to order evacuation. If a device has been discovered, the police will immediately order an evacuation.

- b. When an evacuation is necessary, consider a voice announcement. The announcement must be made calmly and instruct personnel to leave all windows and doors open and proceed according to pre-established evacuation plans, if they exist. If the location of a device is known, select routes of evacuation away from the danger zone. In multi-story buildings, personnel on floors above the danger area should be evacuated first or simultaneously with the evacuation of lower levels.
3. When conducted, searches of premises will be thorough, systematic and supervised. Whenever possible, an officer should request an adult familiar with the premises to assist in the search.
 - a. All persons involved in the search should be instructed not to move any suspicious or unidentified objects.
 - b. Search teams should be organized and specific search areas assigned. The size of the search teams and search areas will vary depending upon police manpower available. As each team completes its assignment, they should trade off areas for cross searching. As each area search is completed, it should be marked with barricade tape to avoid omission.
 - c. Suspicious objects discovered by an officer should be brought to the immediate attention of the occupant so that it may be identified. If the object cannot be identified, it should be treated as an explosive device.
4. If an explosive device is discovered, the following procedures will be implemented:
 - a. An officer at the scene will immediately notify the desk officer/dispatcher by telephone.
 - b. The desk officer/ dispatcher will notify the shift supervisor, if not already at the scene, additional supervisory personnel (Reference General Order 87-7-42, Notification) and a Bomb Disposal Unit.
 - c. The shift supervisor or highest ranking officer shall establish a command post with telephone communications. This supervisor will be designated by the incident commander. The command post will be established a minimum of 200 yards away from the scene to avoid the effects of any potential explosion.
 - d. Minimum scene security should consist of a safe area beyond a 300 yard radius from the explosive device. No person shall be permitted to enter the danger zone unless authorized by the scene commander.
 - e. The desk officer/dispatcher will advise Fire Department and Emergency Medical Service personnel to standby outside of the danger zone. **Radio silence is to be observed while at the scene.**
 - f. All personnel shall remain at their assigned posts until relieved, reassigned or a Bomb Disposal Unit eliminates the threat.
5. If the detonation of an explosive device occurs, the incident commander will secure the scene, coordinate the preservation of evidence and, allow no one into the danger zone except rescue personnel, investigators and bomb specialists.

- a. The desk officer/ dispatcher will make the appropriate notifications for supervisory personnel (Reference General Order 87-7-42, Notification) and external support services (Reference General Order 89-12-65, Communication).
 6. Crime scene processing and evidence collection at the scene of an explosion will be a coordinated effort between the Bureau of Alcohol, Tobacco and Firearms, the Investigative Section of this department, and state and local Fire Marshall's Office.
- F. VIP Security** - The mobility of politicians, business executives, celebrities and foreign dignitaries means that the Town of New Canaan can be visited at almost any time by VIPs for whom there is a legitimate requirement for the Department to provide protection and security.
1. All requests for police security services for VIPs will be directed to the Chief of Police or designee who will determine the level and nature of the services to be provided. The Chief or designee shall then coordinate those services. Additional responsibilities shall include:
 - a. Meeting with Secret Service, Special Response Team Leader or other agencies/ persons involved and obtain as much information concerning the visit as possible. Topical areas, which will be discussed, will include; equipment requirements (i.e., vehicles, body armor for VIP's, security officers, special weapons for officers, etc.), instructions for planning and reconnoitering travel routes and alternates, communications procedures and external services needed.
 - b. Making an advanced inspection of the sites and facilities where security is to be provided.
 - c. Issuing identification to be worn by all personnel assigned, excluding uniformed officers. The identification may be in the form of a pin, ID card or other object, which may be conspicuously displayed on a lapel, front pocket, or collar.
 2. All intelligence gathering and coordinating will be assigned to the Commander of the Investigations Unit.
 3. Emergency Medical Service and Fire Department personnel will be placed on standby or will be in attendance at the site as necessary. Unless directed otherwise, any medical transport will be to the closest hospital.

G. Special Events

1. Special events are activities, which may potentially involve an unusually large amount of vehicular and/or pedestrian traffic. These events may need the assistance of the S.R.T. for coordination and implementation of a specific plan. Examples might include parades, fairs, holiday celebrations or road maintenance. Therefore, it may be necessary in some cases to develop contingency plans.
 - a. The development, coordination and implementation of such contingency plans shall be the responsibility of the Commander of the Operations Division on an "as needed" basis.

- 1) In many cases, special events such as sporting events or road maintenance may not require the development of a contingency plan. Generally, parking and/or security should be provided by the business or organization in charge of the event. In such instances, the shift supervisor may temporarily assign and direct officers to the event as necessary.
 - b. The development of a contingency plan should be based upon discussions with event officials, agencies and other entities involved with the event. A written estimate of traffic and crowd size should be formulated from those discussions.
 - c. Topics addressed in the contingency plan should include:
 - 1) The use of special operations, if needed
 - 2) The designation of a supervisor for charge of the special event, if the Captain of Operations will not be in attendance.
 - 3) Collection of information concerning anticipated crime problems, other than those generally associated with large crowds.
 - 4) Logistical requirements, including:
 - a) The coordination of ingress and egress of vehicles and pedestrians based upon anticipated attendance, location and time.
 - b) The number of personnel needed to handle traffic control, security and other police functions
 - c) Provisions for alternate routes, temporary traffic controls, parking prohibitions and emergency vehicle access
 - 5) Applicable legal issues, if any
 - 6) Disseminating information to the media/press at the earliest possible time
 - 7) The Commander of the Operations Division, or designee, shall be responsible for formulating an after action report for each special event. The purpose of the report shall be to critique each event, and when appropriate provide recommendations in procedures for similar type events being held in the future.
- H. Coverage of Disasters, Civil Disorders & Civil Defense Emergencies** - Procedures pertaining to Disasters, Civil Disorders, and Civil Emergencies shall be as established in General Order 90-1-77, Unusual Occurrences
- I. After Action Reports** - Command and/or supervisory personnel shall be responsible for preparing an after action report for any incidents requiring the use of the Special Response Team (S.R.T.)

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. Printed copies and/or CD's will also be placed in locations throughout headquarters so that they are easily accessible to all personnel.

VI EFFECTIVE DATE

This general order approved by the Police Commission on October 30, 1991 and is effective January 01, 1992.

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Per Order

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