

Hamden Police Department General Orders

Policy Number: 029-001

Effective Date: August 01, 2005

Section: Special Operations

Rescinds:

Title: Critical Incident Response.

Approved By:

Approval Date:

PURPOSE

To establish guidelines for officers to follow in responding to high risk cases such as barricade suspects, hostage cases or other critical incidents.

POLICY

Critical Incident generally refers to any high risk call. Barricaded suspects, hostage cases, snipers or armed robbery suspects caught in the act are examples. The initial response to such an incident and the manner in which it is handled may mean the difference between success and failure. The primary objective of officers responding to such incidents shall be the preservation of life.

Procedures

A. Dispatcher Responsibilities.

1. Upon receipt of a call regarding a barricaded suspect, hostage case or similar critical incident, the dispatcher will:
 - a. Obtain sufficient details to allow officers to respond in an appropriate manner.
 - b. Assign at least two officers to respond to the scene.
 - c. Notify the shift commander or road supervisor of available information.
 - d. In the event the Emergency Services Unit and/or Hostage Negotiation Team is mobilized, shall make the necessary phone contact with members.
 - e. Shall note in the "remarks" section on the CAD important details of the incident to include:
 - i. Time key personnel were notified.
 - ii. Any demands or deadlines set.
 - iii. Any details regarding who is involved, weapons being used, how many people involved etc.

Hamden Police Department General Orders

- iv. Any other pertinent information.
- v. The above will be provided to the Hostage Negotiator(s) upon their arrival.

B. Responding Officer.

1. Officers assigned to respond to a critical incident may, with supervisor approval, respond with emergency lights and siren.
2. When in close proximity to the incident, officers shall turn off ALL emergency equipment and attempt to park so suspects will not see them.
3. If the problem is unknown, responding officers shall:
 - a. Approach the location using caution.
 - b. Determine the nature and extent of the situation.
 - c. Take action, as needed, to protect themselves or other persons.
 - d. Advise HQ and request a supervisor at the scene.
 - e. Stabilize the incident.

C. Supervisory Responsibility.

1. The road supervisor shall respond to the scene.
2. The supervisor will then:
 - a. Determine the nature and extent of the problem.
 - b. Escalate the response if adequate police resources are not readily available
 - c. If the decision is made to escalate the response to contact the ESU and Negotiating Teams the Deputy Chief(s) will be notified for authorization.

D. Containment of the Situation.

1. The suspect should be contained to one location. Officers should be posted around the location to ensure the suspect does not escape. This will establish the inner perimeter.
2. Persons who may be endangered are moved out of the area.
3. Any injured victims should be evacuated from the area, if it is feasible to do so without further endangering the individuals.

Hamden Police Department General Orders

4. Traffic should be detoured around the area and crowd control established. This will ensure an outer perimeter.
5. The extent to which the above can be accomplished will depend on how the suspect is armed.
6. The suspects' phone should be isolated. Isolating the phone allows the suspect to call out only to the police and enables the police to contact the suspect.
 - a. Contact Telephone Security at 771-2134 or after hours, 771-2135 and advise them of the problem. They will need either the phone number or where it is located.
 - b. This is an important detail. If other people make contact before we do, valuable time may be lost.

E. Notification of Command Personnel.

1. The desk supervisor on duty at shall notify the following:
 - a. Deputy Chiefs of Police.
 - b. Chief of Police.
2. The desk supervisor shall be updated on the case and its present stage of development.
3. The Deputy Chief of Police shall determine whether or not to utilize the Hostage Negotiation Team and/or the ESU.

F. Emergency Services Unit Deployment.

1. The ESU and Hostage Negotiation Team will normally both be utilized for an incident. Phone numbers and beeper numbers are located at central communications and the main desk.
2. Stabilizing the incident prior to the arrival of ESU and Hostage Negotiation Team, supervisors and officers are to take action as they deem necessary to ensure safety and protection of all concerned. Time is our best asset and efforts should be made to stabilize the incident.
3. A basic guideline to follow is to maintain a dialogue with the suspect(s). Delay all decisions and advise suspect you don't have the authority to make major decisions.

Hamden Police Department General Orders

4. Actions that should be avoided:
 - a. Don't antagonize the suspect.
 - b. Don't allow other people to negotiate in person.
 - c. Don't allow people to enter the immediate area.
 - d. Under NO circumstance allow yourself to become a hostage or exchange yourself for a hostage.