



TOWN OF MACEDON POLICE DEPARTMENT

General Order: 555	Effective Date: March 5, 2021
Subject: Critical Incident Management	
Reference Standards: 43.6, 58.2, 64.1	
Rescinds:	
Page 1 of 11	Attachments: Attachments: 1- Incident Command System Manual; 2- Macedon Police Department Critical Incident Checklist;

I. Definitions of critical incidents

- A. **Accidental disaster:** any major fire, explosion, transportation crash, hazardous material incident, or other major occurrence in which the lives, safety, or property of numerous persons is in jeopardy.
- B. **Natural disaster:** an incident in which the forces of nature threaten the lives, safety, or property of numerous persons such as a flood, tornado, significant snowfall or blizzard.
- C. **Criminal activities:** incidents which include but are not limited to bombings, explosions, barricaded gunmen, hostage incidents, arson causing a major fire and/or explosion, civil disorder, and high-risk warrants, etc.
- D. **Community or civil disorder:** an action by any group that poses a substantial threat to peace, life, property, or any tumultuous or violent activity that creates a grave risk of causing public alarm.
- E. **Terrorist Action:** a politically motivated, hostile action taken by a person or group that has as its intent the commission of violent acts designed to instill fear, communicate a message and/or demand some governmental action.

II. Seven critical tasks: (Attachment #1)

- A. In any critical incident the first arriving officers must begin to identify and put into effect the seven critical tasks:
 - 1. Establish communications and control
 - a. The first arriving officer should secure a radio frequency for the incident and assume command of the scene until relieved by a command officer. The officer must then begin to define the situation. This includes ascertaining the location and type of incident involved. For a criminal incident, this will include the number of suspects

involved, and the number and types of weapons. For a HazMat situation, what types of chemicals are involved. For terrorist activity, determine if weapons of mass destruction or terroristic threat are involved.

2. Identify the Kill Zone

- a. The officer must assess and identify the immediate threats of exposure to danger for citizens and officers. The Kill Zone must be clearly defined and communicated to responding personnel. No one should be allowed into the Kill Zone.

3. Establish an Inner Perimeter

- a. The Inner Perimeter is the immediate area of containment around the incident site. Only uniformed personnel should be allowed into the Inner Perimeter. If plainclothes personnel are initially within the Inner Perimeter, they should be replaced as soon as possible with uniformed personnel.
- b. Officers within the Inner Perimeter must be cognizant to utilize cover and concealment and maintain proper distances from dangerous or potentially dangerous areas. Officers must limit their movement within the Inner Perimeter while protecting areas of critical vulnerability.
- c. Personnel must recognize the need for, and request, and utilize any special units or equipment needed at the scene.

4. Establish an Outer Perimeter

- a. The Outer Perimeter is the peripheral control area surrounding the inner perimeter which provides a safe zone for access to and from the Inner Perimeter. The Outer Perimeter is utilized to control movement of personnel and equipment to and from the Inner Perimeter. It is also utilized for crowd control by defining the limit of access by unauthorized persons.

5. Establish a Field Command Post

- a. The Command Post is a location for command staff who will be responsible for determining the exact status of the emergency, the resources needed, and an incident strategy. It must be located outside of the Kill Zone. If possible, the Command Post should be located between the Inner and Outer Perimeters. It must provide security and privacy but does not need to have a sightline to the incident scene. The Command Post must be equipped with phones, utilities, and rest rooms.

6. Establish Staging Areas

- a. Staging Areas should be located between the inner and outer perimeters to ensure that vehicular and pedestrian traffic does not interfere with the movement of personnel and resources to and from the scene. There can be multiple staging areas for an incident. The officer in charge must give directions for safe passage to a Staging Area to all personnel who are responding there.
- b. An officer should be assigned to assist the Staging Area Coordinator with checking

in arriving resources and notify the Command Post of the availability of resources.

- c. All relatives, friends, and neighbors shall be directed to a location designated by the Staging Area Coordinator.
- 7. Identify and request additional resources
 - a. Additional resources include but are not limited to police officers, police vehicles, fire equipment, EMS personnel, a HazMat team, Evidence Technicians, and utility company personnel. These resources should be directed to the appropriate staging area.

III. Duties of responding personnel

- A. Depending upon the nature and extent of the emergency, the initial responding officer(s) will:
 - 1. Notify the dispatcher of the nature and most specific location of the situation and request the response of supervisory personnel
 - 2. Direct responding units, indicating any hazardous areas to be avoided
 - 3. Contain the situation to the smallest possible area consistent with officer safety, and attempt to prevent the escape of any involved suspects
 - 4. Position responding personnel so as to avoid cross-fire situations, ensure an available escape route, and to avoid contamination or the exposure of personnel to dangerous chemicals, etc.
 - 5. Establish an Inner Perimeter, denying public access to the area
 - 6. Request additional personnel to establish an Outer Perimeter and begin diverting vehicular and pedestrian traffic away from the scene
 - 7. Secure all witnesses at a safe point outside the Inner Perimeter for potential interviews
 - 8. Use only that force required by the situation and allowed by department policy
- B. The command officers at the scene will:
 - 1. Notify the Wayne County E-911 Supervisor and request a secure radio frequency with a dispatcher, if not already done
 - 2. Obtain as much information about the situation as possible from the initial responding officers and advise the Chief of Police.
 - 3. Ensure that Inner and Outer Perimeters are properly established
 - 4. Initiate any necessary evacuation of bystanders and/or victims within the Inner Perimeter if such a task can be safely accomplished
 - 5. Establish a Command Post

6. Determine if an evacuation or a Shelter-in-Place Order for surrounding residents and/or businesses may be appropriate; if so, the Wayne County E-911 Hyper-Reach system can be utilized for this purpose.
 7. Notify the Wayne County E-911 by phone of the address and telephone number of the Command Post. Also, advise them of the safest open route of approach for additional responding personnel.
 8. Ensure that vehicular and pedestrian traffic has been adequately diverted.
 9. Establish a Staging Area to which responding units will report, and assign a Staging Area Coordinator
 10. Ensure that all responding units are advised as to the command officer in charge, the location of the Command Post, the location of the Staging Area, and any special instructions regarding the incident, including areas to avoid when responding
 11. Assess the need for additional personnel, equipment and/or supplies, and initiate the requests for same
 12. Assess transportation requirements. This may include establishing a transportation plan to move and deploy personnel, as well as evacuating civilians from the scene.
 13. Assign personnel to begin to complete the Macedon Police Department Critical Incident Checklist.
- C. In compliance with the Wayne County E-911 Rules & Regulations, the dispatcher should:
1. Maintain a report of incident
 2. Notify personnel as directed, recording when contacted, how contacted, and their response
 3. Depending upon incident, notify the appropriate fire department and advise them to respond to the Staging Area, or advise them to stage in quarters.
 4. Depending upon incident, notify the appropriate ambulance company and request an ambulance respond to the Staging Area, or advise them to stage in quarters.

IV. Incident command

- A. The Macedon Police Department adheres to the belief that all incidents may be more easily and readily contained, managed, and brought to successful conclusion by following the Incident Command System (ICS) model. The ICS is designed to adapt to any emergency or incident in which the Macedon Police may respond.
- B. The ICS provides a standard set of major functions and functional units that have been pre-designated and named for ICS purposes. Terminology for organizational elements is standard and consistent. The ICS provides for a Unified Command Structure. Incidents have no regard for jurisdictional boundaries. The concept of Unified Command means that

all agencies that have a jurisdictional responsibility for a multi-jurisdictional incident will contribute to the process of:

1. Determining the overall Incident Action Plan with objectives
2. Selection of strategies
 - a. Ensuring that joint planning for tactical activities are accomplished
 - b. Ensuring that integrated tactical operations are conducted
 - c. Making the maximum use of all assigned resources

C. Incident Action Plan (IAP):

1. Every incident requires some form of action plan. Small incidents may not require the plan to be written. Larger incidents will require a written action plan with objectives to be met. Written action plans may include the following:
 - a. When resources from multiple agencies are to be utilized
 - b. When several jurisdictions are involved
 - c. When the incident will require change in shifts of personnel and/or equipment
2. Written Incident Action Plans (IAP) will utilize the appropriate ICS Forms
3. The Incident Commander will establish goals and determine strategies for the incident based on the size, seriousness, and scope of the incident. The IAP should cover all tactical and support activities for the operational period of the incident

D. The Incident Command System's modular command structure allows for expansion and/or reduction of organizational design based on the size, scope and seriousness of the incident. The duties and responsibilities for each function in the ICS are detailed in Attachment #1.

V. Response of additional units

- A. All responding personnel will report to the Staging Area for directives. They may include:
1. Investigative personnel and related specialized equipment for interviewing witnesses and/or victims. Personnel in plain clothes should not be allowed in the Inner Perimeter, unless cleared by the officer in charge. All non-uniform officers at the scene will have their badges and ID card clipped to their outermost garment.
 2. Evidence Technicians with specialized photography skills and equipment may be assigned to record the incident, including photos of the scene, locations of officers, and any significant developments at the site
 3. Canine units to be assigned to possible escape routes in case of a foot pursuit
 4. Hostage/Crisis Negotiators, as required from other agencies

5. Emergency Response Teams/Special Weapons and Tactics Squads (ERT/SWAT), if required. The Chief of Police, and/or the Incident Commander will make the determination to contact an ERT/SWAT Team Commander and request deployment. The Wayne County Sheriff's Office ERT/SWAT Team is the primary support unit for the Macedon Police Department. ERT/SWAT from other agencies may be requested if deemed appropriate.
6. The Wayne County Sheriff's Office, New York State Police, and/or any other agency as requested by the officer in charge
7. The New York State Police for helicopter support
8. Personnel from the Wayne County Coroner's Office and/or Monroe County Medical Examiner's Office for situations involving casualties
9. Utility service personnel, such as Frontier Telephone and/or Rochester Gas & Electric personnel, as needed
10. Military resources and/or facilities. Whenever the use of military resources or facilities is deemed necessary, the request will be forwarded through the Office of the Chief of Police and/or the Town Supervisor will request such use through the proper channels.

VI. General guidelines

A. Command of the incident

1. The command of any situation will be the responsibility of the highest ranking officer on-scene. As a higher ranking officer assumes command of the situation, it will be announced by the command post. The higher ranking commanding officer will not take command of the incident until a transfer of command briefing is completed to ensure that he/she has gained sufficient knowledge of the incident. He/she may delegate incident command and maintain a supervisory role.

B. Media relations

1. Identified representatives of the media will only be allowed inside the Outer Perimeter to gain access to the Press Staging Area. Media representatives will be escorted to the Press Staging Area. Media representatives who refuse to remain at the Press Staging Area should be kept outside the Outer Perimeter.
2. The designated Public Information Officer (PIO) will identify himself/herself to the media as the member at the scene who will refer questions to the incident commander for response. No information regarding the incident will be released without the consent of the Incident Commander, and then only through the PIO.
3. Regular media briefings will be delivered by the PIO to update the public regarding public safety concerns, and the incident status. The release of information by the PIO will also help prevent the spread of rumors and inaccurate information.
4. During incidents where casualties are involved, the PIO may only release general

information regarding the number of individuals injured or deceased. Specific information regarding casualties will not be released until the victims are identified and the appropriate next of kin notifications have been completed. The release of information regarding deceased persons may be also deferred to the Wayne County Coroner's Office and/or the Monroe County Medical Examiner's Office.

C. Transportation

1. In situations where large numbers of persons need to be transported, the Incident Commander will assign an officer to develop a transportation plan.
2. The use of fire department transport vehicles or public transportation buses may be requested for the transportation of persons not involved in criminal activity.
3. The transportation of prisoners or participants in a civil disorder may include requests for mutual aid from the Wayne County Sheriff's Office for vehicles designed for such purposes.

D. De-mobilization procedures

1. Once the Incident Commander has deemed the incident to be under control and/or to have ceased, de-mobilization procedures will be initiated. They will include but not be limited to notification of all personnel involved in the incident, and returning the department to normal operations.
2. Perimeter positions will be released when authorized by the Incident Commander. The Incident Commander will maintain necessary personnel to control the incident site as required.
3. As the incident is de-mobilized, released personnel will return any extra equipment and/or supplies which were issued for their use to an area designated by the Incident Commander. Personnel will also be responsible for replenishing, or requesting the replacement of any equipment or supplies which were utilized and depleted.
4. The Incident Commander will arrange for the completion of after-action reports from involved personnel.
5. The Incident Commander will also schedule meetings and/or debriefings as deemed necessary.

VII. Additional responsibilities at Critical Incidents

A. Aircraft crash

1. Investigation of an aircraft crash lies with the Federal Aviation Administration (FAA). Officers should attempt to concentrate their actions in controlling the immediate hazard, preserving evidence, and obtaining statements at the scene.
2. If an aircraft crash results in a fire, notification must be made to the appropriate local fire departments and the Rochester Airport Fire Department.

3. Caution should be exercised at an aircraft crash scene. Metal parts may retain heat in a sufficient amount to cause injury. Many military aircraft carry explosive charges that eject canopies and seats. Serious injuries may result if mechanical pins or charges are touched or improperly operated. Aircraft fuel is also highly volatile.

B. Hazardous materials spills

1. Officers should immediately request a fire department response, and approach the scene with caution, attempting to stay upwind and out of low lying areas. Officers should not attempt rescue or evacuation of persons in the area until the chemical has been identified and its hazards confirmed.
2. The driver of the vehicle is the likely best source of information regarding the vehicle cargo. If the driver cannot be located, officers should attempt to identify the material involved through the placard on the side of the vehicle or container. This should only be attempted if it can be accomplished safely from a distance. If safety concerns prohibit this action, await the arrival of the fire department.
3. If the placard is visible, or the substance is otherwise identified, officers should then consult the US DOT Emergency Response Guidebook for initial actions to be taken. The officers should also notify the dispatcher of the placard markings and request the dispatcher contact the Wayne County Office of Emergency Management.

C. Natural and manmade disasters

1. The primary responsibility for officers responding to disaster situations is protecting life and aiding victims. These duties will be coordinated with fire department and EMS personnel.
2. Organized search and rescue operations will be initiated at the direction of the Incident Commander.
3. Depending on the scope and nature of the situation, additional resources to aid or house large numbers of individuals may be requested through the Red Cross, or similar agencies.
4. Search and recovery operations will be conducted after search and rescue operations have been completed or deemed unnecessary.

D. Explosives

1. If any officers encounter an explosive device, or suspected explosive device, they should mark the area to restrict access. Officers should not touch, or disturb the device. Since explosives can be triggered in a variety of ways, officers should refrain from shining a light on the device, and from making any electronic transmissions in the vicinity of the device.
2. The officers should notify Wayne County E-911 of the location of the device and request the MCSO Hazardous Devices Squad respond.
3. Officers should attempt to evacuate all persons from the vicinity of the device if this can

be safely accomplished without disturbing the device.

E. Hostage or barricaded gunman situations

1. The primary goal in any hostage or barricaded gunman situation is to ensure the safety of human life. The secondary goal is the arrest of the perpetrator.
2. Supervisors should request a Hostage/Crisis Negotiator.
3. Officers on scene should not become involved in in-depth negotiations if it can be avoided. Whenever possible, await the arrival of Hostage/Crisis negotiators.
4. Hostage/Crisis negotiations
 - a. Prolonged hostage negotiations will be conducted by members of a Hostage/Crisis Negotiation team as directed by the Incident Commander. Negotiators will have a secure area from which to work.
 - b. In situations where there is no active threat or imminent danger to any hostage, witness, officer, or other person, negotiations must be attempted prior to the commencement of any tactical entry or procedures.
 - c. The negotiators and ERT /SWAT Team Leaders will maintain direct contact with the Incident Commander at the Command Post for guidance and command staff decisions.
5. General guidelines
 - a. Time is on your side. Slow everything down. Do not rush. Rarely will there be a necessity for making an immediate assault on the premises or the hostage taker.
 - b. Weapons or the surrender of other persons in exchange for hostages are not negotiable. If you are confronted with an immediate ultimatum, advise the subject that all arrangements must be made through the Incident Commander.

F. Community or civil disorder

1. Response will be in accordance with Macedon Police Department General Order 553.

VIII. Arrest procedures

1. During incidents where mass arrests are anticipated, department personnel affecting the arrest of individuals and/or groups will adhere to the following policy, unless otherwise directed:
 - a. Mass arrests should be conducted by designated squads. Arrest teams should be advised of the basic offenses to be charged in all arrests, and all arrestees shall be advised of these charges.
 - b. Arrestees who are sitting or lying down but agree to walk shall be escorted to the

transportation vehicle or processing area.

- c. Arrestees who are sitting or lying down but refuse to walk should be carried by two or more officers.
- d. The arresting officer(s) will respond with the arrested individual to an adequate, secure prisoner processing area established by the Incident Commander.
- e. The command officer in charge of the processing area will establish a transportation plan for arrestees and assign personnel and vehicles for such duties.
- f. The arresting officer will conduct a thorough search, incident to arrest, of each prisoner.
 - (1) Arrestees shall be searched for weapons, evidence of the crime of arrest, and contraband.
 - (2) Officers will secure any evidence and/or prisoner property. A Property Custody Report will be completed as necessary.
- g. When practicable, photographs should be taken of the arrestee and his/her property.
- h. The arresting officer will immediately complete the required portions of an Arrest Report including sufficient data in the remarks section to allow an accusatory instrument to be prepared. The remainder of the Arrest Report will be completed at the incident prisoner processing area or the police department.
- i. Whenever practicable, prisoners will be secured with flex-cuffs, which will be marked with the arresting officer's badge number.
- j. Officers assigned to transport prisoners will conduct a second search of all prisoners prior to transporting them to the police department.
- k. Transporting officers should not accept arrestees without a properly prepared Arrest Report and photograph and shall ensure that all property is properly processed.
- l. If a prisoner requires or requests medical attention, the transporting officers will ensure that required medical services are provided pursuant to the provisions of General Order 530. Photographs of all known injuries should be taken by a Supervisor.
- m. The command officer in charge of processing may designate civilian staff to assist arresting officers with the completion of accusatory instruments.
- n. Where required, a Supervisor will coordinate the interviews of witnesses and arrestees.
- o. The Supervisor, or his/her designee, will coordinate the submission of accusatory instruments to the courts and will contact the District Attorney's Office for assistance

March 5, 2021

and court notification.

By Order of the Chief of Police

John P. Colella

John P. Colella (Mar 11, 2021 13:45 EST)

John P. Colella

Chief of Police

Dated this 5th day of March, 2021