



Fitchburg State University Police Department

Subject: ALL HAZARD PLAN

Reference: IACLEA: 1.2.3, 17.1.1, 17.1.2, 17.1.3, 17.1.5,
17.2.1, 17.2.2,

MPAC: 17.5.3, 46.1.1, 46.1.2, 46.1.3, 46.1.4,
46.1.5, 46.1.6, 46.1.7, 46.1.8, 46.1.9,
46.3.4

Rescinds: Section 18

Effective Date:

November 18, 2020

Review Date:

By Order of: Michael J. Cloutier, Chief of Police

General Order

17.1

PURPOSE:

The purpose of this order is to establish procedures for department personnel to utilize in the event of a critical incident involving or impacting operations at Fitchburg State University.

POLICY:

Personnel of the Fitchburg State University Police Department will utilize the steps in this order in their management of a critical incident; along with those procedures outlined in the Fitchburg State University Emergency Management Plan (copy attached).

PROCEDURE:

- A. The Chief of Police or his/her designee will be responsible for planning responses to critical incidents. Those incidents may occur on campus or may occur within another jurisdiction but have a direct and critical impact upon operations at Fitchburg State University. The Chief of Police or his/her designee will also oversee operational planning of safety and mitigation for any preplanned event that occurs on campus.

IACLEA 17.1.1 MPAC 46.1.1

- B. All Hazard Plan

1. Fitchburg State University maintains and regularly updates an Emergency Management Plan. Included in this plan are guidelines for university personnel when responding to natural and man-made disasters such as, but not limited to; civil disturbances, mass arrests, bomb threats, hostage/barricaded person situations, acts of terrorism, pandemics and other unusual incidents such as weather events, hazardous materials spills,

fire/smoke, loss of utilities, building evacuations, airborne or food borne illness, catastrophic medical events or accidents. A copy of this plan is maintained in the dispatch area of the Fitchburg State University Police Department. Officers may also refer to a number of policies for some of the above topics for more specific direction and guidance.

2. In the event that officers find themselves responding to a critical incident they will follow the standard Incident Command System (ICS) protocols outlined in this policy. The ICS system provides a clear point of control and can be expanded or contracted with ease to the escalation or de-escalation of the incident.

C. Initial Response

1. Upon receiving a report of a possible critical incident, dispatch will send available officers and a shift supervisor to the reported location to confirm whether or not the event is occurring. Upon confirmation of the event the shift supervisor will request that the Chief of Police and the On-call Lieutenant be notified immediately. They may also request the Chief to alert members of the Emergency Management Team, for possible activation. Upon confirmation of the event, the shift supervisor may also implement the ICS system if they determine that the system is the best way to rectify the incident.
2. Initial personnel may request assistance from outside agencies (i.e. Fitchburg Fire Department, Fitchburg Police Department, Massachusetts State Police and Fitchburg Emergency Management) if it is apparent that a critical incident is on-going.

D. Command

1. Upon arrival the shift supervisor/highest ranking officer of the Fitchburg State University Police Department will assume direct command of the incident. If the shift supervisor is not able to respond immediately, upon their arrival they may also determine that the individual acting as Incident Commander should continue to do so to maintain continuity of operations. If this is the case, the Incident Commander will determine how to most effectively utilize the shift supervisor.
 - a. The shift supervisor/highest ranking officer will immediately set up an initial command post. (i.e. cruiser, office building).
 - b. While in most police operations the highest ranking officer will assume the role of Incident Commander, the Chief or his/her designee, may, in certain situations elect to have someone other than the highest ranking officer act as the Incident Commander. This will normally be due to special circumstances making the alternative Incident Commander more suitable due to their specific knowledge, skills or abilities. (Fire Chief, Director of Capitol Planning and Maintenance, etc.)
 - c. Personnel from outside agencies and other college departments will be under the command and control of Fitchburg State University Police Department personnel until an Incident Commander is established and is able to assemble a command infrastructure. The Fitchburg State University Police Department does not presently have an in-house capacity to properly respond to a number of critical incident issues such as barricaded subjects, hostage taking, search and rescue operations, and VIP Security. In these situations the Fitchburg State University Police Department will request the assistance of the proper outside agency. These agencies will include the Massachusetts State Police, the Fitchburg Police Department, and the Fitchburg

Fire Department.

- d. If multiple Agencies are delegated to an incident, it is recommended that a Unified Command may be established.
2. The Incident Commander will establish a command post. While the Command Post may be the Fitchburg State University Police Department headquarters, this may not always be the case. In the event that the Command Post is at another location on the university, it should have the following capabilities:
 - a. Telephones;
 - b. Computer access;
 - c. Office space, including a conference area;
 - d. Toilet facilities;
 - e. Secure parking and security for the Command Post as a whole.
 - (1) Alternative areas may include but not be limited to the following areas:
 - (a) Sanders Building (Presidents Conference Room)
 - (b) Mazzaferro Center (Presidents Conference Room)
 - (c) University Police (Chiefs Office/Training room)
 - (d) McKay School
3. The incident commander will request that dispatch begin the call in process of department personnel as well as calling outside law enforcement agencies for support if needed. Fitchburg State University Police Department personnel called in shall:
 - a. Report in uniform unless otherwise directed;
 - b. Report to a designated staging area unless directed to do otherwise.
4. The Incident Commander will designate an Operations Officer who will determine a suitable staging area for responding personnel and agencies and will appoint a Staging Area Supervisor to maintain control and inventory of the resources available for their use.
5. The Incident Commander will designate an individual to act as the Public Information Officer for the duration of the incident. The Incident Commander should consider an individual from the Universities Public Relations Office when making this decision. This individual will be the sole source of information being passed to the media during the incident. All university and department personnel are to refer information requests to the Public Information Officer.
6. The Incident Commander will designate a Safety Officer for the duration of the incident. This individual is tasked with ensuring the safety of the responding personnel. The Safety Officer shall have the authority and responsibility to suspend operations if they determine that unsafe circumstances may lead to more casualties among the responders as well as

the community, thus hindering or preventing the conclusion of the event.

7. At the conclusion of the event the Incident Commander will designate an individual or individuals to prepare an after action report. This report should be completed in a reasonable amount of time once all the available information has been made available. The Chief of Police will review the final draft of the after action report and ensure that at a minimum it includes the following;
 - a. Summary of the incident including casualties, if any;
 - b. Details of all persons, departments and outside organizations involved;
 - c. Analysis of procedures, equipment and manpower performance; and
 - d. Recommendations for specific changes in procedures and/or equipment requirements for future incidents.

E. Operations

1. The Incident Commander will designate an individual to be tasked with the Operations of the incident. This individual will be referred to as the Operations Officer and their responsibilities will include, but may not be limited to the following;
 - a. Establishing perimeters: this is to include both outer and inner perimeters. Operations should be aware that perimeters may need to expand or contract depending on the circumstances of the incident.
 - b. Conducting evacuations: Evacuations should occur if the risk of evacuation is less than the risk of staying at the current locations. Personnel conducting the evacuations should be aware of the risk of secondary threats, the inability of evacuees to follow directions and orders, and the possibility that suspects may be among those to be evacuated. Priority for evacuation should be given to those individuals in need of medical attention or have special needs (physically or mentally challenged).
 - c. Command Post and Scene Security: The Operations Officer will designate an appropriate number of personnel to ensure the safety and security of the Command Post and the personnel contained therein. The individuals assigned to this task should be made aware of who is allowed into the Command Post and to anyone specifically not allowed in. Scene security is also a priority. While this may be maintained through the establishment of perimeters additional personnel may augment or enhance the perimeters to ensure security.
 - d. If tactical teams are necessary the Operations Officer will coordinate with the supervisor of the tactical teams in regards to their deployment and utilization. The Operations Officer will act as the liaison between the supervisor of the tactical teams and the Incident Commander unless otherwise directed. The tactical teams are part of the Operations component and therefore will fall under the Operations function. The deployment of tactical teams to supplement other operation components will be made based upon the needs as determined by the incident. While tactical team members may be used to supplement or augment other operations components, it must be remembered that that is not their primary function and they should be kept

ready to utilize their special skills and tactics if necessary.

- e. Prisoner/Detainee Transportation, Processing and Confinement.
 - (1) In the event of arrest or detention of individuals, the Operations Officer will provide secure transportation of those individuals to a secure area where they can be processed and safely detained. This may include but not be limited to the following areas;
 - (a) Fitchburg State University Police Department
 - (b) Fitchburg Police Department
 - (c) Massachusetts State Police – Station C4 Leominster
- f. The Operations Officer will also be responsible for diverting traffic away from the critical incident area. Alternative traffic patterns and parking areas will be designated and this information will be provided to the public and other affected parties.
- g. The Operations Officer will be responsible for conducting the investigation of the incident. This is not the after action report. If the incident is a criminal event, Operations is responsible for conducting the investigation as in any other circumstance. While operations may be tasked with completing an after action report this will be done in conjunction with the other components of the ICS.

F. Planning

- 1. The Incident Commander will appoint an individual who will be tasked with the planning function for this event. This individual will be referred to as the Planning Officer. The planning function is typically tasked with assembling information on current and alternative strategies, collecting and evaluating information about the incident, the status of resources, and anticipated equipment and manpower needs. S/he will also identify needs for special resources both current and future, providing periodic predictions on incident potential and preparing recommendations for the release of resources. They will also be responsible for the following;
 - a. Developing and documenting an Incident Action Plan based on guidance from the Incident Commander, with input from the appropriate sections;
 - b. Gathering and disseminating information and intelligence. The planning section should make the Incident Commander immediately aware of any information or intelligence that may have a direct and immediate impact upon the incident; and
 - c. Planning shall include re-supply of personnel equipment needs as well as any other needs that might arise at the conclusion of the incident and post incident demobilization.

G. Logistics

- 1. The Incident Commander will appoint an individual who will be tasked with organizing and providing logistics needed to successfully conclude the event. This individual will be referred to as the Logistics Officer. Logistics is typically tasked with providing manpower, facilities, services and materials in support of the critical incident.

- a. The Logistics Officer will be responsible for the following duties:
 - (1) Transportation: Logistics will need to ensure that transportation for responding personnel, detainees, prisoners and others is available when needed. This may include but not be limited to department vehicles and other university vehicles as needed.
 - (2) Communications: The Logistics Officer will need to ensure that proper communication systems are available for all personnel to complete their tasks.
 - (3) Medical Support: In any critical incident there is the possibility of injuries and fatalities. Logistics should have proper medical support available. This support may be provided by University Health Services, the Fitchburg Fire Department, or local hospitals and ambulance companies.
 - (4) Supplies: As in any critical incident a number of supplies of a varying degree may be required. Logistics should be prepared to attain supplies from a variety of sources. These may include different university departments and/or university vendors. Outside or alternative resources may also be needed to fill logistical needs.
 - (5) Specialized Equipment and Needs: Logistics should be prepared to contact a variety of agencies that may have specialized equipment, personnel and services that may assist in bringing the critical incident to a successful conclusion. This information will be found in the Fitchburg State University Emergency Management Plan. A copy of this plan is kept in the communication center of the Fitchburg State University Police Department.

H. Finance/Administration

- 1. At the onset of a critical incident or shortly thereafter the Incident Commander will appoint an individual to act as the Finance/Administration Officer. This individual will be responsible for all the financial and cost analysis aspects of the incident.
 - a. Aspects such as personnel costs, material costs, costs to facilities and other aspects of an incident need to be recorded for a variety of reasons. The application to either state or federal agencies for reimbursement costs requires detailed documentation. The university administration will also require detailed records and accounts for payment or insurance purposes. It is vital that detailed, accurate financial records of a critical incident are kept. The person or persons in charge of the Finance/Administration will in addition to the above records also be responsible for:
 - (1) Record all expenses directly related to the incident.
 - (2) Record personnel time including personnel responding in a mutual aid capacity.
 - (3) Document any injuries and issues relating to liability concerns; and
 - (4) Will assist or directly procure additional resources as needed.

IACLEA 17.1.2 / MPAC 46.1.2

I. De-escalation Procedures

1. Incident de-escalation will proceed through a series of steps specific to the Incident Commander's needs. A clear assessment of the underlying cause of the incident must be arrived at by command personnel as soon as possible.
2. The reduction in personnel numbers will follow a prescribed order of relief by dismissing those outside agency personnel no longer needed. Those Fitchburg State University officers who have spent the longest duration on duty will be released next and so on until all those assigned to the incident have been relieved.

J. Counseling

1. All department personnel involved in a critical incident encounter will be made aware of the Fitchburg State University Employee Assistance Program. Personnel that appear to show indications of being traumatized should be counseled by department administrators of availability and need for such services. Close monitoring of such individuals will be conducted by the administration.

K. Training

1. Officers are trained in the Incident Command System and in the responsibilities of the command and general staff positions. Included in the department's emergency management training will include awareness level training and written guidelines for officers responding to chemical, biological, radiological, nuclear or explosive material (CBRNE) incidents.
2. A documented annual training of the Fitchburg State University Emergency Management Plan and those policies pertaining to critical incidents will be conducted for all Fitchburg State University Police Department personnel. The training officer will be responsible for ensuring that the training and documentation has occurred.
3. Additionally, when practicable, department wide training should also include tabletop exercises and multiple agency involvement.

IACLEA 17.2.1, 17.2.2 / MPAC 46.3.4

L. Policy and Plan Review

1. An annual review of this general order will be conducted to ensure it is current and integrates into the University's Emergency Management Plan and related Emergency documentation such as Essential Service Function (ESF) and Continuity of Operation Plan (COOP).

IACLEA 17.1.3

M. Inspections

1. The Chief of Police will appoint an individual to document an inspection of all department/university equipment twice a year that is designated in the Fitchburg State University Emergency Management Plan for use in support of the Emergency Plan. This inspection is looking to ensure that the equipment is in a mode of operational readiness and to address issues identified that present obstacles to the efficient usage of said

equipment and supplies on short notice. The individual selected for this task should be an officer who would be a likely candidate for being named the Logistics Officer during a critical incident. Equipment and supplies to be considered for readiness would include: vehicles, communications equipment, first aid supplies, food and drink, as well as the status of designated staging, command post, evacuation, and detention areas. Completed inspection reports will be maintained on the Google Drive "Emergency Management"

2. The Chief of Police will appoint an individual to review and make recommendations to update plans for the response to critical incidents annually. These documents would include the Fitchburg State University Emergency Management Plan, this policy, and any other university or department directive that deals with issues associated with critical incidents. This plan review will be documented and recommendations forwarded to the Chief.

IACLEA 1.2.3 / MPAC 17.5.3

N. Testing of the Emergency Response and Evacuation Procedures.

1. The Fitchburg State University Police Department will participate in annual testing of the University's Emergency Management Plan.
2. Testing of the plan may include either a drill or exercise of portion of the plan, and will be documented to include a description, date, time and whether the test was announced or unannounced.
3. The Fitchburg State University Police Department will also ensure that a notice publicizing the emergency response and evacuation procedures to the campus community in conjunction with the test is distributed to the community. This will include:
 - a. A copy of the evacuation plan prior to the announced fire drill conducted in the fall semester,
 - b. Inclusion of the emergency response plan in the Annual Security Report, which is distributed to the entire university community each fall.
4. When feasible the Fitchburg State University Police will participate in drills and exercises with the City of Fitchburg.

IACLEA 17.1.5

Approvals:



Chief of Police

11/18/2020
Date