

POLICE DEPARTMENT HANOVER PARK, ILLINOIS



DIRECTIVE: 560-S

REFERENCE STANDARDS:

SUBJECT: Police Facility and Municipal Complex Security, Alarm Response, and Evacuation

POLICY: Department personnel will provide security, respond to and investigate requests for service, and offer assistance to employees and the public in the Police Facility and Municipal Complex during normal functions, when internal security/safety alarms are activated, during unusual occurrences and severe weather, or for medical emergencies.

PURPOSE: To give direction in providing security to the Police Facility and Municipal Complex and responding to calls for service, activated security/safety alarms, unusual occurrences, severe weather, or medical emergencies. To provide guidelines for the emergency evacuation of, and shelter for, employees and the public occupying the Police Facility and Municipal Complex.

DEFINITIONS: **Lockdown:** A lockdown is a response strategy to in-progress violent or threatening situations. The strategy includes the dissemination of an alert message directing employees to secure their facility or work area to restrict access to a potentially violent offender(s). During a lockdown situation, affected persons must evaluate their circumstances to determine which course of action is most likely to lead to a safe outcome.

Police Headquarters Emergency Notification System: The PHENS is a hard-wired emergency alert system located on a wall panel in the radio room in the Records Division of the police facility. When activated, it broadcasts an audible message throughout the police facility only.

Village Emergency Alert Notification System: The VEANS is the means by which employees and visitors are notified of circumstances requiring that they take immediate action as a result of an in-progress violent situation or severe weather. The VEANS is operated via the Village's Cisco telephone paging system.

I. SECURITY DURING PLANNED ACTIVITIES

A. VILLAGE BOARD MEETINGS

POLICE OPERATIONS MANUAL

Dir.#: 560-S

Issued: 03/01/1995

Eff: 02/15/2001

Rev: 08/30/2016

VILLAGE OF HANOVER PARK

Rescinds: 231-S

Auth:

1. In most cases, police personnel will respond to calls for service in the same manner as calls to other locations.
2. In cases of disruptive persons attending Board Meetings, police will observe the following guidelines.
 - a. Visitors have a right to express their views during the Town Hall portion of Board Meetings; however the Board may establish rules to maintain order and prevent/respond to disruptive behavior.
 - b. Pursuant to Hanover Park Municipal Code, Chapter 2, Article III, Section 2-111, the Village Board has established The Rules of Order and Procedure of the President and Board of Trustees of the Village of Hanover Park, Illinois (HP Rules of Order). Sections significant to this directive are summarized below.
 - 1) Visitors may speak for a maximum of five (5) minutes (V.D.1.a.).
 - 2) Speakers must first being recognized by the Presiding Officer (VI.A.1.) and nobody may speak without first being so recognized (VI.A.2.).
 - 3) Speakers must identify themselves, state the subject they wish to discuss, and address the Board as a whole (VI.A.2.).
 - 4) Groups must have a single spokesperson address the Board (VI.A.3.).
 - 5) Any person making unacceptable remarks or engaging in disruptive behavior shall be called out of order by the Presiding Officer and may be barred from the meeting (VI.B.3. and VI.B.4.).
 - 6) All persons shall be silent at the request of the Presiding Officer (VI.C.1.).
 - 7) The Presiding Officer may order a person removed if the person persists in disturbing a meeting (VI.C.1.).
 - 8) The Chief of Police or such member(s) of the police department as the Presiding Officer may designate shall carry out all lawful orders and instructions given by the Presiding Officer to maintain order and decorum, including the removal of any person who disrupts the proceedings (VI.C.2.).
3. Hanover Park police personnel will follow the lawful direction of the Presiding Officer at Board Meetings, including the removal of any person who such Presiding Officer has so ordered.
 - a. If practical and tactically feasible, police personnel should first request that the disruptive person exit the meeting room.
 - b. If the disruptive person refuses to leave the meeting room, they shall be taken into custody and physically removed.

- c. A determination will be made by police as to whether the person removed will be charged with any criminal acts, including Assault, Disorderly Conduct, and/or Resisting a Peace Officer. Such charges may be under Village Ordinance or State Statute.
- d. The Presiding Officer will be the complainant for charges of Disorderly Conduct.

B. ADMINISTRATIVE ADJUDICATION HEARINGS

- 1. The Strategic Enforcement and Prevention Unit supervisor will be assigned as the police department liaison for Adjudication Hearings.
- 2. At least one (1) sworn, uniformed Hanover Park police officer shall be present for the hearings to provide translation and/or testimony if required.
- 3. For additional information pertaining to administrative hearing security, refer to Directive 559-S, Security for Administrative Hearings.

II. RESPONSE TO MUNICIPAL COMPLEX PANIC ALARMS

A. PANIC ALARM LOCATIONS

- 1. Below is a listing of the areas of panic alarms at Village Hall. The identified areas are:
 - a. Village Managers Office
 - b. Village Managers Reception Desk/Mayor
 - c. Council Chambers Room 214 (73.4.3)
 - d. Water Billing Desk (Clerk's Office)
 - e. Community Development Office
 - f. Village Hall Reception Area
 - g. Trustee's Conference Room Upper Level, Room 212
 - h. Information Technology Upper Level West
 - i. Village Clerks Office
 - j. Deputy Village Clerks Desk
 - k. Human Resource Generalist Office
 - l. Human resource Reception Area
 - m. Human Resource Directors Office
 - n. Human Resource Payroll Specialists Office
- 2. Switches for these locations are situated within the affected areas and are only activated when immediate assistance is needed.

3. When a panic alarm is activated it is sent to the contracted alarm company, who will then contact DuComm. When DuComm receives the alarm an officer will be assigned to investigate the cause of the alarm.
4. Officers responding to a panic alarm at the Village Hall will immediately investigate the incident and take whatever actions are necessary to correct the problem.
5. Document the occurrence on an Incident/Offense report.

III. UNUSUAL OCCURRENCES

A. In-Progress Violent Situation – Lockdown Notification

1. When circumstances dictate the need for employees and visitors to take immediate emergency safety measures due to an in-progress violent situation on the Village campus, the VEANS should be activated. These circumstances may include, but are not limited to:
 - a. Violent physical attacks involving weapons
 - b. Threats involving weapons
 - c. Hostage situations

B. VEANS Lockdown Activation

1. The VEANS lockdown is activated utilizing the paging function of the Cisco phone system.
 - a. In order to page the *entire* Village campus, do the following:
 - 1) Pick up the handset,
 - 2) dial 5010,
 - 3) Do not start speaking until after the last pronounced “ding.”
 - 4) State the scripted alert three times (if possible):
 - 5) Lockdown—**“All Village Employees, this is (name of PD Employee)—this is a Code Red.”**
 - 6) Hang up the receiver.
2. The Police Headquarters building will generally *not* go into lockdown when there is an activation in another building on the Village campus. The Police Headquarters building is a secure facility, with a small section of the building open to the public. When a lockdown is initiated in another building, Police department personnel should escort any visitors or guests into the secure area of the building until the situation has been resolved. Depending on the circumstances, guests may also be asked to evacuate the Police Headquarters building. However, police personnel should be cognizant of the fact that if the location of the offender(s) is not known, it may be unsafe to send guests outside.

- a. In the event that circumstances *within the police facility* necessitate that employees go into a lockdown, the Police Headquarters Emergency Notification System shall be used. The PHENS is located on a wall panel inside the radio room.
 - b. The button on the panel corresponding to a lockdown inside the police facility is labeled 'Code Red.' This button activates the system when pressed. Pressing it again will deactivate the Code Red broadcast.
 - c. The button labeled 'Code Green' broadcasts an all-clear message when pressed.
- C. Procedure (Actions to Take) – This section is derived from FEMA Policy IS-907. It shall be mandatory for all employees to take and receive a passing certificate from FEMA in IS-907.

1. **EVACUATE**

- a. If there is an accessible escape path, attempt to evacuate the premises.
- b. Warn individuals not to enter an area where the active shooter may be.
- c. Have an escape route and plan in mind.
- d. Evacuate regardless of whether others agree to follow.
- e. Leave your belongings behind.
- f. Help others escape, if possible.
- g. Prevent individuals from entering an area where the active shooter may be.
- h. Keep your hands visible.
- i. Follow the instructions of any police officers
- j. Do not attempt to move wounded people.
- k. Call 911 when it is safe to do so,

2. **HIDE OUT**

- a. Report to (or stay in) the nearest lockable room if possible.
- b. Be out of the active shooter's view.
- c. Provide protection if shots are fire in your direction (i.e., an office with a closed and locked door).
- d. Do not trap or restrict your options for movement.
- e. To prevent an active shooter from entering your hiding place:
 - 1) Lock the door.
 - 2) Blockade the door with heavy furniture.
 - 3) Close, cover, and move away from windows.
 - 4) Silence your cellphone (even vibration can give away a hiding position).
 - 5) Hide behind large items (cabinets, desks).
 - 6) Remain silent.

Consider the difference between cover and concealment. Cover will protect from gunfire and concealment will merely hide you from the view of the shooter. Choose the best space that is available quickly. **When possible, provide the following information to law enforcement officers or 911 operators:**

- a. Location of the threat/active shooter.
- b. Number of shooters/offenders, if more than one.
- c. Physical description of the shooter(s)/offenders.
- d. Number and type of weapons held by the shooter(s)/offenders.
- e. Number of potential victims at the location.

3. **TAKE ACTION**

- a. As an absolute last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the threat/active shooter.
- b. Act as aggressively as possible against him/her.
- c. Throw items and improvise weapons.
- d. Yell.
- e. Commit to your actions. FIGHT!

4. **WHEN LAW ENFORCEMENT ARRIVES**

- a. Their immediate purpose is to stop the active threat/shooter as soon as possible.
- b. Officers will proceed directly to the area in which the last shots were heard.
- c. The first officers to arrive at the scene will not stop to help injured persons because their first priority is to eliminate the threat. They need to secure the scene first.
- d. Law Enforcement will be shouting commands and pushing people to the ground for their safety.
- e. Follow the commands given by Law Enforcement.

D. Lockdown Deactivation

- 1. When the situation has been resolved, the police department will, at the direction of a supervisor, utilize the paging system to broadcast an all-clear message. That message will state: "All village employees, this is (name of PD employee), Code Green. All is clear. Return to your normal duties." The Police Department will be responsible for activating the Code Green for Village lockdown occurrences.
- 2. If the Code Green is following a Code Red the police department will make contact with Village department heads to provide direction on the next steps to take. This may include witness/victim employee interviews, crime scene securing and processing, an employee debriefing, or other action. As soon as practicable, supervisory staff should account for all of their employees.
- 3. Fire Department personnel will be trained to respond accordingly based on the location of the lockdown activation.
- 4. Any misuse or false activation of the VEANS will result in disciplinary action up to and including termination of employment.

IV. SEVERE WEATHER (SHELTER)

A. Description

1. Severe weather indicates there is a dangerous weather situation and that all employees and visitors should go the nearest Village Complex shelter area.
2. Outdoor Warning Sirens. The Outdoor Warning Sirens will be activated by DuPage Public Safety Communications (DU-COMM). DU-COMM should be notified by police personnel to activate the sirens upon:
 - a. Notification of a confirmed sighting of a tornado or funnel cloud by a police officer or firefighter within five miles of any point in Hanover Park.
 - b. A confirmed sighting by a police officer or firefighter of severe winds causing structural damage within five miles of any point in Hanover Park.
 - c. Receipt of a National Weather Service warning that names Hanover Park as being in the path of the storm.
 - d. Receipt of a National Weather Service warning that names a neighboring community that borders Hanover Park as being in the path of the storm.
 - e. Direction from competent authority. Competent authority includes the Village President, Police Chief, Fire Chief, Assistant Fire Chief, Battalion Chief, Village Manager, EMA Director, Watch Commander, police officer, or firefighter.
 - f. An unconfirmed sighting is a report received from one or more members of the general public. A police or fire department employee should be dispatched to investigate an unconfirmed report to determine whether the report is valid. Confirmation of the sighting will result in a confirmed sighting report issued by the employee.
 - g. In the event DuComm is unable to activate the Hanover Park Outdoor Warning Sirens, they have a standing agreement with the Bartlett Police Department to activate the sirens.
 - h. The outdoor warning sirens are tested on the first Tuesday each month at 1000 hours. The on-duty supervisor shall assign personnel to the location of each siren to view and listen for proper operation. Sirens are located at Anne Fox School, Parkwood School, the METRA Commuter Lot, County Farm/Stearns, Bartels/Lake, and County Farm/Schick.

B. Severe Weather Notification

1. The Village will be utilizing the live the paging system on the phone to notify employees of severe weather and the need to seek shelter. Employees will be given the real-time, live, verbal direction.
 - a. In order to page the entire Village campus, the police employee will do the following:
 - b. Pick up the handset,
 - c. Dial 5010,
 - d. Do not starting speaking until after the last pronounced “ding.”

- e. State the scripted alert three times (if possible)
 - f. Weather: "This is (name of Police Department employee) There is severe weather. Proceed to the Designated Shelter Immediately"
 - g. Hang up the receiver
2. In addition to the VEANS, the PHENS also has the ability to broadcast an audible message within the police facility for severe weather. On the control panel located in the radio room, the button labeled 'Severe Weather' broadcasts an audible alert message when pressed. When pressed a second time, the broadcast will deactivate. The 'Code Green' button should be pressed at the conclusion of the event to broadcast an all-clear message. Generally, the VEANS phone alert system will be sufficient to reach employees within the police facility if it is functioning. In the event of a VEANS malfunction, the PHENS severe weather activation should be used.
 3. In the event that the VEANS is malfunctioning during a severe weather event, Records personnel should do the following, if circumstances permit:
 - a. Activate the PHENS severe weather broadcast
 - b. Make attempts to notify other Village Campus buildings that severe weather is occurring. This may be done by phone call, radio contact, or other means.
 - c. Contact 911 to request DuComm assistance with notification if necessary.

C. Procedure (Actions to Take)

1. Employees and guests should follow department specific guidelines as it relates to storm sheltering. If there is no time to get to the shelter area, employees should consider the following:
 - a. In the main Village Hall building, the designated shelter is in the basement classroom area. In the Police Headquarters Building, the designated shelter location is in the basement Emergency Operations Center (EOC). In the main Public Works building, the shelter is located in the hallway near the Lunch/Break Room. In Public Works buildings off-site of the Municipal Complex, employees should go to the designated shelter area.
 - b. Routes to shelter areas are designated by dotted lines on the evacuation/relocation route diagrams posted at various locations throughout the Public Works Building and Police Headquarters Building.
 - c. Specific Responsibilities. The ranking supervisor or senior employee will perform the following tasks as they leave their department or work area for evacuation or shelter:
 - 1) Close Interior Doors. Village employees are to close all interior doors upon leaving their work area, including office and meeting room doors. Some doors have self- closure mechanisms; however, they should be checked to make sure that they are not propped

- open. Doors shall be closed to latch securely but should not be locked unless specified elsewhere in this plan.
- 2) Close all file cabinet drawers lock those that are normally secured overnight.
 - 3) Close desk drawers and place chairs under their desks to keep walk ways clear.
 - 4) Electric fans, space heaters and coffee pots shall be turned off.
 - 5) Lunchrooms: ranking supervisor or senior employee adjacent to the lunchroom will insure that all cooking or food preparation appliances are turned off.
 - 6) The on-duty police supervisor shall ensure that the Jail Evacuation Plan outlined in Directive 575-S is followed.
 - 7) Shelter in Place Alternative. The amount of time available between receiving warning of an impending weather event and the time that the event actually impacts the Municipal Building may determine alternatives where shelter should be sought. Hallways adjacent to office/work areas that are away from windows may be used as temporary emergency shelter when there is little or no warning of a weather event.
 - 8) If there is no time to get to the shelter area, employees should consider the following:
 - a) Hallways adjacent to work areas that are away from windows may be used as temporary emergency shelter.
 - b) Employees should close all interior doors upon leaving work areas. They do not need to be locked.
 - c) File cabinets, doors, and windows should be closed.

D. Severe Weather Deactivation

1. Once the severe weather has left our area, the police department will, at the direction of a police supervisor, initiate the prerecorded all clear message which will then be broadcasted out on all phones. Utilizing the paging system, the employee will state, "All Village Employees, this is (name of PD employee), all clear, Code Green." Each supervisor should account for all personnel on duty that day upon broadcast of a Code Green following a severe weather activation.

V. MEDICAL EMERGENCIES

A. EMERGENCY HEALTH CARE SERVICES

1. Emergency health care services are available to all employees and citizens. The Hanover Park Fire Department has a staff of paramedics on duty 24 hours a day, every day of the year.

2. Whenever the police department is notified that an employee or citizen in the Municipal Complex requires immediate medical treatment due to illness or injury, the following procedure shall be followed:
 - a. Personnel discovering the medical need or having it brought to their attention, shall render whatever aid is necessary and they are qualified to render.
 - b. Personnel shall immediately, or as soon as possible, notify and summon the necessary assistance.
 - c. If paramedics are summoned, a back-up officer may be assigned to meet the paramedics at the nearest entrance and guide them to the affected area.
 - d. Once called, the paramedics will examine the ill or injured person and determine whether the condition warrants transportation to a hospital emergency room.
 - e. Upon notification, the on-duty supervisor, should report to the affected area and assess the situation.
3. If the injured or ill person is transported to a hospital emergency room, the on-duty supervisor may assign personnel as needed to accompany the paramedics and/or provide the necessary security or assistance.
 - a. During the immediate incident, access to the injured or ill person will be limited to emergency medical staff needed to administer first aid and officers needed to provide protection and/or security.
 - b. In the event hospitalization is warranted, the on-duty supervisor shall notify the patrol commander for further direction and guidelines.
3. In all reported cases of employee or citizen injury or illness that occurs during Municipal Complex events or incidents, an Incident/Offense Report will be completed or a Supplemental Report will be added to an existing case report setting forth all pertinent facts.

VI. POLICE FACILITY EVACUATION

A. EVACUATION - SMOKE/FIRES/NOXIOUS FUMES

1. Upon hearing the fire alarm or verbal instructions to evacuate, all personnel are to leave the building. When members of the public are present within police department offices, police personnel are to escort them out of the building.

B. EXIT ROUTES

1. All persons are to leave the building through the nearest exit designated by a red "EXIT" sign.
2. Exit route diagrams have been placed in general locations throughout the building. These routes are indicated by a solid line on the diagrams. Personnel should become familiar with the nearest exit route from each employee's own office or workstation.

3. Do not use the elevators.

C. RENDEZVOUS POINTS

1. Upon exiting the building, department heads and supervisory personnel will be responsible to account to each of their employees' presence at these rendezvous points:
 - a. Persons occupying the Village Hall and Public Works Buildings are to relocate to their respective south parking lots.
 - b. Persons occupying the Police Department are to relocate to the west side of the Metra commuter train station parking lot at 1975 Lake Street.
2. Return to the buildings.
 - a. Fire Department command staff will consult with Village and Police staff to determine when it is safe to return to the buildings.

D. CLOSE INTERIOR DOORS

1. Police employees are to close all interior doors upon leaving their work area, including office and meeting room doors. Some doors have self-closure mechanisms; however they should be checked to make sure that they are not propped open. Doors shall be closed to latch securely but should not be locked unless specified elsewhere in this plan.
2. Specific responsibilities outlined in Section V.A.e.3 of this directive should also be followed during evacuations.

VII. DESIGNATED AREAS OF RESCUE ASSISTANCE IN THE POLICE FACILITY

A. STAIRWELLS

1. Basement Level
2. Second Floor Level
3. Intercoms are located at both levels intended to provide communication with radio room personnel in the event of an emergency.

B. AREA OF RESCUE ASSISTANCE ALARM ACTIVATION

1. In the event of activation of the area of rescue assistance alarm, (intercom), radio room personnel shall ask the following questions to determine the type of assistance required:
 - a. What is your emergency?
 - b. Where are you located?
 - c. Do you have a cell phone? What is that number?
 - d. How many people are with you?
 - e. Is anybody sick or injured? Do you need an ambulance?

- f. What is your name?
 - g. Remain calm, help is on the way.
- 2. Radio room personnel shall then immediately notify DuComm and relay the above information indicating the required assistance.
- 3. In all cases, police personnel shall respond to render assistance.
- 4. Radio room personnel shall ensure that the on duty supervisor is made aware of the activation and/or unusual occurrence or medical emergency, and the steps that have already been taken to render assistance.
- 5. An offense/incident report shall be created by the responding police personnel.