

BLOOMINGTON POLICE DEPARTMENT

STANDARD OPERATING PROCEDURE

CRISIS NEGOTIATION UNIT

Reviewed by: Sgt. Chad Wamsley	Effective Date: January 18, 2001
Authorized by: Asst. Chief Gregory Scott	Revision Date: July 25, 2018

PURPOSE

The purpose of this SOP is to enable a timely and appropriate initial response to situations involving hostages or barricaded persons. This policy is designed to be a general guideline for supervisory officers to initiate a response. It also provides the steps needed to activate the Special Weapons and Tactics Team (SWAT) and the Crisis Negotiation Unit (CNU) in order to resolve the situation with the foremost regard for the preservation of life and property.

PROCEDURE

The policy of the Bloomington Police Department is to use all available, lawful means to resolve crisis situations. We will respond logically and systematically employing all reasonable efforts available to resolve these situations safely and peaceably. It is critical that the procedures outlined in the SOP covering hostage/barricaded subjects be followed as closely as possible to help ensure a safe and successful outcome to any crisis situation.

OBJECTIVES

1. The preservation of all human life.
2. The apprehension of the offender.
3. The protection and recovery of property.
4. The maintenance and restoration of civil order.

DEFINITIONS

Command Post: a secure position outside of the inner perimeter from which the incident commander directs operations.

Crisis Incident: a situation in which a person(s):

1. holds another person(s) against their will by force, threat, or violence and law enforcement personnel attempt to obtain the release of the hostage(s); or
2. is armed or is believed to be armed, resists being taken into custody; or
3. commits or threatens to commit a serious criminal offense for political or ideological reasons; or
4. threatens or attempts to commit suicide.

Crisis Negotiation Unit (CNU): a unit specially trained in negotiating skills involved in an emergency response incident.

Crisis Negotiation Unit Supervisor: a sworn officer of supervisory rank selected by the Chief of Police. He/she is responsible for coordination and administration of the unit. He/she will respond to the scene of a crisis situation and oversee the negotiation process. He/she will act as an aide and advisor to the incident commander. In the event the Supervisor of the Crisis Negotiation Unit (CNU) should be unavailable, he will designate a Team member as acting CNU Supervisor in his absence.

Crisis Phone: (hereinafter referred to as the Throw Phone) is a portable two-part crisis phone that can be used to communicate directly and solely with persons directly involved in a crisis situation. Requirements for and limitations on the use of this device are covered in detail in this SOP.

First Responder: the first sworn officer or unit to arrive at the scene of a crisis situation.

First Supervisor: the first sworn officer or unit with the rank of Sergeant or above to arrive at the scene of a crisis situation. First Supervisor will act as Incident Commander until relieved or end of incident.

Incident Commander: the incident commander will oversee the entire operation of a crisis situation. The initial responding Supervisor to the scene of a crisis situation will act as Incident Commander until relieved of this responsibility. Relief may occur by:

1. Assistant Chief of Operations or his designee assumes command
2. A higher ranking on-duty supervisor assumes command or assigns another supervisor as Incident Commander
3. If a CNU, SWAT, or CID supervisor is the initial responding supervisor, other responsibilities may require another supervisor to assume incident command when appropriate.

Inner Perimeter: the final area of containment of the crisis designated by the incident commander. This area is initially manned by responding officers and supervisors until relieved by the Special Weapons and Tactics Team (SWAT).

Outer Perimeter: a peripheral control area which is monitored and under complete control of the Bloomington Police Department during the entirety of the event. This area will provide safe access to the inner perimeter and maintain a buffer for civilian and emergency personnel. Designated access to the outer perimeter is under the control of the incident commander and his advisors.

Special Weapons and Tactics Team (SWAT): an emergency tactical unit consisting of officers specially trained in apprehension, containment, and rescue.

Staging Area: a specifically designated area on the outer perimeter in which all responding personnel will respond for duty assignment, briefing, and equipment.

INITIAL RESPONSIBILITY OF FIRST RESPONDER

1. Establish an inner perimeter and coordinate with other responding units/agencies as to the location of the perimeter. No civilian or unauthorized emergency personnel will be allowed in this area.
2. Ask Dispatch for emergency radio traffic. (Request a frequency from which to work).
3. Notify the shift commander and/or supervisors of the incident, and of the need for any personnel and equipment.
4. Assess any areas of immediate concern for evacuation and inform the shift commander and/or supervisors.

INITIAL RESPONSIBILITY OF SHIFT COMMANDER AND/OR SUPERVISOR

(The following should serve as a check list for the supervisors on this scene)

1. Notify the Assistant Chief of Operations, or in his absence, the Assistant Chief of Administration, or the Chief of Police (in that order).
2. Notify all other on-duty unit supervisors of the crisis situation to evaluate manpower allocations.
3. Select a site for an initial staging area, and notify all on-duty personnel of that location.
4. Notify the commander of the Special Weapons and Tactics Team (SWAT).
5. Notify the supervisor of the Crisis Negotiation Unit (CNU).
6. **RELAY THE FOLLOWING INFORMATION TO BOTH ERU AND CNU**
 - a. Deployment of manpower including the location of the incident and the inner perimeter.
 - b. Location of the outer perimeter, the staging area, and the supervisor currently in charge at that location.
 - c. Designated safe route to the staging area.
 - d. Emergency radio channel for use during this incident as authorized by Dispatch.
7. Contact the Public Affairs Officer and have them respond to the designated command post for briefing on the crisis situation.
8. If necessary, begin an emergency call out of Department employees needed to cover routine calls for service or to respond to the designated command center. (Mutual Aid consideration)
9. Notify Bloomington Fire Department of the crisis situation and request a rescue unit to standby within the outer perimeter. **434-2500**.
10. When warranted notify BroMenn Regional Medical Center **454-1400**, and St. Joseph's Hospital **662-3311**. Advise them only of an emergency situation possibly requiring their facilities.
11. Communicate with the officer in charge (supervisor) at the scene to determine the proper location for the designated command center. The command center should be located in the secured outer perimeter. An officer will be assigned to the command center to provide security until relieved by the incident commander.

DUTIES OF INDIVIDUAL UNITS AND COMMANDERS

Incident Commander

1. Respond to the designated command center located in the outer perimeter and assume command of the incident from the first responder or supervisor.
2. Receive a full briefing on the details of the incident from the first responder and/or supervisor.

3. Evaluate the current position of the command post and adjust the location if deemed necessary.
4. Evaluate current inner and outer perimeter positions and adjust them if necessary. Assure that a supervisor is assigned to each of these responsibilities.
5. Assign personnel to specific support tasks unrelated to the crisis emergency.
6. Select a media information site and assign Public Affairs Officer to assume those responsibilities. **Note this site should not be located at the Command Center.*
7. Ensure that the Chief of Police is informed and updated as the incident develops.
8. Assign someone, sworn or non-sworn, to perform the duties of a scribe (i.e., maintain an event log). This person will also be responsible for the collection and dissemination of updated intelligence information.
9. Provide the Public Affairs Officer with updated and current information.
10. Evaluate manpower and equipment needs and make any necessary adjustments.
11. Announce the termination of the crisis situation, assure that the crime scene is staffed, and relieve personnel as it becomes possible.
12. Within (10) ten days of the termination of the crisis situation, schedule and hold an incident debriefing with all contributing sworn and non-sworn personnel.
13. Submit a formal report of all aspects of the crisis situation within (21) twenty-one days of the termination of the incident to the Chief of Police.
14. Each component should submit a written critique to the incident commander of their specific area of responsibility. This will include but not limited to:
 - a. First Responder
 - b. First Responding Supervisor
 - c. Public Affairs Officer / Media Relations
 - d. Special Weapons and Tactics Team (SWAT)
 - e. Crisis Negotiation Unit (CNU)

COMMANDER/SUPERVISOR SPECIAL WEAPONS AND TACTICS TEAM (SWAT)

1. Respond to the designated command center and assume tactical command of the Special Weapons and Tactics Team (SWAT) members.
2. When briefed and prepared assume control of the inner perimeter and command of any tactical response to the crisis situation.
3. Determine the feasibility of discontinuing utilities to the target building. This would include: phone, gas, electricity, and cable services.
4. Submit a formal written report to the incident commander of the actions of the Special Weapons and Tactics Team (SWAT) within (14) fourteen days of the termination of the crisis situation. (Required)

SPECIAL WEAPONS AND TACTICS TEAM MEMBERS

1. Respond to the designated command center as directed by the department call-out procedures.
2. Report to the duty commander or incident commander.
3. Standby for further assignment by the commander of the Special Weapons and Tactics Team.

CRISIS NEGOTIATION UNIT/COMMANDER/SUPERVISOR

1. Respond to the designated command center and assume command of the Crisis Negotiation Unit members.

2. After being briefed and prepared, select a site to set up and coordinate the Crisis Negotiation Unit. The Crisis Negotiation Unit should always be separated from the command center
3. Remain in constant contact with the incident commander and keep him apprised of events during the crisis situation.
4. Submit a formal written report of actions taken by the Crisis Negotiation Unit to the incident commander within (14) fourteen days following the termination of the crisis situation. (Required)

CRISIS NEGOTIATION UNIT MEMBERS

1. Respond to the designated command center as directed by Department call-out procedures.
2. Report to the duty commander or incident commander.
3. Receive their assignment from the commander of the Crisis Negotiation Unit.

COMMAND POST PERSONNEL

Personnel assigned to the command post will perform duties as assigned by the incident commander.

PUBLIC AFFAIRS OFFICER

1. Respond to the designated command center and report to the incident commander.
2. Act as the official Departmental spokesperson during the duration of the crisis situation.
3. Assure media members are at a secure media site located outside of the inner perimeter but, if possible inside the outer perimeter. Assure media members are escorted to and from the media location.
4. Submit a formal written report within (14) fourteen days of the termination of the crisis situation to the incident commander of actions affecting the media or the Bloomington Police Department from a public relations standpoint. (This is not required but, recommended)

CRISIS THROW PHONE

Direct Link Crisis Phone System DL 800 Series

Manufactured by Enforcement Technology Group Inc.
400 N. Broadway
Milwaukee, WI. 53202
1-800-873-2872

This system consists of two separate main units

1. Throw phone unit
2. Negotiator's control unit

Many critical components are required to properly operate the Crisis Throw Phone to its full capacity.

STORAGE AND SECURITY OF THE DIRECT LINK CRISIS PHONE SYSTEM

This system is stored in a locked closet located in the Osborn Room of the Police Department. This closet is to remain locked at all times except for equipment maintenance/inspection, training, or crisis situation with equipment deployment.

Key code and access to the Direct Link Crisis phone storage cabinet are restricted. Each member of the Crisis Negotiation Unit and the Police Administration shall have access. Key codes are the property of the Police Department and shall be changed when a Crisis Negotiation Unit member leaves the unit.

AUTHORIZED EQUIPMENT USERS

The Direct Link Crisis phone and related equipment is to be used only by officers who have been trained and authorized. If the equipment is needed, representatives of the Crisis Negotiation Unit will accompany the equipment and be the sole authorized equipment operators.

EAVESDROPPING LAW (720 ILCS 5/14-2) EXEMPTION:

720 ILCS 5/14-3

Sec. 14-3. Exemptions. The following activities shall be exempt from the provisions of this Article:

(o) The use of an eavesdropping camera or audio device during an ongoing hostage or barricade situation by a law enforcement officer or individual acting on behalf of a law enforcement officer when the use of such device is necessary to protect the safety of the general public, hostages, or law enforcement officers or anyone acting on their behalf;

NOTIFICATION

1. Contact Crisis Negotiation Unit Supervisors
 - a. If unavailable, call team members until reaching first available team member.
2. Once advised by Crisis Negotiation Unit Supervisors to activate the Crisis Negotiation Unit, a member of Bloomington Dispatch will use the All Call feature and call Crisis Negotiation Unit members. If the All Call system fails to work, a list of Crisis Negotiation Unit members is located on the F drive under Call-Out Lists.
3. Crisis Negotiation Unit members will call Bloomington Dispatch and advise them if they are available and estimated time for their arrival. This information will be given to the Crisis Negotiation Unit Supervisor(s) upon their arrival.
4. Minimum staffing for CNU is four (4) team members (to include a supervisory officer or a fifth team member. Minimum staffing for a call out has been established for safety and functionality of those involved in a CNU call out.
5. At the conclusion of a callout, all participating members will complete a Crisis Negotiation Unit after action report documenting the action(s) they took with their assigned roles during the callout. This report is to be completed within seven (7) days of the completion of the callout and will be saved in the CNU folder on the F: drive.

TRAINING AND SELECTION PROCESS

TRAINING

Crisis Negotiation Unit Training will be conducted every other month of the year (February, April, June, August, October, and December). Currently, training will be conducted on the third (3rd) Thursday of the month. Prior to each training day, the Crisis Negotiation Supervisor(s) will assign at least one member to be the facilitator and arrange the training for the month. At the completion of the training, all members participating in the monthly training will complete a Crisis Negotiation Unit after action report documenting the action they took with their assigned roles

during the training. The reports will be saved in the CNU folder on the F: drive. The reports shall be completed within seven (7) days of the completion of the training.

SELECTION PROCESS

When a position becomes available within the Crisis Negotiation Unit, the Crisis Negotiation Supervisor(s) will send out a department wide email asking for interested officers to submit their names through their supervisors. Interested officers will participate in a practical exercise with current Crisis Negotiation members. Interested parties will participate in an interview with the Crisis Negotiation Supervisor(s) and at least one current Crisis Negotiation member.

CRISIS NEGOTIATION UNIT ASSISTANCE TO OTHER JURISDICTIONS

AUTHORIZATION

Bloomington Police Crisis Negotiation Units specialized equipment and training may benefit other law enforcement agencies in other jurisdictions in resolving crisis situations. Accordingly, upon request the Chief of Police, an Assistant Chief, or their approved designate may authorize the Crisis Negotiation Unit to assist other law enforcement agencies.

COMMAND AND CONTROL

The objective of the BPD/ CNU in providing assistance to other agencies is to assist, not exercise command or overall control of their crisis situation. Further, we realize that our equipment may be needed more than our training and expertise. However, since the equipment is complicated and expensive, it will not be loaned and must be operated only by BPD/ CNU members, regardless of who conducts the negotiations.

Before the BPD/ CNU responds to assist another agency with a crisis, the requesting agency will provide the answers to the following questions:

1. Has the requesting agency attempted to make any type of contact with subject?
2. Has a secure inner perimeter been established?
3. Has a secure staging area been established?

The requesting agency will:

1. Limit access to the staging area to CNU members currently involved with ongoing negotiations
2. Ensure the staging area is kept free of interruptions and distractions
3. Will establish a communication link to the command post to keep command informed of developments

Consistent with our objective of providing assistance, we will operate under the overall control of the agency with jurisdiction over the crisis. However, BPD/CNU reserves the right to ultimately control the activities of the BPD/CNU. Accordingly, for our protection, the CNU supervisor or designated team leader will decline requests that are unlawful, expose the city of Bloomington to unreasonable liability, or subject team members to undue risks.