

Charlestown Police Department Standard Operating Procedures
- TITLE IV: Operational Protocols -

Article 1 *Business or Residential Alarm Protocol*

Including but not limited to the investigations of Business Alarms (including Burglary, Hold-up and Panic Alarms).

Part 1:

This protocol is initiated upon the receipt of a Business Alarm type situation by Charlestown Police Department personnel.

Part 2:

The dispatcher shall obtain the following information, over and above the Business Name and Address, from the alarm company or notifying agent, if available:

- A. *Alarm type (silent/audible, burglary/hold-up, or panic).*
 - B. *Location or Zone of the active alarm.*
 - C. *Will a key holder be notified (if after business hours).*
- All information shall be immediately relayed to responding units.*

Part 3:

If the alarm is occurring during regular business hours, the dispatcher shall immediately attempt telephone contact, via the regular business telephone number in an attempt to obtain more information.

- 1. *The dispatcher shall ask the name of the person answering the business telephone.*
- 2. *The dispatcher should then ask to speak with the working supervisor or manager.*
- 3. *If the dispatcher confirms they are speaking to an actual business employee, they should identify themselves as a Charlestown Police Dispatcher and inform the person that an alarm has been received. Asking YES OR NO questions, the dispatcher should attempt to gain as much information as possible without putting the employee at risk. All information shall be immediately relayed to responding units in a manner that can not be overheard by the person on the telephone at the business location.*

Part 4:

In the event of an actual emergency situation during business hours, the dispatcher should attempt to stay on the line with an employee until officers advise to disconnect. START ADDITIONAL ASSISTANCE (ISP/DIST93) ASAP. The dispatcher should be very cautious regarding sharing any information with the person on the phone at the business location regarding any actions or movement of police personnel

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Article 2 Bank Alarm Protocol

Including but not limited to the investigations of financial institution hold-up / panic / distress alarms as well as actual bank and attempted bank robberies).

Part 1:

This protocol is initiated at the receipt of a financial institution hold-up, panic or distress alarm by Charlestown Police Department personnel.

Part 2:

The on-duty dispatcher shall immediately dispatch to all available officers the information as a code 10-90, giving the location of the financial institution, type of alarm (if possible), and advising the initiation of the protocol.

Part 3:

Dispatch shall then immediately telephone the appropriate bank's regular business line and without stating the words "police" or "alarm" recite the following code question: "This is Mr. (or Mrs.) Clark Redmon. Has my wire transfer come in yet?" The bank employee should respond in one of four ways:

- 1.) *They will say "yes" or "no" and should add a dollar amount which will be deciphered to reflect the number of robbers in the bank as follows: "Yes (or No) your wire transfer for \$1000 has (has not) been received for one robber". \$2000 for two robbers and so on. This means the robbery is in progress and that they are under duress. (Notify responding units)*
- 2.) *They will say, "Hold on and I will Check." An employee will lay the phone down and check the facility to determine if there is a robbery in progress or not, and then report his or her findings when he or she returns to the phone. (Notify responding units)*
- 3.) *The financial institution employee should, upon determining that it is a false alarm, simply say, "it is a false alarm". (Notify responding units)*
- 4.) *If there has been a robbery and the bank robber has left, the financial institution employee should state that there has been a robbery and provide the description of the perpetrator. (Notify responding units.)*

Part 4:

IN THE EVENT An ACTUAL OR SUSPECTED BANK ROBBERY, the following personnel shall be immediately called out by the on-duty dispatcher:

1. *Chief of Detectives or acting Chief of Detectives*
2. *Chief of Police or acting Chief of Police*

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Article 2 Bank Alarm Protocol (continued)

Part 5:

The dispatcher, in the event of a false alarm, should request that the employees of the financial institution display the proper signal outside of their building for officers. This involves the posting or display of orange flags outside the bank doors by employees.

Part 6:

The dispatcher, IN THE EVENT OF EITHER A FALSE ALARM OR ACTUAL INCIDENT, shall complete, before shift end, the proper documentation form titled: "The Southern Indiana Financial Institution Uniform Alarm Report". The completed form should be forwarded to the primary case investigating officer before being forwarded to the respective financial institution's security officer.

Part 7:

The Chief of Detectives becomes the Scene / Investigation / Incident Commander upon scene arrival. The Chief of Police, or acting Chief of Police shall be responsible for any and all release of information to the media and/or any other non-department source, pending and after the Chief of Detectives or acting Chief of Detectives' approval.

NOTE: RESPONDING OFFICERS SHALL RESPOND IN SILENT MODE (WITHOUT) AND OBSERVE FROM A DISTANCE THE FINANCIAL INSTITUTION IN ALARM, AWAITING EVIDENCE OF A PROBLEM OR THE PROPER SIGNAL INDICATING A FALSE ALARM.

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Article 3 Bomb or Terrorism Threat Protocol

Including but not limited to the receipt of a bomb threat (including threats of explosions and/or other acts of terrorism).

Part 1:

This protocol is initiated upon the receipt of a bomb, explosion or other act of terrorism VERBAL THREAT via telephone or other communications medium, by Charlestown Police Department personnel.

Part 2:

The Dispatcher shall maintain contact with the notifying subject as long as possible, ascertaining information as directed on the (and for the completion of) the Department "Telephone Bomb Threat Checklist" form shown on next page.

Part 3:

Dispatch shall as soon as possible, advise the on-duty shift commander of the THREAT and all information received in a "tactful" manner (as to not cause any unnecessary panic for listening scanner owners).

Part 4:

Dispatch shall immediately, after approval of the shift commander, initiate this protocol, and contact Central Alarm and request the Charlestown Fire Department & EMS report to fire station #1 for police assistance. All emergency support shall first stage at fire station #1 to prevent additional contamination and enable positioning by the police shift commander. Dispatch should be contacted by a fire commander, who should be connected to the shift commander for instructions.

Part 5:

Dispatch shall immediately contact and advise the Chief of Detectives or acting Chief of Detectives and Chief of Police or acting Chief of Police of the situation. The Chief of Detectives becomes the Scene / Investigation / Incident Commander upon scene arrival and the Chief of Police shall be responsible for any and all release of information to the media and/or any other non-department source, pending and after the Chief of Detectives or acting Chief of Detectives approval.

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Telephone Bomb Threat Checklist

Time & Date Reported: _____ Case #: _____

How Reported: _____

Exact Words of Caller: _____

Questions to Ask Caller:

1. When is the bomb going to explode? _____

2. Where is the bomb right now? _____

3. What kind of bomb is it? _____

4. What does it look like? _____

5. Why did you place the bomb? _____

6. Where are you calling from? _____

Description of Caller's Voice:

Male ___ Female ___ Young ___ Middle Age ___ Old ___ Accent _____

Tone of Voice _____ **Background Noise** _____

Is voice familiar, if so, who: _____

Time Caller Hung Up: _____ Remarks: _____

Name & Location of Recipient: _____

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Article 4 *Death Investigation Protocol*

Including but not limited to the investigations of Homicides (including Murder, Attempted Murder, Manslaughter, Suicide, and Reckless Homicide), Vehicular Fatalities, and Human Death of Questionable Nature, Suspicious Circumstances, or possibly resulting in the criminal prosecution of another person(s).

Part 1:

This protocol is initiated at the request and by the authority of the on-duty Charlestown Police Department shift commander or highest ranking on-duty Department officer if the said shift commander is incapacitated and unable to perform his/her duties.

Part 2:

The Chief of Detectives, or acting Chief of Detectives shall be contacted and summoned to duty with a brief summary of the situation, location of the incident, and location of the Department Shift Commander, by dispatch.

*** Evidence Technicians and other supporting services such as the Coroner, K9 Division, and Reserve Officer assistance, and shall be performed by dispatch at the request and discretion of the Chief of Detectives or acting Chief of Detectives.*

Part 3:

The Chief of Police, or acting Chief of Police shall be contacted and summoned to duty with a brief summary of the situation, location of the incident, and location of the Department Shift Commander, by dispatch.

*** If the Chief of Police or Acting Chief of Police can not be contacted, the next highest ranking department officer able to be contacted shall substitute, until contact is made by dispatch.*

Part 4:

The Chief of Detectives becomes the Scene / Investigation / Incident Commander upon scene arrival. The Chief of Police, or acting Chief of Police shall be responsible for any and all release of information to the media and/or any other non-department source, pending and after Chief of Detectives or acting Chief of Detectives approval.

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Article 5 *Domestic Disturbance Protocol*

Including but not limited to the investigations of Domestic Violence and Disturbances (including Fights, Disorderly Persons & any situation possibly involving a weapon).

Part 1:

This protocol is initiated upon the complaint of a Domestic or General Disturbance by Charlestown Police Department personnel.

Part 2:

The initial complainant should be kept on the phone until units arrive, and the following information should be ascertained from the complainant and immediately relayed to responding units:

- A. The involvement or presence and location of any types of weapons.*
- B. The status of the situation regarding the disturbance being a verbal argument or physical confrontation (involving battery).*
- C. The existence and location of any injured persons.*
- D. The locations of known persons involved in the altercation.*

*** Note: Incidents involving weapons and/or physical confrontation or the immediate threat thereof, require the response of two (2) officers even if it means notifying another officer on a lesser priority call.*

Part 3:

Upon receipt of information regarding persons involved in the altercation, the on-duty dispatcher shall contact the Clark County Police Department and inquire of any active PROTECTIVE ORDERS AND/OR WARRANTS. Information regarding valid orders or warrants shall be forwarded to the highest ranking officer at the scene via coded message, beginning with inquiring if units are Signal 48 or not.

Part 4:

All domestic disturbance/violence complaints require the assignment of a Department case number, by the on duty dispatcher.

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Article 6 Officer Involved Firearm Shooting Protocol

Including but not limited to the investigation or incident of an Officer Involved Shooting.

Part 1:

This protocol is initiated upon authorization by the on-duty shift commander in the event of a Charlestown Police Department Officer involved firearms shooting incident, including incidents of NO INJURIES.

Part 2:

The Chief of Detectives, or acting Chief of Detectives should be contacted and summoned to duty with a brief summary of the situation, location of the incident, and location of the Department Shift Commander, by dispatch.

*** Evidence Technicians and other supporting services such as the K9 Division, and Reserve Officer assistance, should be obtained by dispatch at the request and discretion of the Chief of Detectives or acting Chief of Detectives.*

Part 3:

The Chief of Police, or acting Chief of Police should be contacted and summoned to duty with a brief summary of the situation, location of the incident, and location of the Department Shift Commander, by dispatch.

*** If the Chief of Police or Acting Chief of Police can not be contacted, the next highest ranking department officer should to be contacted shall substitute, until contact is made by dispatch.*

Part 4:

The Chief of Detectives becomes the Scene / Investigation / Incident Commander upon scene arrival. The Chief of Police, or acting Chief of Police shall be responsible for any and all release of information to the media and/or any other non-department source, pending and after the Chief of Detectives or acting Chief of Detective's approval.

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Article 7 *On-the-Job Injury Protocol*

Including but not limited to the occurrence of an ON THE JOB INJURY involving a Charlestown Police Department employee or Reserve Department member.

Part 1:

This protocol is initiated upon the occurrence of an ON THE JOB (WHILE ON DUTY) INJURY involving a Charlestown Police Department employee or Reserve Department member.

Part 2:

All ON THE JOB INJURIES shall be documented on the respective case dispatch ticket related to the duties being performed while injured. If a case investigation is not applicable, a MISCELLANOUS new dispatch ticket, including a case number, should be started and completed by the dispatcher and officer injured (or shift commander if unavailable).

Part 3:

The Chief of Police or acting Chief of Police shall be notified of the incident and situation, as well as the current location.

Part 4:

INFORMATION REGARDING AN OFFICER ON-DUTY INJURY MAY ONLY BE RELEASED by the Office of the Chief of Police.

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Article 8 Severe Weather-Tornado Protocol

Including but not limited to Severe Thunderstorms and the issuance of a Tornado Warning.

Part 1:

This protocol is initiated upon the National Weather Service issuance of a Severe Thunderstorm or TORNADO WARNING for Clark County Indiana; or a local law enforcement or fire department official directly reporting, to the Charlestown Police Department, the presence or real evidence of a tornado, on-the-ground, in or around the City of Charlestown.

Part 2: THUNDERSTORM WARNING

The on-duty dispatcher shall be responsible for notifying, upon alert, the on-duty Department Shift Commander, of any Weather WATCH and WARNING bulletins, from the National Weather Service, when issued for and including Clark County, Indiana. The dispatcher shall NOTIFY THE CHIEF AND ASSISTANT CHIEF of the WARNING and document such information on the Department radio log.

Part 3: TORNADO WARNING

In the event the National Weather Service issues a TORNADO WARNING for Clark County, Central Fire Alarm should activate the Charlestown sirens (on tornado alert, a constant all siren blow for three minutes) as part of the county-wide activation protocol. The on-duty dispatcher, over the city police frequency, shall dispatch all information pertaining to the issuance of a TORNADO WARNING and the activation of the Siren Alert via county-wide activation protocol, to all on-duty and monitoring off-duty police personnel.

As a back-up to the county-wide activation protocol, the on-duty Department dispatcher shall activate the city Tornado Warning Alert Sirens, per directions in PART 5 of this section, and dispatch information as described above, in the event of any of the following:

1. The National Weather Service issues a Tornado WARNING for Clark County, Indiana, AND Central Alarm is unable (for ANY reason) to activate, per county-wide activation protocol, the Charlestown sirens; or
2. *A local law enforcement officer or fire department official directly reports, to the Charlestown Police Department, the presence or real evidence of a tornado, on-the-ground, in or around Charlestown.*

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Part 4:

In the event of a TORNADO WARNING, the on-duty dispatcher should immediately (after completing Part 3 of this section) notify the Chief of Police, Assistant Chief of Police and Mayor of the situation.

Part 5: BACK-UP SIREN ACTIVATION

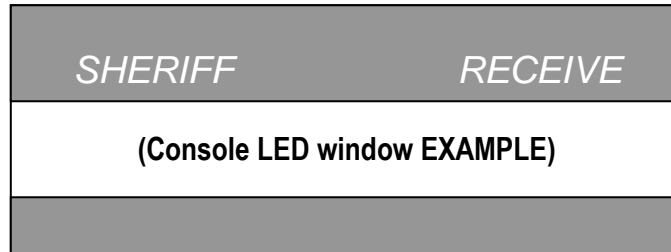
In the event the National Weather Service issues a TORNADO WARNING for Clark County, and Central Fire Alarm has not or can not activate Charlestown area Alert Sirens or a local law enforcement officer/fire department official directly reports, to the Charlestown Police Department, the presence or real evidence of a tornado, on-the-ground, in or around Charlestown, this protocol should be initiated. The on-duty dispatcher, after approval of the on-duty Shift Commander, the on-duty dispatcher ***shall*** activate the city Tornado Warning Alert Sirens, via the following steps:

DIRECTIONS FOR ACTIVATION OF THE TORNADO SIREN ALERT:

At the dispatch room radio console (base radio control panel):

STEP ONE - PRESS "PAGE" BUTTON (bottom left of the radio console).

LED WINDOW
EXAMPLE ----->
(after pressing page)



STEP TWO - PRESS RED "TRANSMIT" BUTTON TO START SIREN
(bottom right of the radio console).

**** THIS WILL SET THE SIREN FOR ONE CONSTANT THREE (3) MINUTE SIREN BLAST (TORNADO ALERT), ACTIVATED VIA RADIO FREQUENCY TONE BROADCAST.**

NOTE - AFTER COMPLETING STEP ONE, IF THE CONSOLE LED WINDOW DOESN'T SHOW *PAGING* weather siren, a power surge or failure may have affected the weather siren programming. If so, press the UP ARROW scroll button until the "weather siren" is shown in the LED window under the word RECEIVE, OR RESTART THE CONSOLE TO RESET IT.

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Article 9 Suspicious Package or Substance Protocol

Including but not limited to the report or receipt of information regarding a Suspicious Package or Substance.

Part 1:

This protocol is initiated upon the receipt of information regarding a Suspicious Package or Substance within the jurisdiction of the Charlestown Police Department.

Part 2: Definitions / What is Suspicious?

A suspicious package or piece of mail is one which is:

- a. Unexpected or from someone unfamiliar to you.
- b. Addressed to someone no longer at your organization or outdated.
- c. Has no return address, or one that can not be verified as legitimate.
- d. Has unusual weight, lopsided or oddly shaped.
- e. Has restrictive markings such as "personal" or "confidential".
- f. Has strange odors or stains about it's package covering.
- g. Indicates a return address which is different from the post mark.

A suspicious substance is defined as being that which is unknown and unexpected to it's receiver. A substance, in any form (gaseous, granulated, powdery, solid or liquid) which is not recognizable and potentially a hazardous material or unsafe as a result.

Part 3:

Dispatch should obtain the following information during initial contact:

- a. **Name, address and phone number of the complainant.**
- b. **Exact location of the suspicious package/substance.**
- c. **Method by which the suspicious mail/package/substance was received & when.**
- d. **Reasoning for the basis of suspicion.**
- e. **Full description of the suspicious mail/package/substance.**
- f. **The complainant should be told to isolate and not handle the mail or package.**

Officers shall be immediately dispatched (SIGNAL 15 Investigation) to the area of the suspicious package/substance. Dispatch should be prepared to relay the above information, to the responding police shift commander, preferably via cellular telephone contact.

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Part 4:

Dispatch should immediately contact Central Fire Alarm and request the Charlestown Fire Department and EMS report to fire station #1 for police assistance. All emergency services should first stage at fire headquarters to prevent additional contamination and be able to be positioned by the police shift commander. Dispatch should be contacted by a fire commander, instructions should be relayed, preferably via cellular telephone, by an on scene police officer, under the direction of the shift commander.

Part 5:

The Assistant Chief, Chief, or Detective shall be contacted and advised of the situation, as well as the location of the shift commander. ** If these officers can not be contacted, the next highest ranking Department officer able to be contacted shall substitute, until contact is made by dispatch.

Part 6:

The Chief of Detectives becomes the Scene / Investigation / Incident Commander upon scene arrival. The Chief of Police, or acting Chief of Police shall be responsible for any and all release of information to the media and/or any other non-department source, pending and after Chief of Detectives or acting Chief of Detective's approval.